



Rosie and Jim's Childcare Limited

Rosie and Jim's Pre-School

Eagle Street East
CV1 4GY
Coventry

Fee and Outstanding Payments Policy

Purpose

Rosie and Jim's Childcare is committed to providing a safe, nurturing, and high-quality childcare service.

To maintain this standard, it is essential that fees are paid on time and in full.

This policy sets out clear expectations around childcare fees, payment arrangements, late payments, and outstanding balances.

It also provides guidance on how we will work with families should payment difficulties arise.

1. Fee Structure

- Fees are charged according to the agreed contracted hours and sessions, DfE guidance and LA agreements.
- Fees are calculated to include all childcare costs (except where otherwise stated, e.g., outings or special events)
- Fees are payable whether the child attends, including absence due to illness, holidays, or appointments. This ensures the child's place is held and staffing costs are covered, and consumable items may have already been ordered.
- Additional sessions, if requested and available, will be invoiced separately and must be paid in advance.
- Fees are reviewed annually or as and when required. Any increase will be communicated in writing with at least one month's notice.
- Late collection fees are charged at £10 per 10 minutes with a minimum charge rate of £10. These do not benefit the company and go directly to staff where applicable.

2. Deposits and Registration Fees

- We do not charge a deposit or registration fee.

3. Payment Methods

We accept the following forms of payment:

- Bank transfer
- Childcare vouchers
- Tax-Free Childcare scheme payments
- Standing order/direct debit (where agreed)
- Cash (only by prior arrangement and with a receipt provided)

Payments should be referenced with your child's name to ensure they are allocated correctly. Rosie and Jims does not accept any responsibility for delays caused by incorrectly referenced payments.

4. Payment Schedule

- Fees are payable monthly in advance, by the 1st working day of each month unless agreed otherwise.
- Parents/carers will receive a detailed invoice outlining the monthly fees due.
- It is the responsibility of parents/carers to ensure that payments are made promptly.

5. Late Payments and Outstanding Balances

- Rosie and Jims do not charge any late payments on balances however, you may be charged filing fees if invoices are escalated to further legal action.

6. Late Payment Strategy

We understand that financial difficulties can arise unexpectedly. Our aim is to work in partnership with families to find fair and manageable solutions, while protecting the

sustainability of Rosie and Jim's Childcare.

Our late payment strategy includes:

- Reminder notices: Friendly reminders will be sent daily if payment has not been received after the due date.
- Formal late payment notice: Issued after 7 days, including application of late fees.
- Payment plan option: Families experiencing financial difficulties may request a structured payment plan to clear outstanding balances over an agreed period.
- Final notice: If no contact or payment is made after 14 days, a final warning will be issued stating that childcare may be suspended.
- Suspension or termination: If balances remain unpaid beyond 21 days and no arrangement has been made, the child's place will have been suspended or permanently withdrawn and risk potential CCJ.
- Referral for recovery: In cases of non-payment, outstanding balances may be passed to an external recovery service or pursued through legal means.

Stage	Days overdue	Action to be taken
Stage 1	1-6	<ul style="list-style-type: none">● Daily invoice payment reminders
Stage 2	7-13	<ul style="list-style-type: none">● Daily invoice reminders which warn of potential place suspension.● Phone contact to be made.● Nursery manager to speak to parents.

Stage 3	14-20	<ul style="list-style-type: none"> • Place suspended on day 14. • Daily email reminders which warn of potential court action including breakdown of potential CCJ Consequences.
Stage 4	21	<ul style="list-style-type: none"> • To be added to the list of court actions. • Daily email reminders.

If a child returns after a place suspension caused by late payment of fees – as a condition of readmission the parent may have to sign a stricter policy regarding late payment of fees.

7. Support and Communication

- We strongly encourage open communication. Parents/carers who anticipate difficulty in making a payment must contact the childcare manager immediately and then escalate to the office & finance manager, operations manager or company directors.
- All discussions will be treated in the strictest confidence.
- A willingness to engage and make arrangements will always be looked upon favourably compared to non-communication.

8. Notice Period

- A minimum of four weeks' written notice must be given to terminate a childcare place. Fees remain payable during this period regardless of attendance.
- If immediate withdrawal occurs without notice, the full four weeks' fees will still be due.

9. Holiday Club Notice Period

- A minimum of two weeks' notice of holidays, or cancellation of place is required.
- Anything less than two weeks' notice is down to the managers discretion and only granted in extreme circumstances.

10. Policy Review

This policy will be reviewed annually, or sooner, if necessary, to ensure it remains fair and effective. Parents/carers will be notified in advance of any changes.

Acknowledgement

By signing your childcare contract, you confirm that you have read, understood, and agree to abide by the Rosie and Jim's Childcare Fee and Outstanding Payments Policy.

Written by:	C.Williams
Date	September 2025
To be reviewed:	Annually