



## Out of School Club Fees Policy

At Crazy 4 Kids, we strive to keep the fees as 'transparent' as possible, providing detailed invoices monthly. Fees are charged either on a daily or weekly basis and charged monthly in advance. Invoices are generated around the 15<sup>th</sup> of every month and are due for payment by the 1<sup>st</sup> of the month. For any bookings received after the invoice has been generated for that month, a further invoice will be generated and will be due immediately.

Sessions booked and confirmed cannot be adjusted or refunded for any period of absence due to illness, holiday, school trips or any unplanned closure beyond our control. Where places have been confirmed for Reception Class Children, fees will be liable from the first day of the school term regardless of whether the child is on holiday or is within a 'staggered' Reception intake period. If you do not wish to pay for this 'retention' period, we cannot confirm your child's place until they are attending full time school.

*NB: Holiday club places require payment upon booking and once confirmed cannot be cancelled, exchanged or refunded without 1 weeks' notice given in writing.*

### Invoicing

A detailed invoice will be sent to you monthly via email and can be viewed within your account on our software system FAMILY.

Please see your Setting Pricing Schedule for a full list of fees and charges applicable. You will receive notification of any increase in fees one month before the proposed increase.

### Methods of Payment

- Bacs Transfer
- Childcare Vouchers
- Student Bursary
- Standing Order
- Fees can be paid via a Taxfree Childcare (TFC) account.

NB: It is the Parent's responsibility to provide Crazy 4 Kids with the TFC Reference Number of each child in order to facilitate the allocation of payments.

If you fail to pay your outstanding invoices on time, the Finance Team has the right to issue an outstanding balance charge of £30 when generating the next month's invoice.

Parents/carers are encouraged to speak in the first instance, to their Admissions Administrator if they have any query about their charges. If for any reason, you are likely to have difficulty in making a payment on time, please contact the Finance Team (finance@crazy4kids.co.uk). Parents/carers are strongly advised to discuss any issues they may have with paying their invoices as soon as they are aware.

*\*Your child's place will be at risk if you fail to pay your invoices on time\**

### Debt Recovery

Where fees are overdue, Crazy 4 Kids Reserve the Right to pass this debt over to our Debt Recovery Company or pursue it through the County Court with costs for the recovery being passed over to the Parent / Carer along with any outstanding balance fees.



## **Working Tax Credit (Childcare Element)**

Where a Parent / Carer is in receipt of the above to help toward their childcare costs and 'fall' into arrears, Crazy 4 Kids reserves the right to notify HMRC. This could result in the tax credits being suspended and HMRC requesting repayment.

## **Refunds**

Where a Parent / Carer generates a credit balance with Crazy 4 Kids this will be carried forward to the next calendar month and will stay 'on account' for the duration of the child's place. Credit balances will only be refunded where the Parent / Carer has cancelled their child's place with Crazy 4 Kids on a permanent basis. Any fees paid to Crazy 4 Kids through a Childcare Voucher Scheme will be refunded back to the Childcare Voucher Company.

If you require any further information, please contact your setting Admissions Administrator who will be happy to assist you.

JULIE NORRIS

REGISTERED PROVIDER

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