

Late payments and refusal to pay fees Policy

At Next Steps we work in childcare as we love caring for children and supporting their development. Like you we have bills and expenses to meet each month and therefore require a regular income. We would be grateful if payments could be prompt each month/week.

ALL PAYMENTS MUST BE MADE IN ADVANCE OF ME CARING FOR YOUR CHILD.

When booking a place for your child you are required to pay a deposit of £100 per child. This is held until you have provided us with 8 week’s written notice that you no longer require our services and the final invoice is paid in full.

Payments are due at the end of each month any outstanding payments will incur a charge of £2 per day until the fee has been paid.

If a payment has still not been received by the 7Th day following the payment date stated, we reserve the right to make an additional charge ‘Late payment fee’ of £20 as per our contract to cover any bank charges that we may have incurred. If payment has still not been received after a further 3 days, then we reserve the right to terminate the childcare contract with immediate effect. We would then seek legal advice regarding the fees outstanding and this may result in you being summoned to attend a hearing at county court. If the Judge finds in our favour you will also be liable for the court costs.

If you have had a change in personal circumstances and are now struggling to make payments, please make management aware so we can make suitable arrangements. It may be that you are entitled to additional funding through the childcare element of the working tax credit and other benefits.

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