

Payment and Debt Collection Policy

Nursery and preschool payments are monthly upfront payments due by the 1st of each month.

If payments are not received by the 7th, then we will begin our debt collection policy which is set out below:

Day 7: Email reminder
Day 14: Email reminder
Day 21: Email reminder
Day 28: Final email reminder
Day 30: Text message sent to registered number

Any communication after 30 days will be handled only via email, this is in the best interest of all parties in case of any further breakdown in communication.

We will always do our best to work with families in the event of any financial hardship however please communicate with our finance team to prevent any additional charges being applied.

In the event of no payment or communication from a parent, we will then start to pursue recovering monies through the small claims courts. This can result in reduction of your child's hours to funding entitlement only or complete withdrawal of place.

Please note that should court action be required you will be liable for additional fees.

These could include but are not limited to:

- Fixed late payment fees per the Late Payments Act 2000
- Interest on the balance owed (Late Payment Act 2000)
- Initial Court proceeding fees starting from £35.00
- Costs incurred by S4YC to attend court in the event of judge's decision in S4YC favour, this can include staff wages/loss of earnings due to court appearance.
- Bailiff fees

