

## Non-Payment of Fees Policy February 2019

**Reviewed By:** Isla Lunan

**Reviewed on:** February 2019

**Next review:** August 2019

**Related Policies:** Admissions Policy, Bursary and Hardship Fund Policy and Procedure

### Endorsement

Full endorsement is given to this policy by:

**Name:** Toby Carter

**Position:** Cambridge Steiner School Trustee

**Signed:**



**Date:** February 2019

### Introduction

This policy sets out the procedure for following up on late or non-payment of fees.

### Parent Obligation

Parents/guardians receive an invoice for the forthcoming term's fee at the start of each term. Fees become payable in full within 21 days of the date of the invoice. Full payment of fees can be made by bank transfer, cheque, cash or childcare vouchers.

Where a monthly payment plan has been agreed, payments should be evenly split over the term/year and be paid on the same day each month by standing order/childcare vouchers.

Please note that childcare vouchers can only be used until your child is of compulsory school age.

### Financial Hardship

The school may be able to offer assistance to families who are experiencing financial hardship (for details please consult the Bursary and Hardship Fund Policy and Procedure).

### Process for follow up of non-payment of fees

- **Step 1** - A statement of account will be sent reminding the family of a late payment. Payment must be made or parent(s) must contact the Resources Manager within seven calendar days of the statement date to arrange a payment plan or the late fee charge of £20 will be added to their account.
- **Step 2** - If payment has not been received or the Resources Manager has not been contacted (as per Step 1) the late fee charge of £20 will be added to the account and a letter will be sent to the family informing them that, should payment or contact not be made within seven calendar days of the date the email or letter, the notice period fee (one full half term

per child – defined as notice given on or before the first day of a half term and expiring at the end of that half term) will be added to their account.

- **Step 3** - If, after seven calendar days, no contact has been made with the school or payment is not received, then the notice period fee will be added to the account and the family may be requested to keep their child/children at home until they settle their account OR contact the school to agree a fee payment plan.
- **Step 4** - Any fees remaining unpaid at the end of the school half term will accumulate interest at 5% over the Bank of England interest rate from the date they became overdue. This amount will be added to the account and the child/children will no longer have a place at school.

If a financial arrangement/payment plan has been made with the school and is broken, the school will proceed immediately with Step 2 (above).

Please be assured the school will always seek to discuss and resolve financial issues with the parents/guardians before instigating any of these measures. We encourage parents to talk to the Resources Manager at the earliest opportunity regarding finances and any financial difficulties.

#### **Payment Plans**

Any payment plan that is agreed with the school will not normally allow a period for the repayment of outstanding fees to extend beyond the end of the school year. In addition, the first payment of any agreed plan will normally be made on the day that the plan is agreed.

#### **Complaints**

Any complaint lodged after requests for fee payment from the school will be considered under the appropriate school policy (Complaints Policy) but cannot be used as justification for non-payment of fees.

Thank you for taking the time to read this policy.