

# Cool Kidz Club



## Fee Structure and Payment Policy

## 1. Overview

Cool Kidz Club recognises that childcare can be costly, and we are committed to supporting families where possible. We encourage all eligible parents or carers to claim the childcare elements available to them. We are registered to accept:

- **Childcare vouchers**
- **Tax-Free Childcare Scheme payments**

## 2. Monthly Fees

- Fees are issued on a monthly basis.
- A invoice will be provided each month
- **Payment is due by the 10th of each month; any change of payment date will be given 4 weeks' notice.**

## 3. Payment Methods

Fees can be paid via:

- BACS transfer (bank details provided on the invoice)
- Childcare vouchers
- Tax-Free Childcare Scheme

## 4. Fee Conditions

- Fees are charged for all **booked sessions**, regardless of attendance.
- A **20% discount** is offered for the **eldest sibling**, applicable **only to After School Club sessions**.
- Fees are reviewed annually by the Cool Kidz Club Committee.

## 5. Missed Payments and Late Fees

- If fees are unpaid after the due date, you will receive a reminder email requesting payment.
- If you are experiencing financial difficulty, please contact the **Committee or Manager** immediately to discuss options.
- If there is no communication, the Manager will follow up to discuss payment arrangements.
- If no resolution is reached and fees remain unpaid, your child's place will be **cancelled**.
- The outstanding balance must be paid **in full** before your child can return to the setting.

## 6. Late Payment Enforcement

- A **formal warning** will be issued if fees are paid more than 2 days late.
- **Persistent late payment (more than twice)** will result in a requirement to pay **monthly in advance**.
- If **advance payment is not received**, your child's place will be **cancelled**

## 7. Late Collection Charges

Please see – Late Collection & Child Not Collected Policy

## 8. Payment Plans

- Payment plans may be arranged in exceptional circumstances.
- If a payment plan is **not adhered to**, the child's place will be **forfeited immediately** until all outstanding fees are settled.

## 9. Formal Action for Non-Payment

If no payment or correspondence is received within **7 days** of the warning:

- A **formal letter** will be issued, and an **admin fee of £20** will be applied.
- An additional **£20 admin fee** will be charged for **each subsequent letter**.
- If there is still no response after a further 30 days legal action may be taken.

## 10. Notice Periods

- **Four weeks' written notice** is required to:
  - Reduce sessions
  - Terminate a child's place
  - Holiday Leave
- If less than 4 weeks' notice is given, you will be still be charged the sessions.

## 11. Absences

- Charges apply for all booked sessions, even if your child is absent.
- Please inform us of absences via email: **coolkidzclub1@outlook.com**
- In **exceptional circumstances**, a meeting with the Manager can be requested to discuss the situation.

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## About Cool Kidz Club

Cool Kidz Club is a **registered childcare setting** with **CIW (Care Inspectorate Wales)**. We operate as a **non-profit charity (No. 1188330)** and are governed by a **Voluntary Committee of Trustees**.