



## **Fee Recovery Policy**

Quackers policy on fee notification, collection and arrears is summarised below:

- At the end of each calendar month Parents/Carers will receive an invoice detailing the fees payable for the month ahead. This invoice will specify the fee per session, the number of sessions that a child is due to attend and the total payment due for the month.
- Quackers fees are payable in full by the end of the first full week of the month. Payments may be made by cash, cheque or bank transfer or child vouchers. If any cheque is returned as non-payment the parent/Carer is liable for any handling fee levied by the Club's bank.
- In certain circumstances payment of fees in full for a month may not be feasible. In this instance the Parent/Carer of the child(ren) concerned must discuss and agree with the Club Manager/Office Manager at the beginning of the month and arrange an alternative schedule for the payment of fees. Any agreement for which payment is deferred is made at the discretion of the Club Manager/Office Manager. All such discussions will be treated in complete confidence.
- Exceptional arrangements may be granted on a temporary basis.
- All deposit(s) paid will be returned when child/ren leaves the Club unless 4 weeks' notice has not been given.

If a family has used the Club's services without payment being made or if their payment has been dishonoured or unacceptably delayed the following procedure will be followed:

- During the second full week of the month the Parent/Carer will be reminded that fees are due by the end of the week. If payment is received within this time no further action will be taken.
- Should no payment be made, or no deferred payment schedule agreed by the end of the second full week of the month the Club Manager/Office Manager will issue a written reminder notice to the parent asking for payment within 7 days. If payment is received within this time no further action will be taken.
- Should no payment be made, or no deferred payment schedule agreed by this stage, the child/children will be unable to use the Club services until payment has been made in full. If payment is received within 7 days no further action will be taken and the child/children may resume attendance at Quackers.
- If no payment is made then Quackers reserves the right to take appropriate action to recover fee arrears.



Quackers After School Club

Fee Recovery Policy

Issue C

Signed on behalf of Quackers After School Club: \_\_\_\_\_

Position: \_\_\_\_\_

**Quackers After School Club**

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