



We demonstrate tolerance and respect through child-led play

Fee Paying Policy

Contents

1	Scope & Purpose.....	1
2	Outline.....	2
2.1	Aim.....	2
2.2	Procedures.....	2
2.3	Early Years Education funding.....	3
2.4	Extended holiday/absences.....	3
2.5	Help with childcare costs.....	3
2.6	Late payment and non-payment of fees procedure.....	3
2.7	Termination of contract.....	4
	Appendix 1: Payment Plan Contract	6
	Appendix 2: Schedule of Fees	7



We demonstrate tolerance and respect through child-led play

Fee Paying Policy

1 Scope & Purpose

1.1

This policy applies to all parents and carers of children who attend/have attended sessions at Croft Playgroup.

1.2

The purpose of this policy is to ensure parents and carers are aware of their responsibility to pay for the sessions and associated costs which are incurred during their child's time at playgroup. It also ensures parents and carers are aware of the process for such payments.

2 Outline

2.1 Aim

As a community resource and a not for profit organisation which is committed to childcare, we aim to keep our fees affordable and competitive and at such a level that we can provide childcare of the highest quality. Fees are reviewed annually to ensure that we continue to meet our objectives.

As a registered childcare provider, we are in receipt of Early Years Education funding for the families of two year olds who qualify, along with all three and four year olds. Where funding is not received, or extra hours are required in excess of funded hours, then fees are payable by parents/carers to Croft Playgroup.

2.2 Procedures

Croft Playgroup invoices are produced each term (Autumn/Winter, Spring and Summer). Fees are payable termly and must be paid in full within 28 days. Fees are payable for all sessions booked, even if some are missed due to illness, holiday or other reasons, in order that we may reserve your child's place.

Invoices are itemised to show your free entitlement, any additional paid hours (outside of your free entitlement), food charges, non-food consumables and activities.

Failure to pay fees on time and in full could jeopardise your child's place and continued non-payment may result in your child's place being withdrawn in accordance with the procedure detailed under 'Late Payment and Non-Payment of Fees' below. Fees may also be charged if you are late in picking up your child.

Fees are charged for additional sessions outside of the free government funding, food, activities, non-food consumables, late collection and any other charges incurred.



We demonstrate tolerance and respect through child-led play

Any charges outside of additional sessions and late collection fees are optional, however if a parent chooses not to pay they will be expected to provide the equivalent food, sun cream and any other items where applicable.

There are additional resources available to support any families who might be struggling to pay; our managers will be able to discuss this with you and assess on a case by case basis.

We would also remind parents that non-payment of your invoice will impact on the available budget for other vital supplies. It is also worth noting that, as a charity, our only source of income apart from fees is through fundraising events.

You can pay your invoice by bank transfer (this is our preferred method), cash or cheque. If paying on-line please quote your child's name as the reference. Our account details are as follows:

Account name: Croft Playgroup
Account number: 90003050
Sort code: 20-84-58

If you are entitled to free funding, this will be paid directly to Croft Playgroup by Swindon Borough Council.

2.3 Early Years Education Funding

Croft Playgroup receives Early Years Education Funding for eligible two year olds and three and four year olds. This is available the term following your child's third birthday. Early Years Education Funding is for 15 hours per week or up to 30 hours per week based on certain criteria. To access this funding you must complete an Early Years Funding registration form and provide a copy of your child's birth certificate or passport.

Croft Playgroup offer funded sessions from 8am until 9am (Breakfast club), 9am to 3pm (Core hours) and from 3pm until 4pm (After school club).

All fees charged to parents/carers relate to hours not funded by Early Years Education Funding.

2.4 Extended holidays/absences

If a child is absent from playgroup for more than four consecutive weeks during term time, due to holiday or parent's choice, Swindon Borough Council will cease to pay the Early Years Education Funding at the end of the four weeks, until the child returns to playgroup. Therefore, any remaining sessions booked after the four weeks and during their period of absence will be payable in full by the parent or carer. If payment is not received, we will assume the child is not returning and their place will be given to a child on the waiting list. Payment must be made by the end of the first four weeks.

Any absences from playgroup for more than four weeks due to illness will be reviewed on a case-by-case basis by Swindon Borough Council.

Help with childcare costs

There are several ways in which you may be able to get help paying your childcare costs:



We demonstrate tolerance and respect through child-led play

- **Funded Early Education:** 2 year olds whose families meet the eligibility criteria qualify for 15 (or 30 where applicable) funded hours in an early years settings. All 3 and 4 year old children are eligible to receive 15 hours of funded early education, from the term following their third birthday until they start school. Depending on personal circumstances children may be entitled to further funded early education, up to a maximum of 30 hours. Further information can be found at www.childcarechoices.gov.uk
- You can access information from www.gov.uk/help-with-childcare-costs which explains about **tax credits** and **childcare vouchers**.
- **Further information** about paying for childcare can be found on the Family and Childcare Trust website www.familyandchildcaretrust.org
- **For parents under the age of 20** there is also a scheme to help pay for childcare, details of which can be found at www.gov.uk/care-to-learn

2.5 Late Payment and Non-Payment of Fees Procedure

As a registered charity with limited funds at our disposal, we expect all parents/carers to assist us with the smooth running of Croft Playgroup by ensuring that all fees are paid promptly.

Please let us know immediately if you have any concerns about your invoice, if you think you will have problems paying your invoice, or if you would like to arrange a payment plan with us. We acknowledge that from time to time, unforeseen circumstances may occur which result in late payment of fees; as a considerate organisation, we are committed to resolving payment issues with parents/carers as fairly and openly as possible and have adopted the following four stage approach:

Stage 1- If payment is not made within 28 days of the invoice, the Playgroup Financial manager or Playgroup manager will have an informal discussion with Parents/carers to ascertain when fees are likely to be paid.

If fees are paid within 14 days to Croft Playgroup after the informal discussion, then no further action will be taken. If not: -

Stage 2- the financial manager, playgroup manager or committee treasurer will write to parents requesting payment by a specific date and inviting the parents/carers in for a further discussion if they are unable to make payment by the payment plan agreed.

If a payment plan is subsequently agreed, then this will be confirmed in writing to the parents/carers who will also be asked to sign and return a payment plan contract (Appendix 1)

If no payment has been forthcoming, or a payment plan has not been agreed or completed before the next invoice is due, then:-

Stage 3- the financial manager, playgroup manager or committee treasurer will write to parents/carers requesting payment by a specific date and/or a more formal meeting to discuss the situation otherwise Croft Playgroup reserve the right to withdraw their child's place.

If no payment at all has been forthcoming by the specified date nor a payment plan agreed in writing (as detailed in Stage 2 above), then:



We demonstrate tolerance and respect through child-led play

Stage 4- the financial manager, playgroup manager or committee treasurer will write to parents/carers confirming that their child no longer has a place at Croft Playgroup because of their non-payment of fees and that the Committee reserves the right to take further steps to recover the unpaid fees. This includes administration costs and costs from using solicitors, debt collection agencies or the small claims courts procedures which will be recoverable in full if there are no extenuating circumstances to the contrary.

2.6 Termination of the contract

Croft Playgroup reserves the right to terminate the contract without notice in the event of unsuitable behaviour from parents/carers or non-payment of fees following the 'Late payment and non-payment of fees' procedure. At all other times one months' notice in writing will be given. If you wish to terminate your contract with the Playgroup one term's notice in writing is required.

This policy was adopted by Croft Playgroup

Signed on behalf of the Croft Playgroup

Croft Playgroup Committee

Croft Playgroup Managers

Name: Jason Adams

Name: Michelle Barrow, Helen Dearlove

Date to be reviewed: March 2026 or earlier if required



We demonstrate tolerance and respect through child-led play

Appendix 1

Payment Plan

This contract is between Croft Playgroup and _____ (the 'Parents / Guardians') of _____ (the 'Child').

Under this contract the parents / carers hereby confirm that they can afford to pay to Croft Playgroup, the sum of £_____ per **week / month** (delete as appropriate) in settlement towards the arrears of fees totalling £_____ in respect of their Child's attendance Croft Playgroup. The Parents / Guardians also hereby confirm that this sum will be paid every **week / month** on _____ (please specify day / date) commencing _____ (date to be inserted) until all of the arrears have been repaid.

Should the parents / carers be unable to make an agreed payment then they undertake to inform either the Playgroup Manager or the financial manager as soon as possible.

Signed: _____ Parents/carers

Date: _____

Signed: _____ on behalf of Croft Playgroup.

Date: _____



We demonstrate tolerance and respect through child-led play

Appendix 2

Schedule of Fees – as at 1st September 2025

Hourly rate	£9.50
Breakfast food	£1.00
Additional charges - charged per 3 hour session and includes snack (which is provided both in the morning and the afternoon)	£1.00 (including 50p per snack per 3 hour session and 50p for non-food items e.g. sun cream, wet wipes, nappy cream)
Zumba	£1.00 per week (if the session falls on the day your child attends)
Late collection charge	£9.50 if within 15 minutes of session end time, plus £5 for every 15 minutes thereafter
Any other activity	Price to be confirmed with appropriate notice to parents