



Non-Payment of Fees Policy

Heatherside Pre-school is a charity run organisation that operates a service which is fair and competitively priced. We aim to offer a high-quality service, in a safe and stimulating environment where the needs of individual children are met.

We offer sessions, term time only -

08.50 - 11.50 Monday – Friday

13.00 - 16.00 Wednesday and Friday (subject to availability)

08.50 - 16.00 Wednesday and Friday

11.50 - 12.50 Monday - Friday Lunch Club

The lunch club is charged at our hourly rate – You are unable to use your funded hours for this service unless you have the ‘Extended’ 30 hours funding and are using them or the majority of them at this setting. All hours taken must be paid for.

Payment of fees

An invoice stating the amount owed and our bank details will be sent via email to parents during the last week of half term. Payments are expected to be made within 7 days of the date of invoice. Fees are to be paid directly into the pre-school bank account and a receipt for fees paid will be given once monies have been received.

If you wish to pay using childcare vouchers you must advise us of this, giving the name of the provider. If you are unsure what childcare voucher schemes we recognise please contact our administrator for details.

Late payment of fees

Fees should be paid within 7 days of the invoice date. If payment is not made by the due date a reminder will be sent to the parent/carer where upon payment must be made immediately. If the fee remains outstanding our Chairperson will contact the parent/carer and inform the parent/carer that their child will be unable to attend until the outstanding fee is paid. If outstanding fees are not paid in full, a further letter will be issued where upon proceedings through the small claims court may be instigated to reclaim the outstanding amount. For non-funded children with outstanding fees Heatherside Pre-school also reserve the right to withdraw a child place once funding becomes applicable unless all unpaid fees are settled in full. Any child who is already receiving Early Years Education Funding will be able to remain at pre-school for their funded hours.

We understand parent/carers can encounter legitimate financial problems and should these conditions arise we ask for parents to immediately speak to the Pre-school Manager or

Administrator to enable the pre-school to come to an agreement regarding payment. Confidentiality will be assured.

Sickness

If a child is absent due to sickness or other reasons the fee will remain payable as the pre-school will have to keep their place open and still must employ and pay staff. In the case of continuing illness please speak to the Manager or as fees for such absences are at the discretion of the pre-school.

Early Years Education Funding (EYEF)

Heatherside Pre-school are in receipt of Universal EYEF for three and four-year olds. This is available the term following your child's third birthday. EYEF will fund a maximum of 15hrs a week. To access this funding, you need to complete an EYEF registration form and provide a copy of your child's birth certificate. All fees charged relate to hours or weeks not funded by EYEF.

Some children may be eligible for FEET funding. This allows 2-year-olds up to 15 hours a week funding. To check eligibility please contact - 01372 833833 or click on the link below

[Funded early education for two year olds \(FEET\) - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/early-years-education/funded-early-education-for-two-year-olds-feet)

Some 3 & 4 year old children may also be eligible for +15 hours EYF. Heatherside Pre-school can offer a maximum of 26 hours, also, if a child takes their Universal hours at a different setting or childminder, they can use their additional hours with us. Parents need to be in receipt of their eligibility code. To check eligibility, contact [Childcare Choices](#)

Termination of the contract

Heatherside pre-school reserves the right to terminate the contract without notice in the event of unsuitable behaviour from parents or non-payment of fees following the Non-Payment Procedure. At all other times 4 weeks' notice in writing will be given.

If you wish to terminate your contract with Heatherside Pre-school half a term's notice in writing is required.

Reviewed & re-agreed at AGM held 10th October 2025 Chair Alex Constantine