



Non-Payment of Fees Policy

If a family has used **The Indigo Childcare Group's** services without payment, or their payment to us has not been received in the pattern agreed, (either - weekly, fortnightly or monthly) we will follow a procedure in these stages:

- 1 You will receive a text message from Admin/Finance to alert you to the missed payment/default of payment plan. This gives you the opportunity to make payment without incurring charges. If you do not respond to the text message, a letter will be left for you at the service your child attends, asking you to contact us within 24 hours.
- 2 Failure to contact Admin/Finance within 24 hours will result in an administration fee of £10.00 being applied to your account.
- 3 If there is still no response from you, your account will be passed to the Head of Finance, who will try to contact you by telephone. If Head of Finance is unsuccessful, your childcare place will be suspended, a letter will be hand-delivered to you at the service your child attends, and you will be charged an administration fee of £20.00.

If payment is made within 5 working days, no further action will be taken and the service will resume. If no payment or contact is made, your childcare place will be terminated and all outstanding monies owed will become due for immediate payment.

- 4 Once your childcare place has been terminated, if payment is not received or contact made [to discuss a payment plan] within 5 days from date of termination, The Indigo Group will immediately refer the matter to a debt collection agency, for which we charge an administration fee of £50.00. You will also be liable for all subsequent charges levied by the agency.
- 5 If we are required to attend at the Sheriff Court, costs will be applied at £20 per hour, per person.

It is **The Indigo Childcare Group's** policy to pursue all unpaid fees and other thefts through the Sheriff Court for recovery of the service's money.