



## **Unable or Unwilling to Pay Policy**

We aim to provide high-quality early years care that is accessible and sustainable. This policy outlines the procedures we follow when fees are unpaid, either due to financial difficulty (unable to pay) or non-compliance (unwilling to pay).

### **Objectives**

- To ensure all parents/carers are treated fairly and respectfully.
- To protect the sustainability of the setting by ensuring consistent payment of fees.
- To provide support and signposting to families facing financial hardship.

### **Fee Structure and Invoicing**

- Invoices are issued monthly, in advance around 20<sup>th</sup> of month previous, and are due by the last working day of the month.
- A clear breakdown of charges is provided (current schedule of fees & your funded hours documents refer).
- Payments can be made via tax-free childcare, BACS, vouchers.

### **Procedure for Non-Payment**

#### **Missed Payment – Week 1**

- A polite reminder will be sent via Parent App.
- A copy of the original invoice will be reissued, if required.

#### **Continued Non-Payment – Week 2**

- A second reminder will be issued with a request to contact the setting to discuss any difficulties.

#### **No Contact or Payment – Week 3**

- A formal letter will be issued outlining the outstanding balance and a deadline for payment or arrangement.

#### **Failure to Respond – Week 4**

Services may be suspended temporarily until payment is made or a payment plan is agreed.

**Evergreen Lodge Nursery & Preschool Ltd – The Alpaca Park Farm – Main Street – Snarestone – Swadlincote – Derbyshire – DE12 7DB**

**Tel: 01530 272177 - Company no. 14616369 – Ofsted Registration 2741329**  
**[info@evergreenlodgenursery.co.uk](mailto:info@evergreenlodgenursery.co.uk) - [www.evergreenlodgenursery.co.uk](http://www.evergreenlodgenursery.co.uk)**



### **Support for Families Unable to Pay**

If a family is experiencing financial hardship, we encourage them to:

- Speak to the Business Manager in confidence.
- Set up an agreed payment plan.
- Seek advice on funding eligibility (e.g., 15/30 hours funded childcare).
- Be signposted to support services or local authorities.

### **Families Unwilling to Pay**

If a parent/carer is deemed unwilling to pay and makes no effort to communicate:

- The child's place may be permanently withdrawn.
- The debt may be passed to a collection agency or pursued through small claims court.
- Further childcare at the setting will not be offered until full payment is made.

### **Record-Keeping**

- All communications and payment agreements are documented.
- Copies of invoices, reminders, and correspondence are kept confidentially.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
04.09.2023	Rachel Bird	05.08.2026