



Non-Payment of Fees Policy

If a family has used Puddleducks Day Nursery or Breakfast/Link Club without payment or their payment has been dishonoured, we will follow a procedure in these stages:

1. We will write to remind the parent/carer of the outstanding amount and give them 7 days to pay.
 - If payment is received, then no further action will take place.
2. If payment is not received, we will write or speak to the parent and ask for the payment within 4 days plus an administration fee of £10
 - If payment plus administration fee is paid, no further action will be taken.
3. If payment is not received, we will write and ask for the payment plus £20 administration fee to be paid within 3 days
 - If payment is made plus the administration fee, no further action will be taken, and their child may continue to attend Puddleducks.
 - If payment is not made the child's place will be suspended until payment is made.
4. If payment is not received within 3 days, Puddleducks will immediately begin proceedings in the County Court for which we charge an administration cost of £140 which includes court fees.
 - During this time your child's place will be suspended
5. If we are required to attend at County Court, costs will be applied at a rate of £30 an hour.

It is Puddleducks Policy to pursue all unpaid fees and other thefts through the County Court for recovery of the service's money.