

Unpaid Invoices Procedure

Saplings is run as a non-profit making charity and as such relies upon the prompt payment of fees. Parents/carers are invoiced at the beginning of each half-term and if payment is not received by the end of that half-term then Saplings will use the following procedure:

- In the first case the parent/carer will be approached in person by the Playleader/Treasurer/Chair to remind them of the unpaid fees.
- If the payment is not forthcoming within seven days then a reminder email will be sent. This will contain a forewarning that an administration fee of £15 will be levied if the payment is not received within seven days and a further reminder letter needs to be written. If payment is received then no further action will be taken.
- If no payment is received then Saplings will write again to the parent/carer asking for immediate payment in full along with an administration charge of £15. If payment is received within four days then no further action will be taken.
- If payment is still not received then a final reminder letter will be sent to the parent/carer inviting immediate [payment within two days plus an administration charge of £30 in addition to the previous £15 charge. At this stage the child(ren) will be unable to use our services until payment is received in full. If payment and charges are received within four days then no further action will be taken and the child(ren) may resume attendance.
- If payment is not received within four days then Saplings will immediately start proceedings in the County Court for which we will charge an administration fee of £50 and all court fees.
- If Saplings are required to attend at County Court, costs will be applied at the rate of £20 an hour.
- Saplings will pursue all unpaid fees and other thefts through the County Court for recovery of the playgroup's money.

Each case will be judged individually as there may be a genuine reason for the non-payment, however everyone who is invoiced is expected to pay the fees even if they have an assisted place or special educational needs. Saplings will be flexible and willing to help wherever possible. This help could be in the form of sessional, weekly or monthly payment plans and will be at the discretion of the Chairperson and Treasurer.

Reviewed by:

Vickie Smith, Co-Chair

02/09/2018

Alice Bettoney, Treasurer

02/09/2018

Date of next review

02/10/2019