



Re: PS/PB 22/01/2019

Dear Parent/ Carer,

Late Payments

We are very grateful to you for the prompt payment of fees for services such as breakfast and after school club, extra-curricular clubs, trips and music lessons. It is really helpful to us when fees for additional services provided by school are paid promptly.

Unfortunately, there are a small number who do not always pay fees in a timely manner and this can be complicated, time consuming and uncomfortable for our administration staff who are obliged to chase up these debts. In a limited number of cases we are finding that this is becoming an ongoing issue and a drain on the limited resources of the administration team.

As a result, I have told the office that we will now put into place a new system for chasing outstanding payments to reflect the time and inconvenience it causes.

We allow two weeks for full payment of fees for the half term from day one of the new half term. After this time has elapsed the following process will take place to recover the outstanding debt.

1. A reminder will be sent via **text** after the two weeks.
2. A reminder **invoice** will be sent home after a further three days.
3. After three weeks a **second invoice** reminder will be sent and an additional **£5 administration charge will be added to the debt.**
4. This process will then continue each week until the debt is settled. **An additional £5 administration charge** will be applied for each **invoice/text** we are required to send.
5. Although school trips are generally voluntary contributions, please pay by the stated deadline to ensure we can make the decision that the trip can go ahead.

I hope that you feel able to support this process as we hope it will reduce our late payments to nil. We do not wish to apply a charge nor increase financial hardship but we must reflect the administration and difficulty non-payment creates for our administration team. We try very hard to make payment as convenient as possible and ways to pay are outlined below:

1. Cash/ Cheque at the school office
2. Payment online. Please see the office team for a letter which gives you a password and explains how to gain access. We have had great feedback from parents about how easy this system is to use. There is no longer a fee for using this method of payment.

You can pay weekly, monthly or half termly. You can also overpay to allow for additional meals or sessions. Tucasi, the system we use is an excellent system which will automatically credit your account for meals/ sessions not taken. This includes crediting your account when children go on a school visit.

Please see the administration staff if you have any further queries or would like a letter for online payments.

Best wishes,

Paul Brown
Headteacher