



Tiger Primary School

Payment Policy

February 2017

POLICY DOCUMENT CONTROL SHEET

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Version	Date	Reason for change
01	Feb 2017	New Policy

Review process prior to ratification:

Name of Committee	Date
Tiger LGB	

School Payment Policy for Extended Day Care and Catering

Aims

- To outline the school's procedures regarding payment for extended day care/school catering
- To ensure the smooth, efficient and cost effective operation of the extended day care/school catering system
- To clarify the roles and responsibilities of school staff, parents and pupils
- To present a workable, fair mechanism for the collection of extended day care/school catering money

Policy

The charges for extended day care are published on an annual basis. The cost is reviewed annually. From September 2014, children in Reception, Year 1 and 2 will be entitled to free school lunches. For children in Year 3 and above the cost of school lunches is published annually (parents will be able to continue to apply for free school meals via Kent County Council). More information about this scheme will be shared with parents before the start of the Autumn Term.

Payment of school meals/extended day care

Payment for school meals/extended day care is required one term in advance according to the payment schedule attached. The school will send out invoices (according to schedule attached) and parents are expected to pay ideally via our online payment system. ***We ask all parents to contact the school in advance of a payment deadline if they know they are not going to be able to make a payment.***

The school accepts childcare vouchers for the payment of extended day care only (they cannot be used to pay for school lunches). Please contact the school for more information.

Method of payment

We expect all parents, where possible, to use the online payment system. Parents who have any issues with the online system should report this in writing to tigerprimary@futureschoolstrust.com so that these can be resolved quickly. It is the responsibility of the parent/carer to inform the school of any access issues they encounter immediately.

Cash and cheque will be accepted, where necessary. However, these payments must be in a sealed envelope noting the child's name, form and reason for payment. Cheques should be made payable to "***Tiger Primary Voluntary Fund***". If payment is by cash, this should be correct change only. These will be processed and receipts sent home.

Please note that if a cheque is returned unpaid, the resulting bank fee will be recharged to the parent/carer. There may also be a further administration fee representing 5% of the value of the payment.

Illness/medical appointment/school closure

Please note that no refunds can be made if a child does not attend school through illness/medical appointment/closure to school due to adverse weather.

Child arrives with no lunch

Should a junior child arrive at school without a packed lunch or having booked a school meal, the school will telephone home in the first instance to establish if alternative arrangements have been made. We will liaise with the catering department if the child then requires a school meal and the costs will be added to the parents' account immediately.

Late collection charges from school/extra-curricular club/extended day care

If a child is regularly collected late from school/club/extended day care a charge of £5 per 5 minutes is applied. All late charges are processed at the end of each week. An email is sent to parents at the start of the following week to notify them that charges have been added to their online account. Parents must clear this charge by the end of the term in which the charge was occurred. Regularly is three times within a two month period.

Adhoc Extended Day bookings

If you need to make a one-off booking for extended day care, payment is required on booking. Booking should be made at least one day prior to requirement, although we can take exceptional circumstances into account so please contact the school in such an instance.

Cancellation of booking

Parents are required to give one term's notice to cancel extended day care and this needs to be received in writing by the payment deadline dates outlined in the payment policy, e.g. to cancel care post Easter notification would need to be received by 15th December 2015. The school will take exceptional circumstances into account so please contact the school in such an instance.

If a parent wishes to cancel or amend school lunch bookings, this must be received in writing by 12pm on the Thursday prior to the relevant week.

Free School Meals

Children in all year groups are entitled to a free school meal from September 2014 in prescribed circumstances:

Income Support (IS);

Income Based Jobseekers Allowance (IBJSA);

Support under part VI of the Immigration and Asylum Act 1999;

Child Tax Credit, provided that Working Tax Credit is not also received and the family's income (as assessed by Her Majesty's Revenue and Customs) does not exceed £16,190 (financial year 2013/14);

The guarantee element of State Pension Credit;

An income related employment and support allowance that was introduced on 27 October 2008.

If your child is eligible you will be able to apply for free school meals via the local authority. <http://www.kent.gov.uk/education-and-children/schools/free-school-meals>

If a child's entitlement to free school dinners has expired, the parent/carer must provide a packed lunch or make payment for school meals. (Information regarding free school meals is available from Kent County Council and you can apply online as per the link above. Alternatively, please collect an application form from Reception.)

If payment has not been made

All booking for lunch and EDC must be paid for in advance. If the school has not received your payment in advance as outlined in the payment deadlines (for catering/care to be provided in the following term) a letter (see Letter 1) will be sent home. Parents will be asked to confirm receipt of this letter and make a payment (within 2 days).

If parent/carers are unable to clear the debt, please contact the school to arrange a payment plan to help resolve the situation (see Letter 2).

If the payment plan is not adhered to or a parent refuses to agree to a payment plan, the school will not be able to provide further care/catering from the following Monday. Once the debt has been cleared your child is welcome to resume school meals/extended day provision with payment in advance.

If the parent does not return the slip from Letter 1, make a payment within 2 days or agree to a payment plan (Letter 2), the school will cancel all care/catering from the following Monday. No further bookings will be accepted until the outstanding payment has been made in full.

Continual late payment of fees

If payment is regularly not made on time or payment plan deadlines have not been met on 3 occasions, the school will write to the parents to inform them that they can no longer provide the catering/care to their child and all bookings will be cancelled. The school has the right to then impose an earlier payment deadline if parents wish to book catering/care.

Prepared:	Charlotte Scott	January 2017
	_____	_____
	Headteacher	Date
Verified:	Carly Johnson	January 2017
	_____	_____
	Finance Director	Date
Approved::	Marilyn Hodges	January 2017
	_____	_____
	Chair of Governors	Date

Letter 1

Date

Dear Parent/Carer,

According to our records we have not received payment in advance for extended day care/catering charges as outlined in the recent statement.

The outstanding amount is:

Breakfast	£
Dinner	£
After School Care	£

Please ensure that is cleared immediately either online or via cash or cheque to the school office. If you have made payment then please can you confirm the amount and date of the payment so that this can be investigated by our Finance team.

If payment is not received within 2 days of this letter, we will cancel all extended day/catering bookings from the start of next term.

Many thanks for resolving this issue as a matter of urgency.

Yours faithfully

Charlotte Scott
Headteacher of Tiger Primary

Name of child:

- I confirm receipt of the above letter outlining the money owed for extended day care/catering charges.
- I agree to pay the outstanding amount within 2 working days (please tick method of payment):

Online

Cheque

I wish to make an appointment to discuss a payment plan

I understand that if I fail to make a payment by the agreed date, the school will cancel all bookings from the following Monday.

Signed:

Date:

Letter 2

Payment Plan

Name of child:

Name of parent/carer:

Amount	Description of charge	Latest date for school to receive payment	Date payment received by school

I agree to make payments using the following method by the deadlines outlined above:

- Online
- Cheque (by prior arrangement)

I understand that if I fail to make a payment by the agreed date, the school will cancel all bookings from the following Monday.

Signature of parent:

Date:

Payment Plan 2016/17

Payment for care/food in Term 1 Existing Parents	Statements issued by Monday 13 th July Payment deadline Monday 17 th August
Payment for care/food in Term 1 New parents (later pay date as children not on roll until September)	Statements issued by Wednesday 7 th September Payment deadline Friday 11 th September
Payment for care/food in Term 2	Statements issued by Wednesday 14 th October Payment deadline Wednesday 21 st October
Payment for care/food in Term 3	Statements issued by Tuesday 8 th December Payment deadline Tuesday 15 th December
Payment for care/food in Term 4	Statements issued by Friday 27 th January Payment deadline Thursday 9 th February
Payment for care/food in Term 5	Statements issued by Friday 17 th March Payment deadline Thursday 30 th March
Payment for care/food in Term 6	Statements issued by Friday 12 th May Payment deadline by Thursday 25 th May

Payment Plan 2017/18

Payment for care/food in Term 1	Statements issued by Thursday 6 th July Payment deadline Thursday 20 th July
Payment for care/food in Term 2	Statements issued by Friday 6 th October Payment deadline Thursday 19 th October
Payment for care/food in Term 3	Statements issued by Wednesday 6 th December Payment deadline Tuesday 19 th December
Payment for care/food in Term 4	Statements issued by Thursday 25 th January Payment deadline Thursday 8 th February
Payment for care/food in Term 5	Statements issued by Wednesday 14 th March Payment deadline Tuesday 27 th March
Payment for care/food in Term 6	Statements issued by Friday 11 th May Payment deadline Thursday 24 th May
Payment for care/food in Term 1 2018	Statements issued Tuesday 10 th July Payment deadline Monday 23 rd July

Terms and Conditions

Please sign to agree to the following terms and conditions and confirm booking:

Extended Day Care

-  I understand the booking is for the whole academic year
-  I understand that if extended day care is oversubscribed, priority booking is given to working parents or those studying (where we have written evidence from employers confirming working hours), exceptional circumstances and then the date which the form is returned
-  I understand that any adhoc bookings are subject to availability
-  I agree to give a one term's notice to cancel any bookings (this needs to be received in writing by the payment deadlines outlined in the payment policy e.g. to cancel care from after Easter, notification needs to be received by Tuesday 15th December)
-  I agree to pay the cost per booking if I book a session and my child does not attend
-  I understand that a refund will not be given due to illness/medical appointment/closure of school due to adverse weather
-  I agree to pay £5 per 5 minutes if I am regularly late to collect at the end of the booked session (E.g. late more than three times in a two month period)
-  I understand that I am responsible for my child until I have signed him/her into extended day care and I am responsible for him/her when I have signed him/her out at the end of the day
-  I agree to pay a term in advance and understand that failure to do so may lead to the provision being withdrawn (see Payment Policy)
-  All bookings for lunch and EDC need to be paid for in advance.
-  I understand that the parent who makes the booking is liable for the charge
-  I agree to pay any late/missed session charges by the next payment deadline (failure to do so may lead to the provision being withdrawn)
-  I will ensure that any changes to the person collecting my child will be put in writing and the adult collecting will know the password

Catering

-  I understand the menu may be subject to change in unforeseen circumstances (any dietary/religious requirements already discussed will always be adhered to)
-  I understand that catering charges are part of the overall charge

I understand that by returning this form, I agree to adhere to the terms and conditions set out above

Name of child:			
Name of parent/carer 1:		Name of parent/carer 2:	
Signature of parent/carer 1:		Signature of parent/carer 2:	
Date:		Date:	