



St Peter's Church of England Primary School Before and After School Club Debt Policy

The Governing Body of St Peter's Church of England Primary School
adopted this policy on 14th May 2025

Signed: _____ (Chair of Governors)

Signed: _____ (Head Teacher)

Review every 3 years

This policy has been written to help our school adopt a consistent approach to debt incurred by parents whose children attend our Shining Stars before and after school club. It provides clarity and consistency in managing the debt and will also help parents clearly understand what is expected of them.

Occasionally a decision will have to be made that a child should be refused access to the club if the fees have not been paid. Our before and after school club is a non-profit making venture for the benefit of our parents and the fees must be paid to cover resources and staff salaries.

For the purpose of this policy and for readability we use the term parent to mean parent or guardian.

The governors have agreed a 'no debt' approach to the management of finances for the before and after school club. Every before or after school session must be paid for in advance, at the start of each month. The school has implemented the ParentPay payment system to make payments easy and straightforward.

The school has in place a reminder system via Class Dojo to ensure parents are given adequate notice to make appropriate payments for their children.

The school will make parents aware of this policy in the following ways:

- A letter to parents when they first register an interest in using the club
- Reminders in the school's newsletter
- The school website

All parents will be provided with a copy of the policy when their child joins the school.

You may qualify for Tax-Free Childcare—please check via <https://www.gov.uk/tax-free-childcare>

The letter to parents is attached as Appendix 1.

Key Information

1. All parents are provided with a copy of the debt policy when their child joins the school.
2. All club sessions booked must be paid for in advance
3. No child should be sent to, or expect to be allowed a place, at the club whilst fees remain unpaid
4. The school reserve the right to refuse to accept bookings for future club sessions if previous months fees are still outstanding
5. The school reserves the right to withdraw the option of using our Before & After School Club to any parties who reach Level 4.
6. Due to the administrative time it takes to check for negative balances, request outstanding payments from parents and then monitor for receipt of funds, the school also reserve the right to withdraw the option of using our Before & After School Club to any parties who persistently reach Level 2
(Persistent = 3 or more times in any term.)

Debt policy implementation

Level 1

Indicator: fees remain outstanding at the first working day of the month for which bookings have been received

- Check 1 is there a possibility that payments have not been credited?
Check 2 does this parent normally pay on time, is this just a one off?

Action 1:

- The child will be able to attend the club.
- The parent will be sent a 'gentle debt reminder' email - Appendix 2

Level 2

If the fees remain outstanding the second working day of the month.

- Check 1 is there a possibility that payments have not been credited?
Check 2 has this parent made contact?

Action 2:

- The child will be able to attend the club.
- The parent will be sent a 'debt reminder' email - Appendix 3

Level 3

If the fees remain outstanding on the third working day of the month

Check 1 is there a possibility that payments have not been credited?

Check 2 has this parent made contact?

Action 3:

- The child will be able to attend the club.
- The parent will be sent a 'Final Payment Request and Cancellation Notice' email - Appendix 3
- All remaining bookings for the month will be cancelled.

Level 4

Indicator: The parent does not comply with any of these options and has not made contact to discuss.

Action 4:

- The child will not be able to attend the club.
- Invoice sent for payment within 7 days.
- Child removed from booking system so no future bookings can be made.
(Child can be added back on once account is cleared if not a regular late payer)

Appendix 1

Dear Parents / Carers

Before and After School Club Debt Policy

Our Shining Stars Club is a non-profit making extra-curricular activity, offering affordable before and after school child care for our parents. If debts are incurred, then the school budget has to pay for them. This means that money which should be spent on the children's education is used to pay for resources and staffing costs. I am sure everybody will agree that this is unacceptable and we hope that all parents give this policy their full support. As we all know nobody takes their child to 360 Play and expects them to be given a free session; the same applies at school.

If you are suffering temporary financial problems it is important that you contact the school immediately in case the school may be able to help.

If you intend to pay using Childcare Vouchers, please advise the school office who can provide you with the information needed to set this up.

Before and After School Club places must be booked and paid for in advance using either of the methods of payment outlined below:

- Online via the ParentPay app.
- Payment using Childcare Vouchers (You may qualify for tax free childcare vouchers, please check <https://www.gov.uk/tax-free-childcare>)
- Payment at any PayPoint shop. Please speak to the office for a valid payment card.

We are a cashless school and cannot accept payment by cash or cheques.

If a parent genuinely forgets to pay in advance, the school will send you a reminder and may grant a debt allowance of up to four sessions/two days. However this debt must be paid by day 3 and future sessions must be paid in advance before any further attendance at the club is allowed.

If the debt is not cleared and contact with the school has not been made and a special agreement reached, all booked places at the club will be cancelled and parents must provide alternate before and after school childcare.

If payment of the debt is still not received, The Head Teacher also reserves the right to inform the schools Governing Body who in extreme cases may decide to begin legal proceedings against parents to recover the debt.

We hope that by implementing this debt policy we are able to help parents manage before and after school club fees better and at the same time ensure that all the money that is for children's learning is available.

If you have any concerns please don't hesitate in contacting me.

Yours sincerely

Mr P Bolstridge
Head Teacher

Appendix 2

Email Message 1

Dear XXX

I note from our records that we still have the fees for MONTH's Shining Stars bookings outstanding. It is our policy that fees are paid in advance to confirm bookings, so can I ask that you make payment of £XX immediately to ensure that the bookings for the remainder of the month are secured.

If you're having problems making payment this month, please call the school as we are happy to discuss a bespoke payment arrangement, but if we don't hear from you we will assume that payment will be made today.

With thanks & kind regards

Appendix 3

Email Message 2

Dear XXX

Further to my email of DATE, I note that the payment due on DATE has not yet been received, nor have you contacted the school to discuss.

We understand that oversights happen, and we kindly request that you settle the amount of XXX as a matter of urgency. Please note that if we do not receive the payment today, your bookings are not confirmed and may have to be cancelled in line with our No Debt Policy.

If you have already made the payment, please disregard this message and accept our thanks. Should you have any questions or need assistance, feel free to contact us.

Thank you for your prompt attention to this matter.

With kind regards,

Appendix 4

Email Message 3

Subject: Urgent: Final Payment Request and Cancellation Notice

Dear XXX

I hope this message finds you well. This is our third reminder regarding the outstanding payment for MONTH's Shining Stars bookings. Despite our previous communications, we have yet to receive the due amount.

Regrettably, we must inform you that your bookings have now been cancelled due to non-payment in line with our No Debt Policy. We kindly ask you to make alternative arrangements.

(IF MONIES ARE OUTSTANDING) Kindly make payment of £XX for the sessions already taken. No future bookings will be allowed whilst this debt remains outstanding.

Should you have any questions or require further assistance, please do not hesitate to contact us.

Thank you for your understanding.

Best regards,