



YOUNG PEOPLE MATTER CHARITY'S

Payment Policy

Dated: May 2024

**The Policy will be reviewed every three years
or in line with changes in government
legislation and updated guidance**

www.youngpeoplesmatter.org

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Charity No: 1134959 | Company No: 6418296

Young People Matter Payment Policy

Introduction

To enable the Breakfast Club, After School Club and Holiday Clubs to be sustainable, therefore payment needs to be made by those accessing the provision.

Rationale

The Breakfast Club, After School Club and Holiday Play Schemes will only be sustainable if funding or money is generated by those using the provisions in order to sustain ongoing operational costs.

Aims and Objectives

- ✓ To ensure the sustainability of the Breakfast Club and After School Club.
- ✓ To ensure that there is the correct level of adult support and supervision for those attending.

Young People Matters Practice

Breakfast Club, After School Club and Holiday Clubs: Parents are required to register their child via our Childcare online Booking (CoB) <https://young-people-matter.childcare-online-booking.co.uk/>. All bookings can be made up to 2pm on the day of the booking required. Parents who FAIL TO BOOK using the Childcare online booking system by 2pm will incur a £5 admin fee.

Payments All payments to be made in advance, prior to the child attending the provision.

Payments can be made using:

- Childcare Grant Payment Scheme-Student finance
- Childcare Vouchers

- Tax Free Childcare
- Paypal

Payment is expected for all booked sessions even if your child is unable to attend the booked sessions. The account holder is known as the 'contracting parent' and is responsible for payment of all fees.

However parents do not be charged for sessions that fall on inset days, bank holidays, teachers strike action or extreme weather conditions.

Arrears, parents who fail to clear their account balance could face suspension from the service and a County Court debt collection.

Statements can be accessed via the Childcare online Booking system.

Parents who are late collecting their child will incur a penalty charge of £10.00 for the first 10 mins and then it is charged at £1 per minute for every minute they are late. The late payment will be added to parent's online account. Any child left for more than 30mins could result in Social Services being contacted and/the police.

If any parent is having financial difficulty, they should contact the admin team on 0207-274-4503 or via email Bookings@youngpeoplematter.org. Our admin team will treat all matters confidentially and arrange for discussions in private to discuss the situation further.

Refunds

Please refer to Refund Policy

Monitoring and Review

Our administration team will monitor and review parent's online accounts weekly and will be responsible for contacting parents when there are any outstanding balances or whereby parents raise concerns regarding discrepancies with their online accounts. If the admin team cannot resolve the problem it will be passed to the Senior manager who will liaise with the parent and decide if a suspension will be put in place or a referral to County Court Debt Collection. It is the responsibility of the Senior Manager to agree, review and monitor the payment policy as and when necessary.

Last reviewed 03/05/2023