

## **Invoicing Policy**

Stramash as an organisation intends to support all children and families with accessing Stramash by being transparent about fees and the invoicing procedure. When families sign up for Stramash, they are given a copy of the terms and conditions of the contract to sign. Parents/Carers should ensure they have read and fully understood the terms and conditions before signing.

Stramash will issue invoices in advance at the beginning of the month. The invoice will show the breakdown of regular sessions, funded entitlement and any additional sessions taken. Invoices are emailed to the main bill payer highlighted during the registration process. If the details of the main billpayer changes at any point, it is the responsibility of the parent/carer to ensure this is passed on to the Team Leader.

Nursery fees are calculated from actual booked attendance. No refund will be given in the event of the child's absence due to illness, holiday or any other reason - as the nursery has to reserve a place for the child with appropriate staffing in advance. If a child is dropped off early or collected late then we will charge for the additional session attended.

If a parent/carer wishes to change or end their contracted hours, Stramash requires a 4 week notice period, provided in writing. Stramash will invoice this notice period regardless of attendance.

Parents/Carers may opt to pay an invoice by:

- Tax Free Childcare account
- Childcare Vouchers
- Direct debit via GoCardless payment

Payments for invoices are due 14 days from invoice date. Stramash reserves the right to add Late Payment Fee of £5.00 to invoices that are overdue where necessary. Any accounts that remain overdue will be served a reminder notice. Outstanding invoices will be passed onto a debt recovery agency if payment is not received.

If a parent/carer is unable to pay their invoices on time, they should contact the Team Leader as early as possible to avoid late payment charges and to arrange a payment plan. Stramash is able to support families who may be experiencing a period of low income or financial difficulties.