

Fees Policy

Purpose:

To indicate to parents/whānau their rights and obligations in relation to payment of fees to Fingerprints Christian Preschool.

Practice:

- Parents/whānau asked to pay the first week fees before the child begins and there-after pay fees on a weekly basis beginning in the first week of attendance.
- Fee payments are recorded by management in Fingerprints InfoCare management system.
- Late fee - in the event that a child is collected more than 5 minutes after the designated pick-up time the parent will be charged \$5 for every 5 minutes they are late. This amount will be added to the parent account and will be credited against staff wages if a staff member had to remain overtime.
- Invoice will be emailed every fortnight to all families.
- In the event of insufficient funds in a child's account, management will inform parents of the required payment and parents/whānau will have 10 working days to either dispute the amount or to deposit the amount into Fingerprints bank account. Disputes will be discussed between Management and parents/whānau and written proof is to be provided by both parties to settle the dispute.
- Fingerprints requests all accounts are paid by direct credit or automatic payment.
- When accounts are in credit for more than three weeks of a child's fees, parents/whānau can request the repayment of the excess balance.
- In the event that parents/whānau have applied for a WINZ subsidy, full fees are still to be paid one week in advance. A refund will be made of the excess credit balance when the first deposit of the WINZ subsidy is made. Fingerprints will advise parents/whānau of the change to the weekly fee amount once confirmation is received of the WINZ weekly contribution.
- In the event that a child will be absent from Fingerprints for longer than three weeks at a time (except for a medical reason for which a certificate can be provided) parents/whānau must give management at least two weeks written notice. To maintain a place for the child, parents/whānau may be required to pay, in advance, an amount that represents the loss of the government subsidy plus the fees that Fingerprints would normally charge in relation to the given place. Management will calculate and inform parents/whānau of this amount. The current government subsidy is approximately \$95 per day.
- In the event that a child is absent more than 3 weeks in succession and Fingerprints loses its government subsidy in relation to the child's place the parents/whānau will be notified and a top-up payment representing the loss of the government subsidy will be required to retain the place. The current government subsidy is approximately \$95 per day.
- In the event that a child establishes a pattern of frequent absence over two months, parents/whānau will be required to reconfirm the child's enrolment agreement. Frequent absence means being absent on a particular day of the week for more than half of the weeks in the month, attending for $\frac{1}{2}$ an hour less than the hours booked on more than half of the booked days in the month, or being absent for at least one day or more than half of the weeks of the month. In the event that a child establishes a pattern of frequent absence over three months and Fingerprints loses its government subsidy in relation to the child's place, parents/whānau will be notified and a top-up payment will be required to retain the place. Currently this payment would be approximately \$95 per day or \$16 per hour of absence. If the pattern of absence is particularly problematic Fingerprints may cancel the booking.

- If fees are in arrears for more than 1 month Fingerprints may appoint an external collection agency to collect outstanding fees. Costs associated with this collection are to be paid by the parents/whānau. If fees are unpaid for more than ten days after a child leaves Fingerprints an external collection agency may be appointed.
- Fees are payable when Fingerprints is closed due to a Statutory Holiday but are not payable when Fingerprints closes for voluntary purposes such as the extra days over the three week Christmas break. Fees payable will be negotiable-(depending on the situation) should Fingerprints be closed due to an emergency.
- Should a child be enrolled, evidenced by a signed Enrolment Form, and then fail to attend on the first and subsequent enrolment dates parents/whānau will be charged an amount that represents the government subsidy plus the fees that Fingerprints would normally charge in relation to the given place. Management will work out this amount. Currently it is approximately \$95 per day for the period of absence.
- Fees will be charged for the two weeks after written notice of a withdrawal from the service is received, or until the place is filled by another child on the waitlist (if this can be achieved at an earlier date).
- Fingerprints' reserves the right to change fees. Parents will be given at least 2 weeks notice of any increase in fees. The new fees will apply to families already enrolled or previously quoted and to new families, from the day of notice, unless otherwise specified.

Approved By

Centre Director: Hilary Henderson

Date: April 2024

Service Provider

Contact Person : Aaron Donaldson

Date: April 2024

To Be Reviewed: April 2026

1 Is this policy working?

A substantial review of fees and payments took place for this policy review. 2022

2 Does it match our practice?

Yes it does now

3 Is it supported by research?

Research from whanau and discussion with management from other Christian Centres