



Payment of Fees Policy

Version	4.0
Review Date	September 2026

Policy Statement

It is the intention of Play Inclusion Project to make accessing all the activities we offer fair to all children and their families. The CEO will do her utmost to keep fees to a minimum through sourcing various funding streams throughout the year.

Fees are charged per session and the amount to be paid is set by the Trustees and CEO and reviewed annually.

Information regarding which sessions a child/young person is booked on/attends is kept up to date by Area Manager.

Payment of Fees

- Fees are to be paid when Area Managers have confirmed the sessions allocated to a child/young person.
- An invoice will be raised following the allocation of sessions and sent to parents/carers via email.
- Fees are to be paid by BACS transfer.
- Fees are charged for all sessions allocated whether the child/young person attends or not.
- **All payments are non-refundable (there is no exemption for sickness).**
- Failure to pay fees on time may result in a child/young person losing their place as sessions can only be confirmed once payment has been received.
- Where payment is made by a third party such as social services an invoice will be sent with a date in which fees must be paid.

Personal Budget Payments and BACS Payments

- If a personal budget/BACS payment is being used to pay for fees, an invoice will be sent with a date in which fees must be paid
- Fees can then be paid directly into the charity's bank account.

- Fees are charged for all sessions due to run throughout the period whether the child/young person attends or not. **All payments are non-refundable (there is no exemption for sickness).**

Procedure for Payments in Arrears

- Where an invoice has gone unpaid, a telephone call will be made to parents/carers, with a gentle reminder and a request for payment. If parents/carers are having difficulty making the payment on time, Play Inclusion Project recommends that they get in touch as soon as possible.
- Where there is no explanation for repeated late payment, the Finance Assistant will contact the parents/carers to discuss payment options. A formal warning may be issued to the parent or carer informing them that continued late payment will result in their child's place on the database being withdrawn.
- If the fees remain unpaid after all the above options have been explored, the CEO will make contact and will decide if the Area Manager is to remove the child from the database.

Procedure for Those Struggling to Pay Fees

If a parent/carer is unable to pay fees they must contact the CEO at the earliest opportunity. Play Inclusion Project will consider requests for variation to payment terms or the wavering of fees on an individual basis.