

FELTWELL PLAYGROUP
(Charity Reg. No. 1028560)
THE W.I.HALL, THE BECK,
FELTWELL, THETFORD,



Playgroup Fees

What do I do if my child's hours are funded?

If your child's hours are funded, or partially funded, you must complete a claim form every term. This will be given to you and partially filled in—you *must* check it, complete it and hand it back in to us. If you have any problems or queries when filling in the form, please let us know (in person or via email) and we will be happy to help.

What if I want to pay by cash?

If you would like to pay by cash then please remember that fees must be paid in advance of the sessions your child attends. Fees must be paid before the first session your child attends each half-term.

Do I have to pay in cash?

No, not anymore! As of January 2018 you have the option to pay directly into the Playgroup's bank account from your own account. It is quite easy to do, especially if you have online banking (on a PC, phone or tablet). You would also be able to set up a standing order or similar. Please note, if using this method, the payment should be made by the end of business on the Friday before the beginning of each new term or half-term. There will also be a date on your invoice to remind you. If you need any help with this, please let us know.

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

If your child attends sessions on a Tuesday, Wednesday and Thursday (circled in blue) you will need to pay for these sessions by the Friday before (circled in yellow).

What details do I need to pay fees through the bank?

You will need the sort code **20-85-93** and account number **70115037** to pay your child's fees to the Playgroup's bank account (with Barclays, should your bank need this information). Also, when prompted for a reference, please use your child's name, for example, **BuddyBear-FEE**. If you need any help with this, please let us know.

How do I know how much I need to pay?

Each term you will be sent an invoice detailing the number of funded hours and charged hours your child will be expected to attend at Playgroup. If you increase your child's hours once a half-term is underway then we will provide you with an amended invoice for you to pay the difference and we should always be able to give you up-to-date information regarding fees. If your child is absent then half fees are payable for the sessions that they are absent. If you have paid in advance, and your child has been absent, any money remaining from what has been paid in advance will be credited to your account or you can request a refund.