



# The Dell Out of School Club

Registered Charity No. 1038546

Policy No.

**DP – 2.04**

Reviewed 29<sup>th</sup> April  
2016 Page 1 of 4

## Invoicing Policy – including non payment

This policy outlines the procedures to be adopted for invoicing users of the Dell and escalation process for non-payment.

1. Invoices will be raised and sent out immediately prior to the commencement of a school term. Invoices will be for the full year. The preferred method of payment is by Standing Order.
2. If the first payment is not received within 30 days a reminder will be sent.
3. If the first payment is not received one week before the half term holiday begins, an individual letter will be sent asking for payment before the half term holiday begins.
4. If the first payment is not received by this date an attempt will be made to contact the user by phone advising that payment is overdue and that unless payment is made before the next half term commences, the child's place at the Dell will be forfeited. This is to be confirmed by letter. Copies of previous letters are to be enclosed.
5. If payment is not received before the next half term commences, the child's place will be forfeited. The debtor will be advised that if payment is not received within 7 days, the matter will be referred to the small claims court. Copies of previous letters are to be enclosed.

Debt recovery will then commence through the small claims court.

### Notes

- i) Copies of all documentation must be retained on file until the debt has been cleared.
- ii) If a user experiences unforeseen financial difficulty, their case may be referred to the Treasurer / Chair for consideration of an exception schedule of payments.



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First Reminder Letter – 30 days

Dear

**OUTSTANDING DELL PAYMENT**

As of today's date I have not received your payment for the use of the Dell for the *first/second* half of the *Autumn/Spring/Summer* term. I enclose a copy of the original invoice in case you have misplaced it.

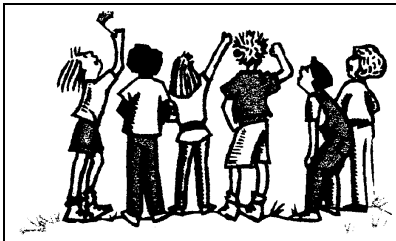
The *first/second* payment was due on *xx month*. Can you please arrange for payment to be made by *yy month*.

Please send your cheque to the Finance Department at The Dell Out of School Club  
C/O Rapier Group, Rapier House, 4-6 Crane Mead Business Park, Crane Mead,  
Ware, Herts.

Many thanks.

Yours sincerely,

The Chairperson  
The Dell Out of School Club



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Second Reminder Letter

Dear

**OUTSTANDING DELL PAYMENT**

Further to my previous letter dated xx month (copy enclosed), to which I have received no reply, as of today's date I have not received your payment for the use of the Dell for the *first/second* half of the *Autumn/Spring/Summer* term.

**It is the policy of the Dell that each half of the term's invoice should be paid before the end of that half term.**

I must therefore advise you that unless payment is received before *xx month*, your child's place will be lost.

Please send your cheque to the Finance Department at The Dell Out of School Club C/O Rapier Group, Rapier House, 4-6 Crane Mead Business Park, Crane Mead, Ware, Herts.

Yours sincerely,

The Chairperson  
The Dell Out of School Club



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Final Reminder Letter

Dear

**OUTSTANDING DELL PAYMENT**

Further to my two previous letters dated *xx month* and *xx month* (copies enclosed), to which I have received no reply, as of today's date I have still not received your payment for the use of the Dell for the *first/second* half of the *Autumn/Spring/Summer* term.

**It is the policy of the Dell that each half of the term's invoice should be paid before the end of that half term.**

I must therefore advise you that unless payment is received before *xx month*, your child's place will be lost and staff will be instructed not to accept your child.

Please telephone me immediately to confirm that your payment is on it's way. If payment is not received by *xx month*, legal action will be instigated to recover the amount owing.

Please send your cheque to the Finance Department at The Dell Out of School Club C/O Rapier Group, Rapier House, 4-6 Crane Mead Business Park, Crane Mead, Ware, Herts.

Yours sincerely,

The Chairperson  
The Dell Out of School Club

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Policy adopted: 11<sup>th</sup> January 2006 – Policy Revised 12<sup>th</sup> May 08  
Approved by:

Co-ordinator

Chair

Review Date:

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*We are committed to continually providing high quality affordable child-centred care with positive play opportunities for every individual in the club in a safe, happy environment in partnership with parents.*