

## Procedures for Handling Payment of Fees- Staff

We encourage all parents and carers to pay their fees via BACS or card machine if possible and encourage them not to pay with cash. A number of parents and carers still bring cash and we have specific requirements for staff around this to protect everyone.

When a parent approaches a member of staff to request that they wish to pay their nursery or preschool fees the request will be acknowledged immediately and they will be directed either to the administrator, the manager, the deputy manager or the room or team leaders.

### **No other member of staff is permitted to accept cash payments from parents/carers.**

- The payment will be recorded on a duplicate receipt from the receipt book.

The following procedures must be followed when issuing receipts:

- The receipt will be dated
- The child's full name for whom the payment is being made must be recorded on the receipt
- The total amount the parent is paying must be recorded on the receipt
- The method of payment must be recorded e.g., cash, debit or credit card.
- The member of staff who is taking the payment must sign the receipt to acknowledge they have received the payment from the parent
- The white copy of the receipt must be handed to the parent
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If the parent pays by cash the additional procedures must be followed:

- The parent should additionally sign the receipt to acknowledge they have paid the cash to the member of staff
- The cash should be immediately placed in the fees tin which is in the safe allocated in the Manager's office
- It is the member of staff's responsibility to ensure the cash is placed in the safe.

If a parent pays by card the following procedures must be followed:

- A receipt is written, following procedure for issuing a receipt
- The parent's debit or credit card is inserted into the streamline machine
- The amount of payment is entered
- The machine is passed to the parent for them to enter their pin number
- The merchant copy of the transaction is stapled to the yellow copy receipt
- The customer copy is stapled to the white copy of receipt and handed to the parent with their debit/credit card.

Parents whose children attend the out of school service, pay in advance, on our electronic system and will be advised how this works by the Out of School leader.

Parents must make their own bookings and arrange their payment in advance

- Cash, debit cards and cheques are not used for these bookings
- Staff members must not change bookings or enable children to attend without payment have been made in advance.

If the parent has paid directly into our account, the parent should notify us, and the amount will be verified in our weekly bank reconciliation.

We will always spend time with parents discussing discrepancies where there is confusion over payment as we understand that this can cause anxiety and worry.

Signed on behalf of YMCA Bath Group

Mike Fairbeard

(Signed copy in Head Office)

Role of Signatory

Chief Executive

Date of Review of Policy

January 2025

