



## Fee Collection Policy and Procedure

**Objective:** To ensure prompt and effective fee collection for the quality services to be delivered and to facilitate effective planning and utilization of resources available.

**Policy:** All fee is invoiced and collected in within the frame work outlined in the fee structure document available at the nursery and also on the website.

### Types of fees

**Registration Fee (AED 1800):** Payable on the submission of Registration form and before the child can start attending the nursery.

This fee is divided in to:

- **Registration Fee:** AED 800-Non-refundable fee paid once only at the time of registration
- **Annual Medical Fee:** AED 500- This non-refundable fee is invoiced once at the start of every school year or at the time of registration for children starting nursery mid year. This fee is the same for all students and is not prorated regardless of the time the child starts nursery.
- **Refundable Deposit:** AED 500-This is paid once at the time of registration and is to be returned to the parents once the child leaves the nursery provided 30 days written notice is provided and no outstanding dues are pending. Refundable deposit may be waived off in the case of a sibling as one deposit per family is sufficient.

### **Tuition Fee:**

Tuition Fee is due per term and is to be paid at the beginning of the term in full amount through cash or cheque. However, if parents are unable to pay full amount, the Term Fees can be received in instalments provided the following procedure and guidelines are followed:

### Procedure:

- Accounts department to be responsible for raising invoices for all children attending the nursery
  - Invoice for new child to be prepared at the time of registration
  - Invoice to be prepared for new child based on the registration form submitted by the parents
  - Tuition Fee Invoice for existing children to be prepared at the end of the current term
  - Invoice for existing children to be prepared on existing attendance in the current term
- Invoices to be sent to the parents through email and nursery manager to be copied on the communication. The invoices to be sent out 30 days before the due date of the invoice
- The payment due date for existing children is 10 days before end of current term
- The payment due date for new children is first day of the new term
- The accounts department to send a gentle reminder 2 days prior to due date
- The accounts department to send 3 email reminders if fee is over due. After 3<sup>rd</sup> reminder, the manager to stop attendance of the child until all outstanding fee is cleared
- Late fee of AED 100 per day to be charged daily after 2<sup>nd</sup> email reminder

- If parents are not able to pay in full, an agreement to be made to receive payments in 3 instalments with post dated cheques for each instalment. Each cheque to be dated for the 1<sup>st</sup> of the month
- For Term 1, only 3 instalments to be made with last cheque to be cleared on November 1.
- Monthly payments are not applicable without all post dated cheques to be supplied at the beginning of the term or at the time of registration
- Post dated cheques are not be refunded unless prior notice has been agreed upon in writing with the manager before tuition fee is paid
- All Fees to be paid before child can start attending nursery
- Tuition fees paid cannot be refunded or transferred to another term or to another child and this is to communicated to parents at the time or registration and induction
- Fee structure with terms and conditions to be explained to parents at the time of inquiry/registration
- Registration, medical, and refundable fee not applicable for afternoon program or camps
- Discounts can only given under the following guidelines:
  - 10 percent sibling discount for tuition fee of 2<sup>nd</sup> child
  - 10 percent discount on full year tuition fee if full year fee paid in advance
  - 10 percent referral discount on next term's tuition fee is applicable for both parties involved
  - No discounts for absences without manager's written approval
- No promotions or discounts can be combined for a child at any given time