



Late and Non-Payment Policy

Due to the increasing number of late and non-fee payers from September 2022, the Academy implemented the following late and non-payment policy. This policy applies to both current customers attending classes and customers who cancel classes and leave the Academy owing tuition fees.

As per our terms and conditions when cancelling classes there is a four week notice period required. Classes must be cancelled by informing Chloe May via email. The notice period starts from the day that we are informed.

Procedure for late / non-payment of tuition fees:

Payments are due on the 1st of each month for 12 months of the year.

STAGE 1: *2nd-10th of the month:

We will email to inform you that your payment could not be taken

No action will be taken if payment is made by 10th of the month.

Our payment system will automatically attempt to collect payment up to the 10th of the month. You can also use the link in the failure notification emails sent from Class4Kids to make a payment using a different card either as a one off or to update your card details on the system permanently.

STAGE 2: *11th-28th of the month

We will write to inform you that your child cannot attend their classes until payment has been made. We will continue to charge for classes during this time. If there are mitigating circumstances please contact us to discuss these so we can get your child back to class as quickly as possible.

Please note that we cannot accept cash payments for tuition fees, all payments must be made online via Class4Kids. The payment link in the failure notification emails sent from class4kids can be used to pay by a different card.

STAGE 3: *Last day of the month:

A separate invoice for the fees owing plus a £10 late payment charge will be emailed. Payment must be made within 10 days of invoice using the link in the invoice as we will no longer be able to collect your payment via class4kids. The new months' fees however will be collected via Class4Kids as usual and the late payment policy will apply to these fees in the same way if the payment attempt fails.

STAGE 4: *Day 10 of second month (e.g. approx. 40 days after payment is due):

We reserve the right to cancel your class place and pass any outstanding debts onto debt recovery services. We will write to inform you of this decision and give one final opportunity to bring all outstanding fees up to date in order to avoid this.

This is a last resort and will only be used when a) there is a lack of communication/response to our attempts to resolve the issue, b) further months of outstanding payments have been accrued, or c) we have reason to believe that the intention is to avoid paying the debt owed.