

PAYMENT POLICY AND PROCEDURES

- 1) School fees are payable for 11 months of the year from January to November unless the full year's fees are settled in advance, for which a discount is given on the tuition fee only. To qualify for a settlement discount, the full year's fees must be paid by the 31st January.
- 2) Balances will not be carried forward to the next academic year. It is therefore the responsibility of parents to ensure that their accounts are settled in full in December. The only exceptions which will be permitted are where approved payment plans have been put into place.
- 3) One term's notice (or three calendar months) in writing is required should a learner be leaving the school. Should such notice not be furnished, parents, without exception, will be liable for full fees in lieu of notice.
- 4) The acceptable forms of payment will be via monthly debit order or full payment up front. Debit order payment is arranged through the School's Accounts Office by completing a Debit Order Authority Form. When completing it, please note the requirements in 5) below.
- 5) School fees are payable in advance by the 7th of the month; should a payment not be paid by the following dates;
 - a) The 7th of the month: A penalty of R500.00 will be levied against the account for administrative costs.
 - b) The 25th of the month: An additional penalty of R500 will be levied against the account for administrative costs.
- 6) Once an account is 30 days or more in arrears, the account will be suspended.
- 7) For all suspended accounts, a letter will be issued to the account holder on the last day of the month, requesting an interview within 5 days. All children of such account holders will no longer receive a service from the school until;
 - a) The account is settled in full or
 - b) A payment plan is agreed upon and a new contract to this effect is signed.
- 8) All accounts suspended for a second consecutive time will be handed over to our attorneys or debt collecting agency.
- 9) Arranged terms and conditions: Any account holder who has signed a payment plan and defaults on the terms and conditions of that contract will be deemed to have breached the contract, and the account will be immediately suspended.
- 10) Learners may be barred from writing examinations if, at the time of commencement thereof, the account is in arrears.
- 11) School reports may be withheld if school fees are in arrears at the time of distribution and will be retained until such time the account is settled in full.

All account holders can expect the following correspondence:

- 1) Statements are issued by the 25th of each month and will reflect payments up to and including that date (or the last school day closest to it). In order to curtail the costs of distribution and the administrative handling of the monthly accounts, we are endeavouring to send all our monthly statements by e-mail to the person responsible for payment of the account. Please furnish or update your correct e-mail address at the administration office. You will require Adobe Reader (version 6.0 or higher) which can be downloaded free of charge from the internet. For those families without internet access, your monthly statement will be printed and distributed via your eldest child.
- 2) On the 5th of the month, all account holders will receive an sms notification reminding them that all fees are due by the 7th of the month.

IF YOUR ACCOUNT IS PAID IN FULL, THIS DOES NOT APPLY TO YOU. HOWEVER, BECAUSE OF THE NON-COMPLIANCE OF CERTAIN ACCOUNT HOLDERS, WE HAVE HAD TO IMPLEMENT THE FOLLOWING NEW DEBT COLLECTING PROCEDURES:

All arrear account holders can expect the following correspondence:

- 1) On the 7th of the month the following documents will be issued to the account holder;
 - a) Letter 1: Friendly reminder that account is in arrears and advice that a R500 administrative levy has been added to the account.

- 2) On the 15th of the month the following documents will be issued to the account holder;
 - b) Letter 2: Notice of account in arrears.
- 3) On the 25th of the month the following documents will be issued to the account holder;
 - c) Letter 3: Letter of demand and advice that a further R500 administrative levy has been added to the account.
- 4) The administration levy may only be reversed for proven bank related errors or if the account holder is erroneously charged when the deadline dates fall on Sundays or bank holidays.
- 5) All accounts will be reviewed quarterly. If payments have been erratic or late during the term, the school reserves the right to interview such parents and implement measures to ensure regular monthly payments the following term.
- 6) All queries regarding accounts should initially be addressed – in writing – to the Debtors Department and NOT to teachers or any other persons.
- 7) Part of the application process will be that every new parent/guardian should have a sound credit track record and should submit to a credit check before the acceptance of their child/children.

The heart behind the above is as follows:

- 1) The Management Board is responsible to parents and to God for the sound financial management of the school. The above procedures have had to be set in place to ensure sound financial management.
- 2) The school is neither a lending institution nor a charitable institution – it offers a service for a fee.
- 3) A core value is the partnership between CHURCH, SCHOOL, and PARENTS; if we are to hold true to this value there must be reference to the pastoral covering of the parents concerned when financial assistance is considered.
- 4) We are a Christian school – this means we expect Biblical behaviour and integrity from our parents just as much as from the children and staff. We are willing to help, where we can, people who are willing to be truthful, cooperative and supportive.
- 5) There is some misconception in certain quarters that Christian Schools should turn a blind eye to irresponsibility by parents in the payment of their fees, or that they should be able to put up indefinitely with late or non-payment of fees. This is, of course, simply not the case. The Bible has very pointed things to say about the management of our finances (such as Romans 13:8 “Let no debt remain outstanding, except the continuing debt to love one another.”) We therefore, as a Christian school, make no apologies for our expectation of a high level of integrity from our parents regarding their financial obligations! The Management Board would, in fact, be doing parents a disservice by allowing them to become entangled in debt to the school in violation of clear Biblical injunctions to the contrary.
- 6) In accordance with Biblical principles, it is the school’s heart to assist those in genuine need if it is financially possible. The School Management Board is the only body able to consider and approve applications. Please apply in writing to the C.E.O. who will submit the application to the Management Board for due consideration.
- 7) The Management Board appreciates timely communication from parents regarding the late payment of accounts due to any financial difficulties that they may be experiencing.
 - a. Take the initiative in contacting our Debtors Department regarding problems with paying your account, rather than waiting for them to contact you. This could save you the cost of paying the R1, 000 penalty for late payment.
 - b. Co-operate with their attempts to assist you in making a payment plan and then keep to it.
 - c. Request assistance timeously.
 - d. Talk honestly with us – we have an open door policy!
 - e. Give us grace for the mistakes we make as we extend grace to you.

THE KING’S SCHOOL MANAGEMENT BOARD

Mr A. Cooney (Chairman - The King’s School Robin Hills Management Board)
 Mr C. Martin (C.E.O. - The King’s School Robin Hills)