**Arrears policy**

Little Scholar’s Nursery has a two-step Arrears



Policy.

1. Upon receipt of your nursery invoice, payment should be made within 14 days from the date of the invoice, if after this duration it has not been paid an outstanding debt reminder email will be issued from the Finance Department and the Nursery

management will give to the parents a hard copy (in person or via post)

2. If nursery fees are still outstanding after 17 days from the date of the invoice the parent / guardian will be sent an email from the Finance department

outlining that the debt has not been cleared and that there may be suspension of services which may result in your child’s place being revoked. The Nursery management will at this point liaise with

the parent / guardian regarding this. Debt collection service policy

If debts are not recovered through the Nursery Arrears Policy the matter will be addressed by the Income Section of the University of Wolverhampton, and may be referred to a debt collection agency.

Please ensure that if you are facing difficulties with paying your nursery fees you liaise with the Nursery Manager or Deputy Manager straight away. Additional financial student support can be sought from within the University through the following:

Making contact with Finance

Finance staff can be contacted by various means. E: vision helpdesk

E-mail: [incomesection@wlv.ac.uk](mailto:incomesection@wlv.ac.uk)

Telephone: 01902 321256

Appointments can also be made to meet Finance staff to discuss any fee related issue.

Making contact with the Student Financial Support

Team

The Student Financial Support Team will provide information on a number of finance-related issues; they can be contacted by various means

E-mail: [money@wlv.ac.uk](mailto:money@wlv.ac.uk) Telephone: 01902 321070

All student financial support queries with be dealt with from the Student Centre North (opposite the Cashiers Office within the MX Building.) The Student Financial Support Team will be the single point of contact for all current students with any financial enquiries or support.

Making contact with Students’ Union

The Students’ Union Advice and Support Centre offers confidential and impartial advice in relation to money and debt advice. They can be contacted by various means;

E-mail: [advice.wolvesunion@wlv.ac.uk](mailto:advice.wolvesunion@wlv.ac.uk)

Telephone: 01902 322038

Appointments can be made with advisers at the Students’ Union Advice and Support Centre to discuss any issues.