



HARPUR
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Frequently Asked Questions about fees and invoices

Please find below frequently asked questions regarding invoices and payments, which we hope will be helpful to you as your child embarks on their journey with us:

How can I contact you?

Our email address is fees@harpurtrust.org.uk. The telephone number for the fees team is **01234 369510**.

How often do I receive an invoice?

Invoices are sent termly and will be received by you at least 10 days before the start of each term.

How will I receive my invoice?

Invoices will be available for viewing on your school portal, you will be sent an email inviting you to set up a school portal account.

How do I pay for my invoices?

Payments are usually made by direct debit - you will have been asked to complete and return a direct debit form when you completed your acceptance paperwork.

Childcare voucher (scheme closed to new entrants October 2018)

Childcare vouchers are accepted at Pilgrims against qualifying childcare which includes fees until the term after your child turns 5. After this period Childcare vouchers are accepted for before and after school clubs, larks and owls and holiday clubs. If you are in receipt of vouchers please contact Penny Hunter at fees@harpurtrust.org.uk. Your invoice will be adjusted to allow for the Childcare vouchers and your direct debit schedule will be amended, Vouchers should then be automatically redeemed at the start of each month.

Tax Free Childcare

This replaced The Childcare Voucher Scheme, details of parents eligibility can be found on GOV-UK. Payments from a Tax Free Childcare account can be used against your fees until your child joins Reception. From reception onwards Tax Free Childcare can only be paid towards before and after school clubs, larks and owls and holiday clubs. A second payment would be required for fees from a different bank account. Tax Free Childcare accounts do not accept direct debits and therefore payment of the invoice is due in full before the start of each term. If you intend to pay by Tax Free Childcare please cross through the direct debit mandate and note that you will be paying by Tax Free Childcare. Any queries relating to this should be sent to Penny Hunter at fees@harpurtrust.org.uk.

What direct debit options are there?

Direct debits can be paid by three monthly instalments - for the Autumn term this will be September, October and November (no payment in December), for the Spring term this will be January, February and March (no payment in April) and for the Summer term May, June and July (no payment in August). Payments are usually taken on the first day of term and then the first working day of each subsequent month. There is also an option to pay termly by direct debit and in this instance full payment is collected on the first day of each term.

**please note the direct debit payment in instalments is concessionary and we reserve the right to withdraw this option should payments fail when collected by this method.*

When do I pay for my invoices?

If you opt to pay by direct debit your invoice will have your direct debit schedule (date and amount of collection) displayed at the bottom of it. Alternatively, if you have not opted to pay by direct debit, invoices are due to be paid in full before the start of the term to which they relate.

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What happens if my child starts in the middle of the term?

Depending on your start date, a bill will be provided mid-term or both terms fees will be included in the next terms bill. You may be contacted by the fees team to confirm the amount payable for that term prior to the invoice being made available. Mid-term invoices cannot be collected via direct debit and you will need to make manual payments via card payment or bank transfer for that term only. The fees team will provide you with a payment schedule and the details required to make a manual payment.

What happens to my deposit?

Your deposit is held in the general school funds until your child leaves and is then repaid as a credit to the final invoice. The final invoice is usually issued in the August following your child's final academic year. There may be some final extra charges, which are also charged to this invoice. Your bank account will then be credited with the remaining balance.

Who do I contact if I have a question regarding my extra charges?

If you have a query regarding an extra charge on your invoice please contact your school accounts team directly.

If you would like to find out more about The Harpur Trust in general, please visit www.harpurtrust.org.uk