

# THE KING'S SCHOOL ROBIN HILLS



## PAYMENT POLICY AND PROCEDURES

### 1. Purpose

The purpose of the Payment Policy and Procedures is to ensure that;

- All monies collected by The King's School are done so in accordance with the procedures stipulated in this document.
- As The King's School is not a financial institution, it will not provide credit to account holders who cannot afford the annual fees.
- Every account is treated fairly and consistently.
- As far as is reasonably practical, that the rights and interests of our students are protected throughout the process detailed herein.

### 2. Scope

This policy applies to the following (but not limited to);

- Accounts paid in advance
- Accounts paid in monthly instalments
- Arrear accounts
- Suspended accounts
- Terminated accounts
- Accounts handed over to our attorney

### 3. Payments

Key Areas	
<b>Annual Payments</b>	<ul style="list-style-type: none"><li>• In instances where the full year's fees are settled in advance, a discount (7.50%) is given on the tuition fee only. To qualify for a settlement discount, the full year's fees must be paid by 31st January.</li></ul>
<b>Monthly Payments</b>	<ul style="list-style-type: none"><li>• School fees are payable over 11 months, from January to November.</li><li>• School fees are payable in advance by the 7th of the month.</li></ul>
<b>Debit Orders</b>	<ul style="list-style-type: none"><li>• Debit orders are executed on the 1<sup>st</sup> of the month (or the last working day closest to it).</li></ul>
<b>Penalties</b>	<ul style="list-style-type: none"><li>• A penalty of R500.00 will be levied on all late payments made after the following dates;<ol style="list-style-type: none"><li>1. The 7th of the month</li><li>2. The 25th of the month</li></ol></li><li>• A penalty of R200.00 will be levied against all debit orders that are returned unpaid.</li><li>• Recurring penalties will result in the account changing to a "high risk" status.</li></ul>

#### 4. Reports

Key Areas	
<b>Invoices</b>	<ul style="list-style-type: none"> <li>• Invoices are issued on the 1<sup>st</sup> of every month (or the last working day closest to it).</li> <li>• All correspondence is via email, unless otherwise requested.</li> <li>• It is the parent's responsibility to ensure that their personal details are current and accurate.</li> <li>• The annual fees are divided up into 11 invoices.</li> <li>• An invoice details the charge applicable to a period.</li> </ul>
<b>Statements</b>	<ul style="list-style-type: none"> <li>• Statements are issued on the 1st of each month (or the last working day closest to it).</li> <li>• Statements will reflect payments up to and including the last day of the previous month.</li> <li>• All correspondence is via email, unless otherwise requested.</li> <li>• A statement details all invoices and payments at a certain date. The outstanding balance on the statement is the amount due or payable to the school.</li> </ul>

#### 5. Suspended Accounts

Key Actions					
<b>Initiation of suspension letter</b>	<ul style="list-style-type: none"> <li>• Accounts that are more than 1 month in arrears               <ul style="list-style-type: none"> <li>○ Suspension letter (letter 4) sent via email, sms reminder and notification by phone call</li> <li>○ Statement with current balance outstanding attached.</li> </ul> </li> </ul>				
<b>Parent response 1</b>	<ul style="list-style-type: none"> <li>• Arrears settled in full within prescribed period               <ul style="list-style-type: none"> <li>○ Proof of payment received by Debtors Department</li> <li>○ Account flagged as "high risk" for next 12 months</li> <li>○ Services reinstated (student is readmitted)</li> </ul> </li> </ul>				
<b>Parent response 2</b>	<ul style="list-style-type: none"> <li>• Request to meet School Management within prescribed period               <ul style="list-style-type: none"> <li>○ Email / Phone Mrs Agnew</li> <li>○ Parent to appeal in writing, for review by the Board.</li> <li>○ Parent to submit proposed payment plan in writing, for review by the Board.</li> </ul> </li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Appeal approved by School Board</th> <th style="width: 50%;">Appeal denied by School Board</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <p>Board On-site Representative:</p> <ul style="list-style-type: none"> <li>• Notify account holder in writing within 48 hours.</li> </ul> <p>Parent/Account Holder:</p> <ul style="list-style-type: none"> <li>• Sign acknowledgement of debt (AOD) which includes a payment plan.</li> <li>• Sign Debit order form.</li> </ul> <p><i>Account flagged as "high risk" for 12 months</i></p> </td> <td style="vertical-align: top;"> <p>Board On-site Representative:</p> <ul style="list-style-type: none"> <li>• Notify account holder in writing within 48 hours.</li> <li>• Suspension converted to a termination.</li> <li>• Termination letter (letter 5) sent via email, sms reminder, notification by phone call and registered post.</li> <li>• Statement with current balance outstanding attached.</li> </ul> </td> </tr> </tbody> </table>	Appeal approved by School Board	Appeal denied by School Board	<p>Board On-site Representative:</p> <ul style="list-style-type: none"> <li>• Notify account holder in writing within 48 hours.</li> </ul> <p>Parent/Account Holder:</p> <ul style="list-style-type: none"> <li>• Sign acknowledgement of debt (AOD) which includes a payment plan.</li> <li>• Sign Debit order form.</li> </ul> <p><i>Account flagged as "high risk" for 12 months</i></p>	<p>Board On-site Representative:</p> <ul style="list-style-type: none"> <li>• Notify account holder in writing within 48 hours.</li> <li>• Suspension converted to a termination.</li> <li>• Termination letter (letter 5) sent via email, sms reminder, notification by phone call and registered post.</li> <li>• Statement with current balance outstanding attached.</li> </ul>
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<b>Parent response 3</b>	<ul style="list-style-type: none"> <li>● No response within prescribed period <ul style="list-style-type: none"> <li>○ Suspension converted to a termination.</li> <li>○ Termination letter (letter 5) sent via email, sms reminder, notification by phone call and registered post.</li> <li>○ Statement with current balance outstanding attached.</li> </ul> </li> </ul>
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## 6. Terminated Accounts

Key Actions	
<b>Termination letter</b>	<ul style="list-style-type: none"> <li>● Termination letter (letter 5) dispatched due to; <ul style="list-style-type: none"> <li>○ no response from account holder</li> <li>○ appeal rejected by School Board</li> <li>○ account holder defaulted on a payment plan</li> </ul> </li> <li>● Upon a termination letter being issued by the Termination Committee, the student's seat is automatically given to the Admissions Department for reassignment.</li> <li>● If full settlement is not received within 7 days, the account is handed over to the school's attorneys.</li> </ul>

## 7. High Risk Accounts

Key "High Risk" Qualifiers/Identifiers	
<b>Suspended Accounts</b>	<ul style="list-style-type: none"> <li>● Accounts flagged for suspension or have a history of being previously suspended.</li> </ul>
<b>Excessive Penalties</b>	<ul style="list-style-type: none"> <li>● Accounts that have accrued 5 or more late payment penalties on record during a calendar year.</li> </ul>
<b>Irregular Payments</b>	<ul style="list-style-type: none"> <li>● Accounts displaying an irregular (negative) payment pattern over a consecutive period of six months.</li> </ul>
<b>Intervention: Special Payment Terms</b>	<ul style="list-style-type: none"> <li>● An acknowledgement of debt (AOD) must be signed stipulating the following payment dates for annual education fees; <ul style="list-style-type: none"> <li>○ 1/3 payment on 1st January</li> <li>○ 1/3 payment on 31st March</li> <li>○ 1/3 payment on 1st July</li> </ul> </li> <li>● An account is flagged as high risk for 12 months.</li> </ul>

## 8. Administration

Key Conditions	
<b>Notice period</b> (Premature separations)	<ul style="list-style-type: none"> <li>● A term's notice must be submitted in writing by the parent or nominated account holder at least three months before the last attendance date.</li> </ul>
<b>New Parents</b>	<ul style="list-style-type: none"> <li>● It is mandatory for all new parents to attend the finance department interview where they will be required to; <ul style="list-style-type: none"> <li>○ Sign the Payment Policy and Procedures</li> <li>○ Sign an undertaking to pay school fees</li> <li>○ Sign a debit order form</li> </ul> </li> </ul>

**Grants & Bursaries**

- The closing date for applications for the following budget year is 30 September in the preceding year.
- Applications are limited to account holders with special needs and have been at the school for a minimum period of 12 months – in that order.
- Approved grants are only valid for one 12 month calendar period
- A full disclosure of earnings and current financial obligations/liabilities must be provided with supporting documentation.
- Applications and related queries can be directed to the Admissions Department via Reception or email address [info@thekingschool.co.za](mailto:info@thekingschool.co.za)
- Discounted accounts that fall into arrears will not be eligible for a grant or bursary the following year.