

Financial Process

Important Communication Regarding Tutoring Fees

Dear Bridge Edu Centre Parent / Guardian,

The purpose of this letter is to **clarify and to remind** Parents of the Educational Centre's Financial Obligation as approved by the Management Board with regards to the payment of Tutoring fees. This obligation is strictly adhered to throughout the year.

The basic elements are as follows:

- Tutoring fees are payable over **12 months** for the year from January to December;
- Statements are issued on the **25th of each month for the following month.**
- Fees are due and payable **in advance** by no later than the **3rd of each month.**
- **One calendar month's (30 days) notice** in writing is required should a child leave the Educational Centre. During the probation period, (first three months) the notice period is one week from both sides.
- **It is the responsibility of the parent/s to ensure that their account is always in balance.**

Procedures That Will Be Followed on Outstanding Fees

If your account has not been paid for by the 7th of the month, the Accounts Department will make contact via email, WhatsApp or phone to remind you that payment is due.

If your account has not been paid by the 25th of the month (at the time of new invoices being issued) - 2% interest will be charged to your account for the full outstanding amount.

The student will be blocked on the online platform and will not be able to submit assignments until the account is in balance.

Should the account remain unpaid after 30 days, a notification will be sent to the account holder to bring the account into balance within 7 days. Should full payment not have been received within the requested 7 days the placement will be terminated and the account registered with Accountability Debt Collectors. Personal contact details of both parents will be shared with Accountability for the purpose of debt recovery. Accountability is a registered Debt Collection Agency. Bridge Edu Centre Membership Number: BRI14344

All legal costs incurred will be for the parent's account.

Do's and Don'ts

Please Do

- Take the initiative to contact our Accounts Department regarding problems with paying your account, rather than waiting for them to contact you.
- Co-operate with their attempts to assist you in making a payment plan.
- Talk honestly to the Accounts Department about your finances.
- Give us grace for the mistakes we make as we extend grace to you.

Please Do Not

- Wait until your account is far overdue before taking action to rectify the situation.
- Be rude to the Accounts Department when they follow up on your late payment - it is their job.
- Assume a payment arrangement to be in place for your account. Keeping your account in balance is your responsibility.
- Complain to other parents if we have followed the procedures and you have not.

In His Service,

Bridge Edu Centre Management