

## Payment Policy

Payment is due on receipt of invoice. If payment is not received within 28 days, an email reminder will be sent to the customer requesting payment within 7 days. If payment is not received following these 7 days, the service will be cancelled and tuition withdrawn.

Please allow up to 7 days for your payment to reach your account.

There are three ways to pay:

Telephone – Our payment line is available between 9am-5pm on 0208 681 0909. You will need your payment card and invoice number which can be found on the right hand side of the invoice.

Internet - Online payments can be accepted at [www.croydon.gov.uk](http://www.croydon.gov.uk). Select the “Pay for it” option on the front page and “Browse A-Z: Pay for it”. Then select “Croydon Music and Arts Tuition” and Croydon Music and Arts Music Tuition”. Please enter your invoice number (10 numeric characters only), account name, address details and amount you wish to pay.

By Post - Payments by cheque can be posted to Croydon Music and Arts, Oasis Academy Shirley Park, Shirley Road, Croydon, CR9 7AL. Please enclose your giro slip which can be found at the bottom of the initial invoice. Cheques should be made payable to **London Borough of Croydon** and include your invoice number written on the reverse. Your invoice number can be found at the top right hand side on the front of your invoice. If you require a receipt, please include the invoice or a letter stating “Please send a receipt”.

Further help - If you have a problem with paying this invoice, or have any queries, please contact 0208 681 0909 or email [musicandarts.education@croydon.gov.uk](mailto:musicandarts.education@croydon.gov.uk)

Please note there is a surcharge of 1.65% if you pay by credit card. There is no surcharge for debit cards.

### Notice to withdraw

Notice to end service provided by CMA must be given in writing, by post or email, to the Croydon Music and Arts Office by:

- 1 March – to stop at end of Spring Term
- 1 July – to stop at end of Summer Term
- 1 November – to stop at end of Autumn Term

On stopping tuition, please return any hired instruments back to the CMA office as soon as possible.

Notice should be sent via email to: [musicandarts.education@croydon.gov.uk](mailto:musicandarts.education@croydon.gov.uk) ; or in writing to: Croydon Music and Arts, Oasis Academy Shirley Park, Shirley Road, Croydon, CR9 7AL

## **Payment Plan Policy**

Where a customer is unable to pay their whole invoice in full before the payment deadline they may be able to request an agreed payment plan with CMA.

A Payment Plan (PP) may be set up over the phone initially with payment dates agreed between CMA and the customer. This will then be formalised via email between the two parties confirming the payment dates and invoice number to be used. It will then be logged by CMA as to when each payment is due. The full balance must be received within three months of the payment plan being set up to ensure the customer account is clear prior to the next invoice being raised.

Once a payment plan is agreed, CMA will send an email reminder 7 days prior to payment due dates. If a payment plan is not confirmed by customer, payment due date will revert to 28 days following receipt of the previous payment.

If a customer wants to amend their payment plan after initial set up, this can be done once per term as long as the full balance will be settled within three months of initial payment. If the balance cannot be paid within three months of initial payment, amendments to the payment plan must be agreed by a CMA Development Manager and will be decided in each instance.

If a customer makes a payment of less than the agreed sum by any payment due date, they will be sent an email requesting that the full agreed sum be paid by the payment due date, or the full balance will be due within 28 days of the email.

### **Late payment**

Any lessons missed due to late payment are not due to be made up by the teacher. CMA may cease lessons or any service where any amount is owed by the customer remains outstanding 7 days after the due date for payment. Notice of this will be emailed to the service provider (instrumental/vocal teacher) and customer 7 days after payment due date (as agreed in initial email).

Where the service is stopped for non-payment of an instalment or balance, CMA will require full payment of the outstanding balance to be paid prior to service resuming.

### **Agreement**

By confirming a payment plan, the customer is agreeing to pay their invoice balance in accordance with this policy and by the agreed dates.