

## HAMPTON SCHOOL

**IMPORTANT INFORMATION  
PLEASE RETAIN FOR REFERENCE**



### **UPDATE**

#### **Payment of School Fees**

Accounts are normally sent out approximately one week after the end of each term giving extras for the present term, fees and other standing charges for the next term.

Payment should be made in one of the following ways only:

1. Payment by Direct Debit in one instalment per term

Payment will be debited in full on the first banking day in the month that the term starts September, January and April (May – depending on term dates) to which the fee account refers, by Direct Debit under an instruction signed by the parent(s).

2. Payment by Direct Debit in three instalments under a separate agreement with the School for a particular term

The terms governing this arrangement are contained in the Termly Letter and Invoice for that term, together with the Invoice terms and conditions. Under such a separate agreement the fees for the term are paid in three equal instalments by Direct Debit, usually the first payment being made on the first banking day in the month that the term starts (this may be delayed to May in the summer term). The two later debits are usually at monthly intervals thereafter. Parents will be notified of the exact amounts and dates of each debit on the PAYMENT SCHEDULE for that term. Such separate termly agreement is offered entirely at Hampton's discretion and Hampton reserves the right to withdraw or amend the terms on which the payments by Direct Debit may be made by giving you notice in writing before the beginning of a new school term. No agreement to accept payment on deferred terms will be valid unless it provides for no more than four payments within a 12 month period.

#### **Completion of Direct Debit Instruction**

Parents should complete a Direct Debit Instruction - one for each pupil where appropriate - and return these to the Bursar's Office as soon as possible. Please see overleaf for further information about Direct Debits.

#### **Failed Direct Debits**

If a Direct Debit fails, then the parent will be requested to pay the amount directly to the School, including a late payment charge of 1.5% per month, if applicable.

#### **Queries**

Any queries relating to school accounts should be addressed as soon as possible after receipt to:

The Bursar's Office, Hampton School, Hanworth Road, Hampton, Middlesex TW12 3HD

Telephone: 020 8979 0476

Facsimile: 020 8783 4037

Email: Fees@HamptonSchool.org.uk

May 16

## **The Direct Debit Guarantee**

- ◆ This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- ◆ If there are any changes to the amount, date or frequency of your Direct Debit Hampton School will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Hampton School to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- ◆ If an error is made in the payment of your Direct Debit by Hampton School or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- ◆ If you receive a refund you are not entitled to, you must pay it back when Hampton School asks you to
- ◆ You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



## **Direct Debit - Your Questions Answered**

The following questions and answers may help to overcome some of the typical queries that you may have.

- Q** Can I cancel a Direct Debit Instruction?
- A** Yes. Instructions can be cancelled by writing to your Bank or Building Society. Send a copy of the cancellation to Hampton School.
- Q** What happens if a mistake is made?
- A** If an error is made by Hampton School or your Bank or Building Society, you are guaranteed a full and immediate refund from your Bank or Building Society of the amount paid.
- Q** Does signing a Direct Debit Instruction mean that Hampton School can take money out of my account, as they like?
- A** No. Hampton School can collect only the authorised amount. If this or the date of collection changes, we will tell you at least fourteen days in advance so that you have time to query the bill.
- Q** What if I have insufficient money in my account to pay a Direct Debit at the time it is requested?
- A** Hampton School will re-submit the Direct Debit within a few days. If this subsequently fails, then the parent will be requested to pay the amount directly to the School, including a late payment charge of 1.5% per month.
- Q** What sort of account do I need to use Direct Debits?
- A** Most current accounts at Banks or Building Societies can be used to make Direct Debit payments. Some special deposit accounts now allow them too - just ask your branch.
- Q** Can any organisation collect money by Direct Debit?
- A** No. Banks and Building Societies only permit organisations with known integrity and sound financial and administrative capabilities to collect money by Direct Debit.
- Q** Will I still receive bills?
- A** Yes, but they will only be for information and to check against your Bank or Building Society statement.