



StrongRootzProject Payments and Fees Policy

Policy Date: September 2025

Next Review Date: September 2026

1. Introduction

StrongRootzProject provides mentoring and intervention services to schools and other organisations. This policy sets out the procedures for charging, invoicing, and receiving payments for our services. It ensures transparency, professionalism, and accountability in all financial dealings.

This policy applies to all schools, organisations, and partners purchasing services from StrongRootzProject.

2. Policy Objectives

- Ensure clear communication of fees and payment terms.
- Provide a consistent approach to invoicing and receiving payments.
- Avoid disputes or misunderstandings regarding fees.
- Support financial accountability and record keeping.
- Maintain professional relationships with schools and partners.

3. Scope

This policy covers:

- All mentoring, intervention, and support services provided to schools or organisations.
- All staff responsible for invoicing, payment collection, and financial management.

4. Fees

- Fees are calculated based on the type of service, duration, and number of sessions.
- A written quote or service agreement will be provided to the school prior to delivery.
- Payment for the **full service must be received prior to the initial session** to secure the full booking for the duration of the requested programme.
- Fees may be reviewed annually and updated in line with operational costs and inflation.

5. Payment Terms

- Payment for the full programme is required **before the first session**.
- Accepted payment methods include bank transfer, cheque, or other methods agreed in writing.

- Schools must provide purchase orders if required by their internal procedures.

6. Refunds and Cancellations

- Refunds are provided only if StrongRootzProject cancels a session or programme.
- Schools must provide at least **48 hours' notice** for cancellations; late cancellations will not be refunded unless exceptional circumstances apply.
- Payment secures the booking for the entire programme and confirms the agreed schedule.

7. Late Payments

- Services will not commence until full payment has been received.
- Persistent non-payment may result in the termination of the service agreement.

8. Record Keeping

- All invoices, receipts, and payment records are maintained securely and in accordance with GDPR and financial best practice.
- Records are kept for a minimum of **6 years** for auditing and accounting purposes.

9. Queries and Disputes

- Any queries about invoices or payments should be directed to the **Founder & Director, J Johnston**.
- Complaints regarding payments will be handled in accordance with the **Complaints Policy**.
- All communications regarding disputes should be in writing and include relevant supporting information.

10. Review

- This policy is reviewed annually or sooner if operational or legislative changes occur.
- **Next review date: September 2026**
- Updates are communicated to schools and staff as appropriate.

Policy Approved By: J Johnston, Founder & Director
Date: September 2025