



Contents

1. Introduction	2
2. Who is responsible for fees?	2
3. How are fees determined?.....	2
4. What are the fees for 2021?	3
5. When are school fees due and payable?	4
6. How do I pay the fees?	4
7. Does the school send out fee statements?	5
8. What happens when a payment is missed?.....	5
9. My financial situation has changed for the worse	6
10. Confidentiality	7
11. Who can I contact in the Finance Office?	7
12. What are the school's bank account details?.....	7

1. Introduction

Welcome to Pinehurst Primary School!

The purpose of this *Pocket Guide to School Fees* is to provide a handy, easy-to-read guide for all families to the school. It clarifies all matters pertaining to school (and other) fees at Pinehurst. Please keep it in a safe place so that you can refer to it throughout the year.

Pinehurst is a fee-paying school in terms of The South African Schools Act and the payment of school fees is a statutory duty. We are proud of the responsible attitude of current and past Pinehurst families with regard to the payment of school fees. We thank you and aim to continue building on this supportive foundation, in order for our children and generations to come, to reap the benefits.

2. Who is responsible for fees?

The South African Schools Act stipulates that both biological parents are responsible for paying school fees, regardless of any financial agreement between the two parties. The school reserves the right to contact both parents at any point in the fee collection process and may take legal action against both parties if the school fee account is in arrears.

3. How are fees determined?

Every year the School Governing Body prepares an Income and Expenditure Budget for the following year. All expenses are carefully budgeted for and a school fee is derived to be able to cover all expenses.

The budget is presented by the School Governing Body to the parents, during the fourth term. At this meeting, the parents present have an opportunity to vote on the budget and school fees. The majority decision becomes binding on all families.

4. What are the fees for 2021?

COMPULSORY SCHOOL FEES		
Tuition Fee Deposit	R1 000	Payable on acceptance
Grade 1 - 7	R24 618	Annual fee

Above school fees do not include costs for clothing, camps, sports/cultural tours, some outings, sundry stationery or incidental items.

There are also extra activities and services available at the school. These include Music, Aftercare and Learning Support. They are fee-paying activities and each has its own fee structure, notice periods and specifics. These activities are listed below with the relevant contact person.

OPTIONAL FEE-PAYING ACTIVITIES	
Aftercare	<p>Aftercare Manager: Yvette Couperthwaite Tel: (021) 531 2783 Email: yvecou@phps.org.za</p> <p>Refer to the Aftercare Prospectus for a full breakdown of Fees applicable for the Junior and Senior Aftercare facilities. This is available on our website for your convenience or from our Reception upon request.</p>
Music Fees	<p>Head of Music: Ina O'Reilly Tel: (021) 531 2783 Email: inaore@phps.org.za</p> <p>Refer to the Music Policy for a full breakdown of Music Fees. This is available on our website for your convenience or from our Reception upon request.</p>
Learning Support	<p>Head of Learning Support: Audrey Berkovitz Tel: (021) 531 2783 Email: audber@phps.org.za</p> <p>Contact the Head of Learning Support for details regarding the Learning Support Programme (LSP) offered at Pinehurst.</p>

5. When are school fees due and payable?

- School fees are payable in advance and due on the first day of school.
- If you settle the school fees in full and it reflects in our bank account on or before Wednesday 27 January 2021, you will be entitled to a 5% discount and would only need to pay R23 387.
- We offer a monthly payment over 11 months, January to November, via debit order.
- In 2021, extra fee-paying activities will be charged over 10 months, February to November, via debit order.
- The date of the debit orders is the last working day of the month.

6. How do I pay the fees?

- Fees are payable via **Debit Order** – this method is **compulsory** for all new families and for accounts that have any extra fee-paying activities. Debit Order Forms are available from the Finance Office. The forms need to be completed accurately, signed and submitted to the Finance Office on, or before, the first day of school.
- You may also make payment via **EFT** (internet banking) directly into our bank account.
Banking Details: Standard Bank, Pinelands
Account Number: 073206342
Branch Code: 036309
Reference: Account number & surname of child, e.g. S88-Surname
- The Finance Office also has facilities for **debit card** payments. School fees may not be paid via credit card.
- Not recommended: The Finance Office can receive cash payments and you will be issued with an official receipt. This method is not recommended, as we don't wish for our parents to walk around with large amounts of cash on their person and the banking fees on cash is very high.
- Not recommended: Direct deposit into our school bank account (details provided above) can be made, but please note this carries high bank charges and is not a recommended method of payment. Add your account number as the reference, so that we can trace your payment and update your statement.

7. Does the school send out fee statements?

- Yes - statements are sent out monthly by the Accounts Officer.
- Statements include both school and other fee-paying activity fees.
- Please ensure that we have a valid e-mail address on record, so that you can receive fee statements. A hard copy of your fee statement can be provided to you upon request, if you do not have an e-mail address.
- Please check your statements carefully and ensure you agree and understand its contents. We are more than willing to go through it with you and to address your questions or concerns.

8. What happens when a payment is missed?

Once a payment is missed and the fee account is in arrears, the full year's school fees will become immediately due and payable. This means that if your account is handed over to the lawyers, it will be handed over for the full balance for the full year.

• 1 month in arrears:

- If your bank details have changed, contact the Finance Office immediately to update your details and make immediate payment for that month via EFT / debit card / direct deposit.
- If your debit order is returned (bounces), please enquire with your bank as to the reason why, inform the Finance Office of any changes and make payment to us immediately via EFT / debit card / direct deposit.
- For any other reason, please contact the Finance Office to discuss your situation.
- You will receive a telephone call or e-mail from the Accounts Officer.
- Please remember to honour any payment arrangements made with the school.
- You should be aware of the following:
 - The applicable notice period for any fee-paying activities will activate and the related cost for the notice period remains due, but as soon as the notice period is finished, your child(ren) will not be allowed to attend/participate in the activity.
 - The applicable activity manager/teachers will be informed of the fact that the account is in arrears and that the child(ren) might not be able to attend past the notice period, if the account is not settled in full immediately.

- **2 months in arrears:**

- Contact the Finance Office to discuss your situation.
- You will receive a follow-up telephone call or e-mail from the Accounts Officer and you might receive a telephone call or e-mail from the School Business Manager.
- You should be aware of the following:
 - Your account may no longer carry any additional costs or fee-paying activity charges and your child(ren)'s participation in any extra fee-paying activities is in jeopardy. The additional costs include charges like books or clothing shop purchases – all these need to be paid in cash/EFT. The activities include, but are not limited to Aftercare, Music and Learning Support. Non-academic outings, camps and tours are also extra fee-paying activities.
 - Once the account is paid up in full, you may reapply for the fee-paying activity. Readmission is not guaranteed and is dependent on availability.

- **3 months in arrears:**

- You will receive a Final Demand Letter for payment.
- This letter might be sent by registered email or by registered post to the Legal Domicile Address you supplied us with when you applied for enrolment to Pinehurst, and/or sent home in a sealed envelope with your child. Please remember that if this address has changed, the onus is on you to advise the school of the updated address.
- Unless appropriate arrangements are made with the Finance Office, your account will be handed over to lawyers for legal course of action and for collection. All related legal costs will be for your own account.

Please note: Any monies received will first be allocated against school fee arrears.

9. **My financial situation has changed for the worse**

What if I am temporarily unable to pay my school fees?

- Don't wait until the situation becomes worse! Contact the Finance Office immediately (contact details below) and discuss your situation with us.
- You may apply for a school fee exemption. Your application will be assessed by the Governing Body's Treasurer, in accordance with the applicable regulations as set out by the Western Cape Education Department (WCED). Exemptions only apply to the current year's school fees and not to past debts, therefore it is important that, if you are considering application, you do so as

soon as possible within the current year. If your financial situation doesn't improve the following year, you would need to reapply for that year.

- You will have to provide us with certain documentation to support your exemptions application. This info is detailed clearly on the Exemption Application forms and can be explained in meeting with us.
- This can be a lengthy process, so don't delay before coming to speak to us.
- Please note that Pinehurst does not automatically receive a subsidy from the State if parents are granted a fee exemption. Any contribution by the State is very small with the shortfall being borne by the rest of the fee-paying parents, so please consider this very carefully before making application.

10. Confidentiality

Please be assured that we keep the details of your financial situation confidential and that the status of your school account is not discussed with your child's class teacher. All communications with the Finance Office are treated in the strictest confidence and with the necessary sensitivity.

11. Who can I contact in the Finance Office?

General Account Enquiries and Fee Payments

Tracey Steffen (Accounts Officer)

Tel: (021) 531 2783

Email: accounts@phps.org.za

Exemption Applications and Payment plans

Madeleine Scheppening (Business Manager)

Tel: (021) 531 2783

Email: businessmgr@phps.org.za

12. What are the school's bank account details?

Pinehurst Primary School

Standard Bank

Account number: 073206342 (cheque account)

Branch code: 036309 (Pinelands)

Reference: Account number & surname of child, e.g. S88-Surname

Compiled by: Madeleine Scheppening
Business Manager
Pinehurst Primary School
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