



Payment & Late Fee Policy

Policy Statement

Walk-Ci's is committed to providing reliable, professional and high-quality services to all clients. To ensure that the business can continue to operate effectively and meet the costs associated with providing our services, all payments must be made within the agreed payment timeframe.

This policy sets out Walk-Ci's payment requirements and the process that will be followed when payments are not received by the agreed due date. The policy is intended to ensure that payment expectations are clear, fair and consistent for all clients.

By booking or using Walk-Ci's services, clients agree to comply with the payment terms outlined below.

General Principles

- Payment is due **within 7 calendar days of the date the service is provided**, unless an alternative arrangement has been agreed with Walk-Ci's in advance.
- The 7-day payment period includes **weekends and bank holidays**.
- If the payment due date falls on a weekend or bank holiday, **payment remains due on that date** and the due date will not automatically be extended to the next working day.
- Clients will be informed of the applicable price and payment terms when making a booking.
- Walk-Ci's reserves the right to require payment **in advance** of services being provided.
- Payment dates and agreed payment arrangements must be adhered to unless an alternative arrangement has been agreed with Walk-Ci's in advance.
- Where payment is not received by the agreed due date, a late payment fee may be applied.
- Continued late or missed payments may result in future services being suspended or cancelled.
- Clients with a repeated history of late or missed payments may be required to pay in full **before any further services are provided**.
- Walk-Ci's reserves the right to decline future bookings where outstanding payments remain unpaid.

Payment Terms

Payment must be made using the payment method agreed at the time of booking.

Unless otherwise agreed in writing, payment is due **within 7 calendar days from the date the service is provided**.

For example, where a service is provided on a Monday, payment will be due by the following Monday.

The 7-day payment period applies regardless of weekends or bank holidays. A weekend or bank holiday falling within, or on the final day of, the payment period does not extend the payment deadline.

For certain services or clients, Walk-Ci's may require payment in full before the service takes place. Where this applies, the booking will only be confirmed once payment has been received.

Late Payment Fee

If payment has not been received by the end of the 7-day payment period, the payment will be considered overdue.

A **£10 late payment fee** may then be added to the outstanding balance.

The client will be notified when a late payment fee has been applied and the revised balance will become payable.

The late payment fee is intended to cover the additional administration and time involved in following up overdue payments and to encourage payments to be made within the agreed timeframe.

Outstanding Payments

Where an account remains unpaid, Walk-Ci's may:

- Contact the client to request payment.
- Place services on hold until the outstanding balance has been settled.
- Require all future bookings to be paid for in advance.
- Decline future bookings where payment remains outstanding.

Walk-Ci's will make reasonable efforts to communicate with clients regarding outstanding balances before taking further action.

Repeated Late Payment

Where a client repeatedly fails to make payment within the agreed 7-day payment period, Walk-Ci's reserves the right to change their payment terms.

This may include requiring **payment in full before any future service is provided**.

This change may be applied where a pattern of late payment has occurred, even where previous outstanding balances have subsequently been paid.

The client will be informed of any change to their payment requirements before their next booking.

Payment Arrangements

If a client anticipates that they will be unable to make payment within the agreed 7-day period, they should contact Walk-Ci's as soon as possible.

Any alternative payment arrangement must be agreed **before the payment becomes overdue**.

An alternative arrangement does not automatically remove the late payment fee unless this has been specifically agreed by Walk-Ci's.

Changes to Payment Requirements

Walk-Ci's reserves the right to change a client's payment requirements where there is a repeated history of late, missed or outstanding payments.

This may include changing the payment arrangement from payment within 7 days of the service to **payment in full before services are provided**.

The client will be informed of any change to their payment requirements before their next booking.

Policy Review

This policy will be reviewed periodically to ensure that it remains appropriate for Walk-Ci's, its clients and the services provided.

Walk-Ci's reserves the right to amend this policy when necessary. Where changes materially affect existing clients, reasonable notice will be provided where appropriate.

Signature:

A handwritten signature in dark ink, appearing to read 'Rosalin Day', enclosed within a circular flourish.

Rosalin Day, MSc, BSc

Walk-Ci's CEO