



# HeronBridge COLLEGE

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## GENERAL INFORMATION 2010 ADMINISTRATION, FEES AND BILLING

### 1. Introduction

May we take this opportunity to welcome all our new families to HeronBridge College? We trust that your time with us will be happy and fulfilling.

In order to assist parents (new and existing) with planning for 2010, we set out below details of school fees, additional charges, a brief summary of our billing methods, and general administrative information. More detailed information will be available at one of the Registration Days on 9<sup>th</sup> or 11<sup>th</sup> January 2010, or from the relevant school reception office throughout the year.

This letter has been prepared to address questions frequently asked by parents. Should you still have any queries, please feel free to contact us at any time.

### 2. School fees 2010

	Method of billing	GR 000/00	GR R	GR 1-6	GR 7-9	GR 10-12
A	Early Bird advance payment – payable by 16 November 2009	R30 839	R35 173	R39 537	R46 275	R48 807
B	<b>Annual Fee – payable by 4 January 2010</b>	<b>R31 487</b>	<b>R35 912</b>	<b>R40 369</b>	<b>R47 231</b>	<b>R49 834</b>
C	Fees - Termly in advance (3 terms) (payable by Debit Order)	R10 645	R12 140	R13 649	R15 974	R16 842
D	Fees - Monthly in advance over 10 months (payable by Debit Order)	R3 295	R3 755	R4 218	R4 947	R5 207

### 3. Method of billing

There are four billing options available to parents – Early Bird, Annual, Termly or Monthly over 10 months. A contract of enrolment must be completed and signed by both parents when their child joins HeronBridge College. In the enrolment contract a payment option will have been chosen. However, each year when fees are published at the end of October, parents will be requested to advise the school of their choice of billing option for the coming year by completing and returning a billing option form.



**Billing Option 1 – Early Bird:**

This is an advance payment made by way of cheque or direct transfer on or before 16 November which will be transferred automatically on 4 January to meet the 2010 fee. **No payment made after 16 November will be eligible for the Early Bird arrangement.** The full amount reflected on the fee schedule must be deposited into our bank account before 16 November with the child's name or the family's account number as reference. No invoice will be issued beforehand.

**Billing Option 2 – Annual:**

The annual payment is due on 4 January 2010 and must be transferred or deposited into our bank account on or before that date.

**Billing Option 3 – Termly:**

Termly fees are due on the first day of each term, payable by debit order.

**Billing Option 4 – Monthly:**

Monthly fees are charged for 10 months from January to October. These are payable by debit order which will run on the 5<sup>th</sup> of every month.

**4. Registration fee**

A non refundable registration fee of R380 is payable on receipt of an application to be placed on the waiting list.

**5. Refundable deposit and annual deposit top-up**

In terms of the enrolment contract, a deposit equal to one term's fee is payable to secure a place. This deposit will be increased annually (in January of each year) so that at all times it is equal to one term's fee. This annual increase is referred to as the "deposit top-up".

Statements will be sent out in December detailing the top up amount. Payment of the deposit top-up must be made before registration day in January of each year.

At the end of a learner's final term at HeronBridge the full amount of the deposit held at that date will be credited to parents' account and the credit balance on the account refunded.

**6. Billing procedures generally.**

- 6.1. Fees will be debited annually, termly (on the 1<sup>st</sup> day of each term), or monthly over 10 months (Jan-Oct) based on the fee billing option chosen.
- 6.2. Where incidental charges, eg stationery/textbooks, examination fees, special events or outings, become payable, you will first be advised of these by the school, and then your account will be debited.
- 6.3. Statements will be emailed to parents on about the 20<sup>th</sup> of each month. Parents are requested to go through the statement and immediately contact the Accounts office if there are any queries. Our method of communication is email. Should you not have access to email, we will send a statement home with your child.
- 6.4. Debit orders will be processed for the full balance outstanding on your statement. Should parents wish to avoid the debit order, they are welcome to pay the account earlier by direct transfer provided that the payment reflects in the College's bank account **before the last working day of the month**. Once the debit order instruction has been sent to the bank it cannot be reversed.



6.5. Registration for Aftercare and the bus is by the term, but the termly fees will be split over three months. Ad hoc charges for Aftercare will be billed monthly in arrear.

## 7. Payment by debit order

A debit order will be processed on the 5<sup>th</sup> day of every month and/or on the 1<sup>st</sup> day of every term, for the total amount outstanding on your statement. Details are as follows:

Month	Debit order dates	Applicable to:
January	5 <sup>th</sup>	Monthly fees & all incidental charges, excepting those with the Termly option.
January	1 <sup>st</sup> day of term	Termly fees & incidental charges for those with Termly option only.
February	5 <sup>th</sup>	All incidental charges & monthly fees
March	5 <sup>th</sup>	All incidental charges & monthly fees
April	5 <sup>th</sup>	All incidental charges & monthly fees
April	1 <sup>st</sup> day of term	Termly fees & incidentals charges for those with Termly option only
May	5 <sup>th</sup>	Monthly fees & all incidental charges, excepting those with the Termly option.
June	5 <sup>th</sup>	All incidental charges & monthly fees
July	5 <sup>th</sup>	All incidental charges & monthly fees
August	5 <sup>th</sup>	All incidental charges & monthly fees
September	5 <sup>th</sup>	Monthly fees & all incidental charges, excepting those with the Termly option.
September	1 <sup>st</sup> day of term	Termly fees & incidentals charges for those with Termly option only
October	5 <sup>th</sup>	All incidental charges & monthly fees
November	5 <sup>th</sup>	All incidental charges
December	5 <sup>th</sup>	All incidental charges

## 8. Methods of payment

**8.1. Debit orders.** The debit order system administered by the College is our preferred method of payment, the **only** exception being the payment of **Early Bird and Annual fees** which should be made by bank transfer or cheque.

**8.2. Bank transfers.** Although all parents are required to sign the debit order instruction, some prefer to pay the account themselves by direct transfer. In this case, they are required to pay the full amount owing on their statement **before the last working day of the previous month** so that the balance on their account is NIL at month end. If the balance is NIL, the debit order will not be activated.

**8.3. Cash.** For security reasons we do not accept cash payments on the College property. Any cash payments should be deposited directly into our account at any First National Bank branch.

**8.4. Credit card.** The College does not have credit card facilities. However, it is possible at any stage to make use of the credit card facilities at the Uniform Shop provided the commission charge of 3% is added to the payment.

## 9. Returned Debit Orders and RD Cheques

Should a cheque or debit order not be honoured by the bank due to insufficient funds, an administrative fee will be levied as follows:



First RD: R150  
Second and subsequent RD's: R200

Where three debit orders have been returned by the bank in one year, only direct transfers, bank guaranteed cheques or credit card payments will be accepted.

### **10. Interest on Overdue Accounts**

In terms of the contract of enrolment signed by all parents, interest at 2% above prime will be levied monthly on all amounts which are not paid on due date.

### **11. Default on payments**

The contract of enrolments sets out the responsibility of the parent to settle all accounts timeously. Should an account be in arrear for longer than 30 (thirty) days, the College will take whatever action it deems necessary, including but not limited to, refusing entry to the learner at the start of the following term or handing the account over for collection.

In particular, no learner may go on an outing or tour, or be registered for an external examination, if the account is not up to date.

If parents do have a financial problem, our door is always open to discuss this, and to see whether an arrangement can be made regarding payment of the outstanding amount.

### **12. Term's notice.**

Parents are reminded that in terms of the contract of enrolment signed by them, they are required to give a full and complete term's notice **in writing on the 1<sup>st</sup> day of the term**, if it is their intention to remove their child from the College. Should notice not be received on the 1<sup>st</sup> day of term, they will need to pay a term's fees in lieu of notice.

### **13. Registration Day – January**

All parents are required to attend our Registration Day on either the Saturday or Monday before the start of school each year. In 2010 these dates are 9<sup>th</sup> and 11<sup>th</sup> January. Attendance at one of the registration days is compulsory for every family – both existing and new. It is not, however, essential for pupils to attend.

On this day, parents will be able to: confirm/update their personal details and contact numbers, collect the required stationery and text books, register for aftercare and external extra murals, the bus (or collect bus cards if already registered), collect timetables, and purchase uniforms from our uniform shop. **All accounts must be settled in full before the registration process can be completed.**

The times and full details of the registration days are sent out to parents during the 3<sup>rd</sup> term.

### **14. Aftercare**

The College provides an aftercare programme for Preparatory and Pre-Preparatory children during the school term. Pupils are required to register for the year, but can give notice at the end of each term if they don't wish to make use of Aftercare in the following term. The termly charge for Aftercare will be billed over three months, and accounts will be debited on 1<sup>st</sup> February, March, April (1<sup>st</sup> term), 1<sup>st</sup> May, June, July (2<sup>nd</sup> term) and 1<sup>st</sup> Sep, Oct, Nov (3<sup>rd</sup> term). The charge for Ad hoc visits will be billed in arrear.

Full details are available on Registration Day in January or at any time of the year from any of the school reception offices. The necessary enrolment form must be completed before a child can attend Aftercare.



<b>Aftercare – Preparatory and Pre-Preparatory children</b>		
<i>Charge is per term, but divided into three monthly payments</i>	<i>Until 14h30 including lunch</i>	<i>Until 17h30 including lunch and an afternoon snack</i>
Payable per month (3 months per term)	R600	R1040
Ad hoc visits – per visit	R41	R66

### 15. Bus fares

The College provides a bus service along numerous routes in the mornings, and early and late afternoons. Full details of times and routes will be available on Registration Day in January, or from the school reception offices throughout the year. The morning routes in particular are very popular and we cannot guarantee a place on a particular route, so we encourage parents to register as soon as possible.

Bus cards are issued upon completion of an application form and indemnity, and must be shown to the driver on each trip.

To simplify administration, pupils are required to register for the whole year, but can give notice and return their bus card at the end of each term if they don't wish to use the bus the following term. The termly charge for the bus will be billed over three months. Accounts will be debited on 1<sup>st</sup> February, March, April (1<sup>st</sup> term), 1<sup>st</sup> May, June, July (2<sup>nd</sup> term) and 1<sup>st</sup> Sep, Oct, Nov (3<sup>rd</sup> term).

**Bus fares for 2010 will be as follows:**

<b>Bus Fares 2010</b>				
<b>Monthly charge (3 months per term) Registration is per term only</b>	<b>One way</b>	<b>Both ways</b>	<b>Broadacres shuttle* mornings only</b>	<b>Broadacres shuttle* both ways</b>
1 <sup>st</sup> child in family	R375	R605	R275	R500
2 <sup>nd</sup> child in family	R265	R425	R200	R320
3 <sup>rd</sup> child in family	R185	R300	R150	R250
Book of 10 "AFTERNOON ONLY" tickets **	R200			
Once off ticket AFTERNOONS ONLY **	R25			
Replacement lost bus card	R35			

\* The reduced charge for the Broadacres shuttle applies to Broadacres, Dainfern, Cedar Lakes and Stratford Gardens only. Any stop further down Cedar Road will be billed at the normal price.

\*\*Casual tickets cannot be used on morning routes as these buses run to capacity.

### 16. Uniform Shop

HeronBridge College has its own Uniform Shop with the full range of academic and sports uniforms, school bags and school shoes. The staff in the uniform shop will be able to advise you on the correct clothing required, eg for sports matches.

In addition to new clothing, the shop has a limited range of good quality "nearly new" uniforms at reduced prices. The shop is open every day during school term, and at the beginning and end of school holidays. Open days and times are published in the Heron.

The Uniform Shop does not operate accounts, but will accept cash, cheque or credit card payments.



## 17. Textbooks and Stationery

### 17.1. Pre-Preparatory

A charge for bulk stationery, text books and exercise books will be debited to parents' accounts at the beginning of the year. Full details will be given beforehand.

### 17.2. Preparatory

A charge for text books and for files and exercise books will be debited to parents' accounts at the beginning of the year. Full details will be given beforehand. Stationery items must be purchased by parents according to the lists provided in October/November. Parents can (but are not obliged to) order their stationery in advance from Rockercen (Pty) Ltd, who will deliver packs to the school for collection on Registration Day. Textbooks must also be collected on Registration Day.

### 17.3. College

Stationery and text books must be purchased by learners in accordance with lists distributed.

#### 17.3.1. Stationery:

Parents can (but are not obliged to) order stationery in advance from Rockercen (Pty) Ltd. Order forms are sent out in November and the stationery must be collected on Registration Day.

#### 17.3.2. Textbooks:

Textbooks can be ordered in advance from Book Bound. Order forms are sent out in October and the text books must be collected on Registration Day. Books can also be purchased direct from Book Bound on Registration Day. In certain circumstances, textbooks or notes may be supplied by the school during the year, and these will be for parents' account. Parents will always be informed in advance of the cost involved.

#### 17.3.3. Calculators:

Approved calculators are available from the HeronBridge Uniform Shop.

## 18. Tuck shop and Canteen

The College Canteen services the College campus and the Sports Complex, while the Prep Tuck Shop supplies food to Prep and Pre-Prep pupils, parents and staff.

We are striving to limit the amount of cash brought to the school and all College and Preparatory pupils are issued with their own personalized "debit cards" which must be used for all purchases. There is a charge for the card which will be debited to your school account. Funds must be deposited in advance directly into the bank account, and **pupils are not permitted to buy with cash.**

Cards for Pre-Prep pupils are not compulsory, but families who wish to make use of the tuck shop can order a card from the Pre-Prep reception office.

Canteen/Tuck Shop cards are unfortunately not interchangeable as the two systems operate independently, but it is possible to have a card linked so that purchases can be made with the same card at all the different points. Full details are available on Registration Day or from the office throughout the year.

## 19. Incidental charges

Although we attempt to keep additional charges to a minimum, parents can expect incidental charges to be debited to their accounts from time to time. Some examples of these are:



**19.1. IEB Examinations**

Grades 12 and 9 are required to write external examinations, the costs of which are set by the IEB. These charges are for the parents' account and parents will be advised once the charge has been communicated to the College.

**19.2. Trips, Outings and Tours**

During the year most grades will take part in a tour and a number of outings. Full details of these will be communicated to parents by the school before their accounts are debited.

**19.3. Year Book**

At the end of each year HeronBridge College produces a year book, and a nominal charge for this will be debited to parents' accounts. Should parents not wish to receive the year book, they will have the opportunity to advise the College accordingly.

**19.4. Sundry charges**

From time to time there will be other charges, for example, photographs, hearing tests, assessments. Some of these are optional, and parents will have the opportunity to contact the relevant school immediately should they wish their child to be excluded for any reason.

Our policy is that there should be no surprises for parents! You will receive information of any charges from your school before the amount is billed and you can then expect this amount to appear on your next statement. All we ask is that you **immediately** advise us should you have a query.

**20. Communication**

Communication with parents is most often by email. A weekly newsletter is emailed every Monday, and from time to time you will receive school specific emails. Accounts are emailed on the 20<sup>th</sup> of each month and then again after the debit order run has been completed. Our website is updated weekly. Please log on regularly to keep up to date with what is happening at HeronBridge College. Go to: [www.heronbridgecollege.co.za](http://www.heronbridgecollege.co.za)

**21. Any questions or queries**

If you have any queries regarding fees or charges, please contact our Accounts office at [accounts@heronbridge.co.za](mailto:accounts@heronbridge.co.za), telephone 0861 HERONC(437662) or the direct accounts line 079-697-2565.

School specific queries should be addressed to the relevant school – telephone 0861 HERONC(437662)

Kind regards,

**Beth Tomlinson**  
Financial Manager