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GENERAL INFORMATION 2018 ADMINISTRATION, FEES AND BILLING

Dear Parents

1. Introduction

We would like to 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 2018, we have set out below, details of our school fees, the education levy, a brief summary of our billing methods and general administrative information. More detailed information will be available on the Registration Days on the 13th or 15th of January 2018, from the relevant school reception offices, or from the HeronBridge App.

This letter has been prepared to address questions frequently asked by parents. Should you still have any queries, please feel free to contact us when we re-open on 8 January.

2. School fees 2018

Below is a schedule of school fees for 2018

	PAYABLE OVER 10 MONTHS		DISCOUNTED ANNUAL	EARLY BIRD
2018	<i>Annual fee payable in 10 monthly instalments on the 2nd day of each month, commencing 2nd January 2018 (by debit order)</i>		<i>If paid in advance before 2nd January 2018 (by eft)</i>	<i>If paid in advance before 30 November 2017 (by eft)</i>
	<i>Per month</i>	<i>Annual</i>		
Grade 0000	R 5 772	R 57 720	R 55 157	R 54 020
Grade 000	R 5 887	R 58 870	R 56 255	R 55 097
Grade 00	R 6 205	R 62 050	R 59 294	R 58 073
Grade R	R 7 070	R 70 700	R 67 622	R 66 230
Grade 1 - 3	R 7 943	R 79 430	R 76 014	R 74 448
Grade 4 - 6	R 8 470	R 84 700	R 81 050	R 79 378
Grade 7	R 9 314	R 93 140	R 88 940	R 87 141
Grade 8 - 9	R 9 933	R 99 330	R 94 833	R 92 914
Grade 10 - 12	R 10 502	R 105 020	R 100 518	R 98 447

3. Registration fee

A non-refundable registration fee of R450 is payable with all new registrations and waiting list applications.

4. Refundable deposit and annual deposit top-up

In terms of the enrolment contract, a deposit equal to one third of the annual fee is payable to secure a place. This deposit will be free of interest and will be increased annually in January of each year so that at all times it is equal to one third of the annual fee. This annual increase is referred to as the “deposit top-up”.

January statements will be sent out in December detailing the top-up amount. The top-up will be collected on 2nd January 2018 by Debit Order together with the January 2018 fees. You can however, pay the top-up via EFT, as long as it reflects in our bank account by 18th December, in which case it won't be collected by debit order.

At the end of a learner's final term at HeronBridge (**provided the requisite full term's notice has been given**) the full amount of the deposit held at that date will be credited to the fees account and the credit balance on the account refunded.

5. Education Levy

All compulsory grade specific charges are covered by an Education Levy calculated per grade. This levy is closely controlled and monitored, and will be for the benefit of all children in that grade during the year. The levy or any part thereof is non-refundable, should a child not participate in any planned outing or event covered by the levy. Full details on how the levy is calculated and what is covered, are available on request from the schools. The 2018 levy amounts are set out below:

EDUCATION LEVIES 2018 – PER GRADE

2018	<i>Total</i>	<i>Per month over 10 months</i>	<i>Up-front payment on 2 January 2018</i>
Grade 0000	R 2 180	R 218.00	R 2 158
Grade 000	R 2 180	R 218.00	R 2 158
Grade 00	R 2 295	R 229.50	R 2 272
Grade R	R 3 575	R 357.50	R 3 540
Grade 1	R 3 021	R 302.00	R 2 992
Grade 2	R 2 666	R 266.00	R 2 640
Grade 3	R 2 445	R 244.50	R 2 422
Grade 4	R 3 321	R 332.15	R 3 289
Grade 5	R 2 856	R 285.65	R 2 828
Grade 6	R 3 257	R 325.75	R 3 225
Grade 7	R 4 084	R 408.40	R 4 042
Grade 8	R 5 040	R 504.00	R 4 990
Grade 9	R 7 624	R 762.30	R 7 550
Grade 10	R 6 428	R 642.80	R 6 365
Grade 11	R 3 520	R 352.00	R 3 485
Grade 12	R 8 975	R 897.50	R 8 887

6. General Billing procedures

- 6.1. School fees and the education levy are payable monthly in advance over 10 months, commencing on 2nd January 2018. Payment is by way of debit order.
- 6.2. Parents may choose to pay school fees upfront before 2nd January (discounted annual). The education levy can also be paid in one amount on 2nd January. Parents will have the opportunity in October of every year to decide whether they wish to choose an advance payment method for the year ahead. If no advance payment is arranged, parents will be billed monthly.
- 6.3. Fees and levies will be debited on the 2nd day of each month over 10 months (Jan-Oct) unless an advance payment option has been chosen. All fees (except Early Bird and Discounted Annual) are payable by debit order on the 2nd of the month – per Clause 7 below.
- 6.4. Parents will always be informed in advance and asked to agree any additional charges, for example sports tours.
- 6.5. A statement will be emailed to parents by the 23rd of each month. You 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, please indicate and we will send a statement home with your child.
- 6.6. If you are happy with the account, it is not necessary to take any further action, except to ensure that there are sufficient funds in your account on the 2nd of the following month to meet the debit order.
- 6.7. Debit orders will be processed for the full balance outstanding on the statement at the end of the month. Once the debit order instruction has been sent to the bank, it cannot be reversed. It is important to note that should you wish to avoid the debit order being processed, you need to pay the account **before the 28th of the month** by direct transfer into the College's bank account. **(In December, this cut-off date is 18 December, due to the office closure for the holidays)**
- 6.8. Registration for Aftercare and the bus is per term, but this termly charge will be split over three months. Ad hoc charges will be billed monthly in arrears.

7. Payment by debit order

A debit order will be processed on the 2nd day of every month for the total amount outstanding on your statement. Details are as follows:

Month	Debit order dates	Applicable to:
January	2 nd	Monthly fees, deposit top-up & upfront/monthly education levy
February	2 nd	Monthly fees, education levy & any approved extras, bus & aftercare
March	2 nd	Monthly fees, education levy & any approved extras, bus & aftercare
April	2 nd	Monthly fees, education levy & any approved extras, bus & aftercare
May	2 nd	Monthly fees, education levy & any approved extras, bus & aftercare
June	2 nd	Monthly fees, education levy & any approved extras, bus & aftercare
July	2 nd	Monthly fees, education levy & any approved extras, bus & aftercare
August	2 nd	Monthly fees, education levy & any approved extras
September	2 nd	Monthly fees, education levy & any approved extras, bus & aftercare
October	2 nd	Monthly fees, education levy & any approved extras, bus & aftercare
November	2 nd	Approved extras only, bus & aftercare
December	2 nd	Approved extras only

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 lump sum payments in November and January which should be made by bank transfer directly into the College's bank account.
- 8.2. Bank Transfers/EFT's.** Although all parents are required to sign the debit order instruction, some prefer to pay the account themselves by direct transfer. You are welcome to pay the full amount owing on your statement by eft, provided that the payment reflects in the College's bank account **by the 28th day of the month**, so that the balance on your account is zero at month end. If the balance is zero, the debit order will not be processed. Bank charges to our bank account for foreign transfers will be charged back to your school fee account.
- 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. Bank charges to our bank account for cash and cheque deposits will be charged back to your school fee account.
- 8.4. Credit card.** The College does not have credit card facilities. However, parents are welcome at any stage to make use of the credit card facilities at the Uniform Shop.

9. Returned Debit Orders

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

First return:	R150
Second and subsequent returns:	R200

10. Interest on Overdue Accounts

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 enrolment sets out the responsibility of the parent to settle all accounts timeously.

Should an account be in arrears for longer than 30 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 after half-term. 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.

Grade 12 learners whose accounts are in arrears will not be allowed to attend any matric farewell events or write their examinations as a candidate of the College. They will be entered as a private candidate and will need to find an alternative venue to write their examinations.

Should no satisfactory arrangement be made, all accounts in arrears will be handed over for collection and parents will be credit listed.

It is, however, important to stress that if parents do have a financial problem, our door is always open to discuss this, and to see what arrangement can be made regarding payment of the outstanding amount.

12. One 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 or before the 1st day of the term, to the admissions office and accounts office email: helenc@heronbridge.co.za and accounts@heronbridge.co.za if it is their intention to remove their child from the College. Should notice not be received on the 1st day of term, parents will be liable for a term's fees in lieu of notice. Please note that notice is required should your child be leaving at the end of Grade R or Grade 7, as without notice it will be assumed that he/she will continue to the next phase.

13. Registration Days – Saturday 13th and Monday 15th January 2018

At least one parent from each family is required to attend one of our Registration Days - either the Saturday or Monday before the start of school each year. Attendance at Registration Day is compulsory for every family – both existing and new. It is not essential for pupils to attend, but they are welcome to do so.

On this day, parents will be able to confirm/update their personal details and contact numbers, collect their text books, register for aftercare and external extra murals, register for the bus (or collect bus cards if already registered), receive security discs for vehicles and purchase uniforms from our uniform shop. To avoid the Registration Day rush please visit our ONLINE shopping facility via [Uniform Shop](#).

All accounts must be settled in full before the registration process can be completed.

14. Aftercare

HeronBridge College provides an Aftercare programme for Pre-Preparatory children and Preparatory children up to Grade 5 during the school term. Lunch is provided every day and those children who stay for the whole afternoon will have their homework supervised. 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 3 months per term. Your school fee account will be charged at end January, February, March (1st term), end April, May, June (2nd term) and end August, September, October (3rd term). The charge for Ad hoc visits will be billed in arrears on the 20th of each month.

Full details are available on Registration Day in January, when you will have the opportunity to register for the year. Details are also available on our website - [Aftercare](#) - throughout the year or from either of the school reception offices. The necessary enrolment form must be completed before a child may attend Aftercare. Charges are set out in the table below.

Aftercare 2018		
<i>Charge is per term, but divided into three monthly payments</i>	<i>Until 15h00 including lunch – Half Day</i>	<i>Until 17h30 including lunch, an afternoon snack & homework supervision – Full Day</i>
Payable per month (3 months per term)	1 018	1 777
Ad hoc Aftercare – per visit	77	121

15. 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 for every situation.

In addition to new clothing, the shop has a limited range of good quality “nearly new” uniforms at 50% of the new cost. The shop is open every day during school term and at the beginning and end of school holidays. Open days and times are published on the School Communicator.

Uniforms can also be purchased through our On-Line shop – [Uniform Shop](#) - and then collected from the shop. The Uniform Shop does not operate accounts, but will accept cash or credit card payments.

16. Bus fares

The demand for our buses (particularly the morning routes) has increased substantially over the years. In spite of the fact that we now have 8 buses running each day, we have reached capacity on our morning routes, and are at the point where registration must be on a first come first serve basis. Registration for the bus is done on a yearly basis; even if you have been using the bus in 2017, you still need to register for 2018.

To simplify administration, pupils are required to register for the whole year, but can give a terms notice and return their bus card at the end of that term if they don't wish to use the bus the following term.

Bus cards will be prepared in December and handed out on Registration Day. Confirmed routes and times will be e-mailed as soon as possible. Buses will run from the 1st day of term. Although it will be possible to register for the bus on Registration Day, we cannot guarantee that there will still be space on the popular morning routes. Registration for our bus service is on a first come first serve basis.

Please take a few moments to look at the bus stops below and then complete the online application form by following the link <http://heronbridgecollege.co.za/forms/bus-application-form>

Alternatively complete and e-mail Richmond Masimbira at masimbira@heronbridge.co.za to confirm your registration.

Your school fee account will be charged at end January, February, March (1st term), end April, May, June (2nd term) and end August, September, October (3rd term).

There will be three different rates for Bus fares in 2018, depending on the distance travelled. The fares will be as follows:

BUS FARES 2018 Monthly charge (3 months per term)	<i>Short trip</i>		<i>Medium trip</i>		<i>Long trip</i>	
	<i>One way</i>	<i>Both ways</i>	<i>One way</i>	<i>Both ways</i>	<i>One way</i>	<i>Both ways</i>
	<i>Broadacres, Fern Shopping Centre, Cedar Lakes, Stratford Gardens</i>		<i>All other stops</i>		<i>Sunninghill, Charterhouse School Paulshof/Eagle Canyon</i>	
<i>Registration is per term only, but fares are charged monthly (3 months per term)</i>						
1st child in family	R 580 pm	R 1,020 pm	R 790 pm	R 1,240 pm	R 865 pm	R 1,380 pm
2nd child in family	R 410 pm	R 670 pm	R 570 pm	R 875 pm	R 620 pm	R 960 pm
3rd child in family	R 320 pm	R 515 pm	R 380 pm	R 610 pm	R 430 pm	R 700 pm
Book of 10 "AFTERNOON ONLY" tickets **	R 480					
Once off ticket AFTERNOONS ONLY **	R 60					
Replacement lost bus card	R 70					

Billing and Cancellation Policy

- The minimum period for which a pupil can register for the bus is ONE TERM. Bus registration is in place for the whole year.
- **To cancel the bus service you are required to give a term's notice. Should you cancel the bus mid-term, you will be liable for the bus fees for the remainder of the term.**

17. Textbooks and Stationery

17.1. Pre-Preparatory

All stationery requirements will be purchased by the school on your behalf. The cost is included in the education levy.

17.2. Preparatory School

- **Junior Preparatory – Grades 1 to 3**

All stationery requirements will be purchased by the school on your behalf. The cost is included in the education levy.

- **Senior Preparatory – Grades 4 to 7**

Exercise books and workbooks are supplied by the school. The cost is included in the education levy.

A list of compulsory stationery for 2018 has been sent out to all parents. It is vital that your child brings all these items with them on the first day of school.

A list of textbooks required has been sent out to parents with order forms for Basically Books. Text Books can also be purchased direct from Basically Books on Registration Day.

17.3. College

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

- **College Textbooks:**

Grades 8, 9 and 10

All grade 8, and new 9 and 10 learners will be making use of privately purchased iPads in 2018. The College have published communication with regards to the iPad and eBook requirements for 2018. Please contact their office should you require further information.

Grades 11 and 12

Textbooks can be ordered in advance from Book Bound. Order forms were sent out in October and the text books must be collected on Registration Day. Books can also be purchased directly from Book Bound on Registration Day. For certain subjects, 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.

- **Workbooks and printed notes**

In certain subjects the College prepares and supplies notes and workbooks. The charge for these has been included in the education levy.

- **Calculators**

Approved calculators are available from the HeronBridge Uniform Shop.

18. Tuck shop and Canteen

As you already know, Marshall Food Services (Pty) Ltd t/a Rumbling Tums have taken over the management of the Tuckshop and Canteen facilities.

Please ensure that all payments for tuck shop deposits are paid into the correct Marshall Food Services account and not into the Heronbridge College account.

19. Extra charges

The following are examples of charges that may still appear on your account from time to time:

- **Subject specific charges**

Should there be an expense which applies only to pupils studying a specific subject, those parents concerned will be informed of this and their accounts debited.

- **Sports and Co-curricular tours and charges**

Sports tours are optional and parents will be informed of the opportunity for their children to take part in these tours.

- **Optional payments**

Civvies Days, charity collections, etc. are optional and should parents choose to contribute, their accounts will be debited accordingly. Eisteddfod and competition entries will be debited if requested by parents.

- **Bus and Aftercare**

These charges are billed monthly to those parents who make use of the service.

20. Communication

The HeronBridge App is our main medium for communication. We recommend that parents install the App which will give up to date information at all times. Please contact our Marketing Department for assistance with App downloads.

Our website is updated as often as necessary, please log on regularly to keep up to date with what is happening at HeronBridge College. Go to: 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, telephone number (011) 540-4800 or on the direct accounts line 079-697-2565.

School specific queries should be addressed to the relevant school – telephone (011) 540-4800.

Kind regards,

Fiona Williamson
Business Manager