

09.1d Childcare terms and conditions

Stock Pre-school Terms and Conditions

This document and the terms and conditions within it govern the basis on which Stock Pre-School agree to provide childcare services to parent(s)/guardian(s) (referred to as 'you').

Only a parent/guardian with parental responsibility for a child can register that child for a childcare place with us. We will ask to see your child's birth certificate, or other relevant documentation, to confirm that you have parental responsibility for the child as part of our registration process.

Our details:

Stock Pre-School, Dakyn Drive, Stock, Essex, CM4 9TB

Telephone: 07952 640570(office) 07488 437281(setting) Email: stockpreschool@stockpreschool.org.uk

Charity reg 1125535 Company reg 6508243 Ofsted URN: EY395027

Insured by: Early Years Alliance (RSA)

Childcare terms and conditions

The following terms and conditions govern the basis on which we agree to provide childcare services to you.

1.0 Our obligation to you

- 1.1 We will inform you as soon as we know whether your application has been successful. You are required to confirm that you still wish to take up a place within one week of receiving notification from us. If you fail to notify us then the offer of a place may be withdrawn. Once you confirm a fee-paying place a deposit payment is required to hold the place for your child. The value of the deposit will be equal to one week's fees at our standard rate. The deposit is credited against your first term's charges, if a credit remains after this a refund will be offered. Alternatively any credit can be carried forward to subsequent terms upon your agreement.
- 1.2 We provide agreed childcare facilities for your child during the official opening hours. If we change the opening hours, we will give parents as much notice as possible, and, if necessary, will work with you to agree a change to your child's hours of attendance.
- 1.3 We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.
- 1.4 We will notify parents as early as possible when the setting will be closed.
- 1.5 We will provide you with regular updates about your child's progress.
- 1.6 We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available.

2.1 Your obligation to us

- 2.2 You are required to fully complete and return the registration form issued to you when sessions are agreed. We must have this form back before your child can start.
- 2.3 You are required to inform us immediately of any changes to your contact details or other changes to the information on your child's registration form.
- 2.4 The registration form includes medicine consent and emergency treatment authorisations which you are required to complete before your child attends.
- 2.5 You are required to immediately inform us if your child is suffering from any contagious disease, or if your child has been diagnosed by a medical practitioner with a notifiable disease. We need to protect other children at the setting so you cannot bring or allow your child to attend at these times. When your child is contagious they pose a risk to other children during normal daily activities.
- 2.6 You are required to inform us of the identity of the person(s) who will be collecting your child. Any person collecting should be aware of your password (notified to us on your registration form). If we are not reasonably satisfied that the person collecting your child is expected, we will not release your child into their care until we have checked with you.
- 2.7 You are required to inform us immediately if you are not able to collect your child by the official

collection time. You should make arrangements for an authorised person (recorded on your registration form) to collect your child as soon as possible and confirm who they are. A late collection charge may be applied. If you fail to collect your child by the official collection time and we have reason to be concerned about your child's welfare we will contact the local authority.

- 2.8 You are required to inform us as far in advance as possible of any dates when your child will not be attending.
- 2.9 You are required to provide at least six weeks' notice of your intention to decrease the number of hours your child attends and similarly, should you decide to withdraw your child completely and end this Agreement. If you give insufficient notice, you will be required to pay full fees for six weeks from the date of notice. If you would like to end this Agreement, please speak to the setting manager.
- 2.10 If your child is the subject of a court order, you are required to inform us and provide a copy of the order on request.
- 2.11 You should read our policies and procedures.

3.1 Payment of fees

- 3.2 Our fees are based on our hourly rate (unless your child has a funded place). Before your child starts, we will notify you of the payment required. We may review the fees at any time but will inform you of the revised amount as soon as we can.
- 3.3 Fees are invoiced half-termly, with invoices being issued at least 3 weeks before the due date for payment (see 3.4)
- 3.4 The due date for payment will be the first Friday of each half term, for that half term's fees.
- 3.5 All payments made under this Agreement should be made directly into our bank account 65247240, sort code 089299 (please quote your child's name as your reference).
- 3.6 Late payments will incur a late fee of £10.00, with a further £10 for each week payment remains outstanding. If further action is required to recover unpaid fees, additional charges may be made in lieu of any costs of recovery incurred.
- 3.7 If the payment of fees referred to in 3.3 is outstanding for more than 2 weeks beyond the due date, the child shall cease to be admitted for sessions that have not been paid for. For funded children this will mean only sessions covered by funding can be attended and as such any unfunded sessions (such as lunchtimes) will be withdrawn.
- 3.8 If you require additional sessions or have been unable to collect your child by the official collection time, we will inform you of the extra amount payable and add these additional charges to your regular fees. In the event of late collection of your child, we reserve the right to charge a late collection fee of £20 for the first 15 minutes and £10 every five minutes thereafter.
- 3.9 No refund will be given for periods when children do not attend a session due to illness or holidays. Please note that we are closed on bank holidays. No refunds are given for these closures as they are already taken into account when setting fees.
- 3.10 If you are in receipt of any funded entitlement for a 3 or 4 year old, this will only be applied to our standard 8.45am-11.45am and 12.15pm-3.15pm sessions, as lunchtimes (11.45am-12.15pm) are not covered by this funding. Where a 2-year-old is entitled to funding (other than for working families) this may at our discretion be applied to the lunchtime period.

4.1 Suspension of a child

- 4.2 We may suspend providing childcare to your child if you fail to pay any fees as per 3.7 above.
- 4.3 We do not support the exclusion of any child on the grounds of behaviour. However, if your child's behaviour is deemed by us to endanger the safety and well-being of your child and/or other children and adults, it may be necessary to suspend childcare while we try to address these issues with you. It may also be necessary to share our concerns with other external agencies as appropriate. The decision to suspend your child will be made with the agreement of our committee.
- 4.4 During any period of suspension for behaviour-related issues, we will work with the local authority and where appropriate other welfare agencies to identify appropriate provision or services for your child.
- 4.5 If your child is suspended, under the conditions stated in clause 4.3, we will give you a refund of fees paid after offsetting against any sums due to us.

5.1 Termination of the Agreement

5.2 You may end this Agreement at any time, by giving us at least one month's notice.

5.3 We may immediately end this Agreement if:

5.3.1 You fail to pay your fees (as detailed above).

5.3.2 You breach any of your obligations under the Agreement and you have not or cannot put right that breach within a reasonable period of time.

5.3.3 You behave unacceptably; we do not tolerate any physical or verbal abuse or threats towards staff or other parents.

5.3.4 We take the decision to close. We will give as much notice as possible in this event.

5.4 It may become apparent that the support we can offer your child is not sufficient to meet his or her needs. Under these circumstances we work with you, the local authority and other welfare agencies as per our procedures to identify appropriate support, at which point we may end this Agreement.

5.5 You may end this Agreement if we have breached any of our obligations under this Agreement and we have not/ cannot put right that breach in a reasonable period.

6.1 General

6.2 If we close or take the decision to close due to events or circumstances beyond our control such as extreme weather conditions, fees will continue to be payable in full. We will be under no obligation to provide alternative childcare to you.

6.3 If you have any concerns about the childcare we provide, please discuss them with your child's key person. If your concerns are not resolved to your satisfaction, please contact the setting manager. Your satisfaction with our service is very important to us and any concerns or complaints will be reported to the appropriate line manager for review.

6.4 From time to time we may take images or video of the children who attend. These images or video may be used by the setting for promotional purposes. If you do not wish your child to be included in these, you should record this when you complete the registration form.

6.5 While food and drink are provided on the premises, we are not a commercial kitchen and may not be able to cater for the individual needs of every child. Every effort is made to follow recommended food preparation guidance and to ensure that all setting staff involved in the preparation and serving of food are suitably trained.

6.6 Normally we will seek your consent before sharing information about your child with another professional or agency. We are required to share any information with the local authority and other relevant agencies if there are any safeguarding concerns about your child. In certain situations, we may not seek consent prior to sharing information, or we may, in certain specified circumstances override a refusal to give consent.

- You must avoid making any social media communications that could damage our business interests or reputation, even indirectly or link us to any political movement or agenda.

- You must not use social media to defame or disparage us, our staff or any third party; to harass, bully or unlawfully discriminate against staff or third parties; to make false or misleading statements; or to impersonate staff members of the setting or other related third parties.

6.7 We reserve the right to vary the terms and conditions contained in this Agreement giving at least one month's notice.

6.8 This Agreement contains the full and complete understanding between the parties and supersedes all prior arrangements and understanding whether written or oral relating to the subject of the Agreement except to the extent that we vary terms from time to time.

6.9 Acceptance of a place will be deemed as acceptance by you of these terms and conditions.