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09 Early years practice policy

**09.01d Childcare and early education terms and conditions**

**North Bushey Pre-school Terms and Conditions**

This document and the terms and conditions within it govern the basis on which North Bushey Preschool (referred to here as ‘we’ / ‘our’ / ‘us’ agree to provide childcare and early education 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 and early education 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:**

North Bushey Pre-school

Registration Number: RP548517

Address: On Grounds of Highwood Primary School Mead Way, Hertfordshire WD23 2AW

Ofsted URN: EY443089

Email: northbushey@alnbpreschools.co.uk

Insured by: RSA

Insurance Policy Number: RTT209838

**Your details:**

|  |  |
| --- | --- |
| Full name of parent/guardian (1): | |
| Address: | |
| Telephone: | Email: |
| Full name of parent/guardian (2): | |
| Address: | |
| Telephone: | Email: |
| Full name of child: | Date of birth: |

**Our offer for a childcare and early education place for your child:**

Expected start date of child’s place:

Agreed hours:

Will the child receive childcare support?

2 year old – Working Families

2 year old – Supported Families

15 hours free childcare 3/4 years

30 hours free childcare

No government funding

**Terms and conditions**

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

1. **Our obligation to you**
   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 If you fail to notify us, then the offer of a place may be withdrawn.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 monetary value of the deposit is published as part of the setting’s schedule of fees. This is available on our website, on our Key Information Document given with Application form and on request. The deposit is refunded at the end of your child’s first term with us. Please note your child's deposit and administration fee will be taken on completion of the Registration form. We reserve the right to not refund the Deposit if your child fails to attend on the date as agreed or in the event of withdrawal earlier than the end of a full term with our preschool, please check our *Fee Payment* policy for details.
   2. We provide agreed childcare and early education 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.
   3. We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare and early education.
   4. We will notify parents/carers as early as possible when the setting will be closed.
   5. We will treat your child with the utmost respect and dignity. We will never use or threaten any type of punishment that could adversely affect a child’s wellbeing.
   6. We will provide you with regular updates about your child’s progress.
   7. 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. **Your obligation to us**
   1. You are required to fully complete and return the *Childcare and Early Education Registration* form to us before your child can start.
   2. 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.
   3. The *Childcare and Early Education Registration* form includes medicine consent and emergency treatment authorisations which you are required to complete before your child attends.
   4. 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.
   5. You are required to inform us of the identity of the person(s) who will be collecting your child. We will require proof of identity if a person collecting your child is not usually responsible. You should let us know in advance about these changes. 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.
   6. 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 (previously informed to us and in the knowledge of the child’s password recorded on registration form) to collect your child as soon as possible and confirm who they are. A late collection charge will be applied. Please refer to the current fee schedule for details. 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.
   7. You are required to inform us as far in advance as possible of any dates when your child will not be attending.
   8. You are required to provide at least one month’s 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 still be required to pay full fees for one month from the date of notice. If you would like to end this Agreement, please speak to the setting manager. If you are ending this Agreement, notice must be given by completing our *Notification of Leaving* form which is available on request.
   9. 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.
   10. Ad hoc sessions will only be available if we are able to accommodate your request. Government childcare funding will not be used to cover ad hoc sessions, and if requested will be invoiced accordingly.
   11. You should read our policies and procedures provided for parents - available for you at the setting.
3. **Payment of fees**
   1. Our fees are based on a monthly fee that shall be notified to you in advance of your child starting. We may review these fees at any time but shall inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee, you may end this Agreement by giving us one month’s notice, by completing our *Notification of Leaving* form which can be obtained from our Pre-School office.
   2. Fees are required to be paid monthly in advance. We calculate the amount payable by you each month which will vary depending on amount of sessions your child attends each month and takes into account half terms and end of term closure. (you will not be charged for bank holidays and days that the Pre-School is closed).
   3. All payments made under the Agreement should be by bank transfer or childcare vouchers. All payment, regardless of method, shall be made by the parent/guardian monthly, in advance, on the last day of the prior month (the due date). Late payments incur a late payment fee in line with our Fee Policy.
   4. If the payment of fees referred to in 3.3 is outstanding for more than 14 days, then we may terminate this Agreement by giving you 14 days’ notice in writing. Once the contract has been terminated, the child shall cease to be admitted, and the notice of termination shall be regarded as a formal demand for outstanding monies.
   5. 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 in line with our Fee Policy.
   6. 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. We accept no liability for other costs which you incur if we are unable to provide childcare for any reason.
4. **Suspension of a child**
5. We may suspend providing childcare and early education to your child at any time if you fail to pay any fees due.
6. If the period of suspension for non-payment of fees exceeds one month, either of us may terminate this Agreement by giving written notice. This takes effect on receipt of the notice.
7. 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 and early education while we try to address these issues with you. It may also be necessary to share our concerns with other external agencies as appropriate.
8. 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.
9. If your child is suspended part way through the month, under the conditions stated in clause 4.3, we will give you a credit for any fees you have already paid for the remaining part of that month. This sum may be offset against any sums, payable by you to us.
10. **Termination of the Agreement**
    1. You may end this Agreement at any time, by giving us at least one month’s notice and by completing the *Notification of Leaving* form. We may immediately end this Agreement if:
       1. You fail to pay your fees.
       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.
       3. You behave unacceptably; we do not tolerate any physical or verbal abuse or threats towards staff or other parents/carers.
       4. We take the decision to close. We will give you as much notice as possible in the event of such a decision.
    2. 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.
    3. You may end this Agreement if we have breached any of our obligations under this Agreement and we have not or cannot put right that breach in a reasonable period after you draw it to our attention.
11. **General**
12. If we close or take the decision to close due to events or circumstances beyond our control such as extreme weather conditions, the monthly fee will continue to be payable in full. We will be under no obligation to provide alternative childcare and early education to you. However, if the closure exceeds three consecutive days in duration (excluding any days when we would otherwise be closed), we will credit you with an amount that represents the number of days closed in excess of three days.
13. If you have any concerns about the childcare and early education we provide, please discuss them with the pre-school leader. If your concerns are not resolved to your satisfaction, please contact the setting owner. Your satisfaction with our service is very important to us and any concerns or complaints will be dealt with in line with our *Complaints procedure for parents and service users* policy.
14. We reserve the right to refuse to admit your child if they have a temperature, sickness and diarrhoea or a contagious infection or disease on arrival at our Pre-School, or to ask you to collect your child if they become unwell whilst in our care, in line with our *Poorly Children* policy.
15. 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.
16. Any personal information you supply to us will be collected, stored and used in accordance with the principles of the General Data Protection Regulations (GDPR) (2018) and our Record keeping Policy. We will always seek your consent where need to share information about your child with any other professional or agency. We are required by law to override your refusal to give consent only in specific circumstances where the child or someone in the family may be in danger if we do not share that information.
    * 1. 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.
      2. 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.
    1. We reserve the right to vary the terms and conditions contained in this Agreement giving at least one month’s notice
    2. 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.
    3. Acceptance of a place will be deemed as acceptance by you of these terms and conditions.

**Acceptance of our offer of a childcare and early education place**

Please sign below to indicate that you have read and understood the above terms and conditions and to confirm your acceptance of a childcare and early education place with us for your child.

For parent(s)/guardian(s) under the age of 18, a guarantor aged over 18, must also sign the contract on your behalf. The contract would therefore be between North Bushey Pre-school, you and the guarantor.

A copy of this completed and signed contract will be provided to each signatory.

|  |  |  |
| --- | --- | --- |
| Parent name 1 |  |  |
| Signed |  | Date |
| Parent name 2 |  |  |
| Signed |  | Date |
| Guarantor name (where applicable) |  |  |
| Signed |  | Date |
| Relationship to the child |  |  |
| Home address |  |  |
| Daytime/work telephone |  |  |
| Email |  |  |
| Signed on behalf of North Bushey Pre-school |  | Date |
| Signed |  |  |
| Name |  |  |
| Role |  |  |