

Thorpe Willoughby Childcare Centre

TERMS & CONDITIONS:



Registration:

A registration fee of £25 full time place is payable on acceptance of the Registration Form for Pre-School places.

The registration fee will only be refunded if we are unable to provide a place on the required commencement date.

Confirmation of Place:

The child's place will be confirmed in writing.

The confirmation will include details of the child's commencement date along with the required sessions.

Settings Fees:

Fees are paid 4 weeks in advance.

The initial payment of fees will be determined by the child's commencement date with us and will include all sessions booked from that date, up to, and including the remainder of that particular month.

Pitstop, Breakfast Club, and Holiday club, snacks are included in the fees.

Nappies are to be provided by the child's parent/carer.

Payment may be made by Bacs, Childcare Vouchers and Cash.

Returned payments from the bank may incur an administration charge equal to any charges the setting may be charged by the bank

Please Note:

On commencement of a child attending the setting, the settings fees shall be made in full and any voucher payments made will be deducted from subsequent months.

The setting reserves the right to review the fees.

In the event of there being changes to the fees one calendar month's written notice shall be given.

A refund will not be given where a child is absent from the setting due to sickness or holiday.

If fees remain outstanding for more than 7 days:

- The setting reserves the right to charge a late payment fee of £20.00 on any outstanding balance
- The setting may serve 14 days' notice in writing to terminate the contract.

Upon termination of this contract the child shall cease forthwith to be admitted to the setting and the setting's notice to terminate shall be regarded as a formal demand for all outstanding monies.

Types of Sessions & Conditions of Booking:

The session types available are set sessions.

Further details of these, accompanied by the Fees Schedule, can be obtained from the setting or viewed online.

Set sessions are permanently booked, recurring sessions or days requiring one full calendar months' notice in writing should this be necessary to change.

Extra Sessions/Hours:

We are happy to offer extra sessions and hours if they are available:

Please try to give as much notice as possible if you require extra sessions so that we can organise staff and food for your child.

Extra sessions booked but not taken are not refundable or transferable unless agreed by the setting Management team due to exceptional circumstances.

Cancellation/Termination of Contract:

After the child's initial admission to the setting either party may terminate this contract by giving one calendar months' notice in writing.

This period is subject to the termination not being due to non-payment of fees as outlined above.

During that said one month period the setting undertakes to continue to admit the child and the parent/carer undertakes to pay for all fees due.

In the event of the parent/carer failing to pay the month's fees the child's place shall be immediately withdrawn and the setting/club shall be entitled to serve a formal demand for payment of such monies.

In the event of the parent/carer giving notice of withdrawal of the child and immediately withdrawing the said child there shall be due to the setting one calendar month's fees in lieu of notice.

Failure by the parent/carer to provide one calendar months' notice or any notice at all shall render the parent/carer liable to the setting for one month's fees.

One months' notice must also be given if sessions are requested to be reduced.

Notice must be made in writing to the Management team.

Late Collection Policy:

The setting reserves the right to charge parent/carers when they do not collect their child at the agreed time, a charge at the rate of £7.50 for the first 15min then £15 for every 15 minutes thereafter.

Notification of Absence/Lateness:

The parent/carer is expected to notify the setting if their child is going to be late or absent from the setting.

Unforeseen Closure:

In the event of closure of the setting due to extreme weather conditions, flooding, loss of utility supplies, heating failure, or other causes beyond the reasonable control of the setting, the setting will close and the parent/carer accepts that no refund of fees will be made due to continued operational costs.

Sickness/Emergency**Treatment:**

Children must not attend the setting when they are unwell or suffering from a contagious illness or infection.

In the event of a child becoming ill whilst at the setting, the parent or nominated carer will be contacted to arrange to take their child home.

In the case of an infectious condition the recommended exclusion time must elapse before the child can be readmitted to the setting (the setting can advise on this).

In the case of an emergency setting staff will call health professionals.

A senior member of staff will accompany the child to the hospital until the child's parent/carer arrives.

The setting will continue to make contact with their parent/carer if they had not been able to reach them immediately.

Complaints Procedure:

The setting complies with a laid down complaint's procedure, a copy of this is held in the setting, in compliance with OFSTED requirements.

Safeguarding Children Policy:

The setting follows the North Yorkshire Child Protection Guidelines that are set out by local authorities and adheres to guidance from OFSTED.

OFSTED Registration:

The setting is registered with OFSTED and complies with all OFSTED procedures.

Data Protection:

Thorpe Willoughby Childcare Centre requires data about your child to ensure appropriate and relevant learning opportunities are provided to your child according to age and development.

We require this information to ensure your child has the best opportunities for further development / pre-school funding / outside agencies.

We require parent information so we have contact details for you in case the setting needs to contact you due to your child's ill health, accidents or any other circumstances.

Loss or Damage:

The setting does not accept responsibility for any loss or damage of property on its premises.

Spare Clothes:

The setting will supply clean clothes in case of "accidents" should there not be clothes provided, as requested by the Parent or carer. The setting reserves the right to charge parents and carers a fine of £5.00 should clothes not be returned. The monies will be used to replenish the spare clothes stock.

Settings Policies and Procedures:

All settings policies and procedures can be viewed online or they are available at the setting.

It is parents responsibility to read these and familiarise yourself with all policies and procedures.

If you require clarification on any policies / procedures then please speak to the management team.

The policies will be reviewed on a yearly basis and this will be done by the management team and the committee. Once these have been updated they will be uploaded on to our website for parents and carers to access.

LAST UPDATED / REVIEWED ON:	SIGNATURE
Policy Created: 16-06-20	Tracy Maddison Acting Manager 30-06-20
Reviewed on 14-10-20	Tracy Maddison Centre Manager 14-10-20
To be reviewed:16-06-21	Tracy Maddison Centre Manager 22-04-21