

Terms and Conditions at The Saplings Preschool

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

1. Our obligation to you

1.1 Once you have viewed the Preschool and you have booked your child at The Saplings Preschool you will be required to complete the Registration forms and pay a non-refundable deposit of £30.

1.2 We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare at the Preschool/Out of School Care.

1.3 We will notify you as soon as possible of any days the preschool is closed.

1.4 We will provide you with verbal updates of your child's progress.

1.5 We will try to make available a place in Preschool for any of your other children. However we cannot guarantee a place.

2 Your obligation to us

2.1 You will need to complete and return to us our Registration forms before your child can start at our preschool.

2.2 You must inform us immediately of any changes in your contact details, personal details or your child's health details.

2.3 You must inform us immediately if your child is suffering from any contagious disease/illness. For the benefit of other children in the preschool you must not allow your child to attend preschool if they have a contagious/disease/illness as this is easily passed on to another child during the normal daily activities of the preschool.

2.3.1 In line with government health guidelines children should not come into preschool for a minimum of 48 hours after the last episode of vomiting or diarrhoea has occurred.

2.2.2 We reserve the right to contact you to request that you collect your child if he/she becomes unwell whilst they are at preschool.

2.3.3 Full details must be given of anything affecting your child's health including allergies, conditions or additional needs.

2.3.4 In order for the staff to administer medicine you must authorise by signing a medication consent form before leaving the premises. Both parties must follow the preschool's Policy and procedure on medication and illness.

2.4 You must keep us informed as to the identity of the persons who will be collecting your child from our preschool. If the person who is collecting the child is not usually collecting them we will require a password to be set up as proof of identification. If we are not satisfied that an individual is allowed to collect your child we will not release them into their care.

2.5 You must contact us as soon as possible if you are unavoidably delayed and you will be unable to collect your child at the expected time of collection. A late payment charge will be applied as detailed in the Fees section.

2.6 You must not bring your child into the setting prior to the start of the session time unless this has been previously agreed. An early payment will be applied in this case as specified in the fees section.

2.7 You will supply us with at least 4 weeks written notice of your intention to decrease the number of hours your child will be attending preschool or to withdraw your child from our preschool. If insufficient notice is given you will be responsible for the full fees for your child from the date notice was given.

2.8 You must inform us immediately if your child is the subject of a court order and provide us with a copy of such an order on request or if your child is subject of a Social Services Protection Register.

2.9 All children must bring at least 1 complete change of clothing to each session. All clothing should be clearly labelled with your child's name. Please supply a pair of indoor shoes or slippers.

2.10 Please provide the preschool with sufficient nappies, these can be provided in an emergency at an extra cost, at present 50p per nappy.

3 Payment of Fees

3.1 The preschool is open 51 weeks of the year excluding weekends and bank holidays. Fees are invoiced each half-term in advance. We may review the fees at any time but shall send out notification 4 weeks prior to it taking effect. If you do not wish to pay the revised fees you may end this agreement by giving us 4 weeks written notice.

3.2 Fees must be paid each half-term in advance.

3.3 If payment is by cash or cheque it is your responsibility to obtain proof of payment – preferred payment is by on-line banking- bank details can be obtained from the Manager. Payment received later than the given due date stated on the invoice (14 days after date of invoice) may incur a late payment fee of £20.

3.4 If the payment of fees referred to in 3.3 above is outstanding for more than 14 days then the preschool may end this agreement by giving you 14 days notice. Upon termination of this contract the child will no longer be admitted to

preschool and the preschool's notice to so terminate shall be regarded as formal demand for all outstanding monies.

3.5 No refund will be given for the first 2 weeks of absence due to illness. A refund of fees will be given after 2 weeks of absence due to illness.

3.5.1 The preschool is closed bank holidays and for the week between Christmas and New Year – this will be automatically deducted from your bills.

3.5.2 In the event of an emergency or bad weather resulting in the preschool closing we will inform parents as soon as possible by email and/or phone. Fees will not be refunded in these circumstances.

3.5.3 In the event of late collection of your child from their normal agreed session time, we reserve the right to charge for each additional 15 minutes at a rate of £4. If the late collection is after 6.00pm then the charge will be £15 for every 15 minutes.

3.5.4 4 weeks notice is required of all holiday absences. If 4 weeks notice is given then holidays will not be charged. If a child is away on holiday for more than 4 weeks during a preschool term then we will require a holding fee. The holding fee will be half that child's normal weekly fees for each additional week's holiday beyond 4 weeks. This will mean that we keep the child's place open for them.

4 Suspension of a Child from Preschool

4.1 We may suspend the provision of childcare to your child at any time if you have failed to pay the fees due.

4.2 We do not support the exclusion of a child on the grounds of behaviour. However, if your child's behaviour is deemed by us to endanger the safety and well-being of the child and/or other children and adults at the preschool it may be necessary to suspend the provision of childcare to the child whilst we try to address these issues with you and external agencies.

4.3 If your child is suspended part way through a half-term under the conditions stated in clause 4.2 we shall give you a credit for any fees you have already paid for the remainder of that half-term. This credit may be offset against any sums still outstanding by you to us.

5 Termination of the Agreement

5.1 You may terminate this agreement at any time giving us 4 weeks notice.

5.2 We may terminate this agreement if – 5.2.1 You have failed to pay your fees

5.2.2 You have breached any of your obligations to us under this agreement and you cannot put right that breach within a reasonable period of time.

- 5.2.3 You behave unacceptably as we will not tolerate any physical or verbal abuse towards staff, volunteers or students on placement.
- 5.2.4 We take the decision to close the preschool. We will give you as much notice as possible in the event of such a decision.

6 General

6.1 If you have any concerns regarding the service we provide please discuss these with your Session Leader or the Manager. Customer satisfaction is of paramount importance to us and any concerns/complaints will be recorded as of our Complaints Policy. Please familiarize yourself with the Preschool's Policies which are on the website and are in the Entrance Area.

6.2 We will always seek your consent where we need to share information about your child with any other professional or agency outside the preschool. We are required by law to override your refusal to give consent only in specific circumstances where a child or adult may be in danger if we do not share that information.

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

6.4 This agreement supersedes any prior arrangements and agreements.

6.5 The preschool is not responsible for any work undertaken by its employees outside of the terms and conditions of their employment by The Saplings Preschool.

We/I have read and understood the terms and conditions of this agreement and agree to comply with them.

Parent/s Name.....

Signature/s.....

Date/s.....

Preschool manager.....

Signature.....

Date.....