

Little Pippins Pre-school Terms and Conditions

1.0 Our obligation to you

- 1.1 We will inform you as soon as possible whether your application for a place has been successful and of the sessions offered to you. You must confirm within one week of receiving notification that you still wish to take up a place. If you do not, then the offer of a place may be withdrawn and offered to another child.
- 1.2 We will always try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.
- 1.3 We will notify you as soon as possible of any days we will be closed.
- 1.4 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.
- 1.5 We will provide you with regular verbal updates as to your child's progress and we will agree times to discuss with you the progress of your child or any other aspects of our childcare services as and when required.
- 1.6 We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regard to the childcare services we provide for your child.
- 1.7 We will provide you with details of our policies and procedures, which outline how we satisfy the requirements of the EYFS in our everyday practice; and we will notify you as and when any changes are made to our policies and procedures. We will be available to discuss or explain our policies and procedures, and/or any relevant changes, at a mutually agreed time.
- 1.8 We will maintain appropriate insurance to cover our childcare activities.
- 1.9 We will adhere to the principles of the General Data Protection Regulations (2018) when collecting and processing information about you and your child. We explain how your data is processed, collected, kept up-to-date in our Privacy Notice which is given to you at the point of registration.
- 1.10 We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available; we follow our admissions policy.

2.0 Your obligation to us

- 2.1 You must notify us immediately of any changes to the information you have provided to us and keep us informed of any other necessary information that may affect the childcare that we provide for your child.
- 2.2 You will need to complete the medicine consent and emergency treatment authorisations on the *Registration Form* prior to your child attending.
- 2.3 You will abide by our policies and procedures.
- 2.4 You will make yourself available as and when required to discuss the progress of your child or any factor relating to their childcare place with us at mutually agreed times.
- 2.5 You must 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. For the benefit of other children attending, you must not allow your child to attend whilst they are contagious and pose a risk to other children during normal daily activities.
- 2.6 You must keep us informed of the identity of the persons who will be collecting your child. If the person who is due to collect your child is not usually responsible for collecting them we will require a password. If we are not reasonably satisfied that the person collecting your child is who we were expecting, we will not release your child into their care until we have checked with you.
- 2.7 You must inform us immediately if you are not able to collect your child by the official collection time. You must arrange for another authorised person to collect your child as soon as possible. A late payment charge may be applied; please refer to the current fee schedule for details.
- 2.8 You will inform us, as far in advance as possible, of any dates on which your child will not be attending or if your child is unable to attend due to illness.
- 2.9 You will provide us with at least one month's notice of your intention to decrease the number of hours your child attends or to withdraw your child (and end this Agreement). If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of notice. If you are ending this Agreement, notice must be given in writing.
- 2.10 You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

3.0 Payment of fees

- 3.1 Any fees due must be paid on a termly basis in advance. An invoice will be provided at the beginning of each term (September, January, and April) based on the sessions you have booked for your child over and above the funded sessions per week that your child may be eligible for. Payments can be made in weekly or monthly instalments with our agreement.

- 3.2 If the payment of fees referred to in 3.1 is outstanding for more than 14 days, then we will give you 7 days' notice in writing that your child will only be able to attend funded sessions and all other unfunded sessions will be withdrawn from our offer of sessions to you.
- 3.3 If you have requested additional sessions or have been unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities, we will raise the applicable charges under a separate invoice for payment.
- 3.4 No refund will be given for periods where the place is unfulfilled due to illness or holidays. We accept no liability for other costs which you incur if we are unable to provide childcare for any reason.
- 3.5 In the event of late collection of your child, we reserve the right to charge a late collection fee in accordance with our schedule of fees.
- 3.6 If we have to close or take the decision to close due to events or circumstances beyond our control (e.g., extreme weather conditions) the fees will continue to be payable in full and we shall be under no obligation to provide alternative childcare to you. If the closure exceeds three consecutive days in duration (excluding any days when we would otherwise have been closed), we will credit you with an amount that represents the fees due for the unfunded sessions missed due to closure after the initial 3-day closure period.

4.0 Suspension of a child

- 4.1 We may suspend the provision of unfunded childcare to your child at any time if you have failed to pay any fees due.
- 4.2 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 the provision of childcare whilst we try to address these issues with you and external agencies as appropriate.
- 4.3 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.
- 4.4 If your child is suspended part way through the term, under the conditions stated in clause 4.3 we shall give you a credit for any fees you have already paid for the remaining part of that term. This sum may be offset against any sums payable by you to us.

5.0 Termination of Agreement

- 5.1 You may end this Agreement at any time, giving us at least one month's notice in writing.
- 5.2 We may immediately end this Agreement if:
 - 5.2.1 You have failed to pay your fees;
 - 5.2.2 You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time after we have drawn it to your attention;
 - 5.2.3 You behave unacceptably, as we do not tolerate any physical or verbal abuse or threats towards staff.
 - 5.2.4 We take the decision to close. we will give you as much notice as possible in the event of such a decision.
- 5.3 It may become apparent that the support we are able to offer your child is not sufficient to meet his/her needs. In these circumstances we will 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.
- 5.4 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 within a reasonable period after you have drawn it to our attention.

6.0 General

- 6.1 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 setting, or to ask you to collect your child if they become unwell whilst in our care.
- 6.2 We will provide a 'Parents' information pack' during the settling in process containing further information on the day-to-day operational procedures at the pre-school and this forms part of the agreement between you and us.

7.0 This Agreement

- 7.1 We reserve the right to vary the terms and conditions contained in this Agreement
- 7.2 Acceptance of a place will be deemed as acceptance by you of these terms and conditions.