

Childcare and early education terms and conditions

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

Our obligation

- 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 If you fail to notify us then the offer of a place may be withdrawn.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 place a registration payment is required to hold the place for your child. The monetary value of the registration payment is published as part of the setting's schedule of fees. This is available on request. If you fail to take up a place, an administration fee will be charged.
- 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.
- We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare and early education.
- We will notify parents as early as possible when the setting will be closed.
- We will provide you with regular updates about your child's progress.
- We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available.

Your obligation to us

- You are required to fully complete and return the Registration form to us before your child can start.
- 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.
- The Registration form includes medicine consent and emergency treatment authorisations which you are required to complete before your child attends.
- 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.

- 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.
- 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 will be applied. Please refer to the current fee policy 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.
- You are required to inform us as far in advance as possible of any dates when your child will not be attending.
- You are required to provide at least 6 week'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 6 weeks from the date of notice. If you wish to end this Agreement, please contact to the business manager.
- 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.
- You should read our policies and procedures provided for parents - available for you at the setting or on the company website.

Suspension of a Child

- We may suspend providing childcare and early education to your child at anytime if you fail to pay any fees due.
- If the period of suspension for non-payment of fees exceeds six weeksh, either of us may terminate this Agreement by giving written notice. This takes effect on receipt of the notice.

- 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. The decision to suspend your child will be made with the agreement of the board of trustees.
- 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.

Termination of the Agreement

You may end this Agreement at any time, by giving us at least 6 weeks notice.

We may immediately end this Agreement if:

- You fail to pay your fees.
- 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.
- You fail to inform us of any period of absence lasting longer than one week.
- You behave unacceptably; we do not tolerate any physical or verbal abuse or threats towards staff or other parents.
- We take the decision to close. We will give you as much notice as possible in the event of such a decision.