



10.13 Childcare Terms and Conditions

Paddocks Pre-school Terms and Conditions

These terms and conditions govern the basis on which Paddocks Pre-school (referred to here as ['we' / 'our' / 'us']) agree to provide childcare services to parent(s)/guardian(s) (referred to as 'you').

Only a parent/legal guardian with parental responsibility for a child can register that child for a childcare 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:

Paddocks Pre-school Playgroup

Paddock Road, Wallingford, OX10 9LT

Telephone: 01491 825333

Email: info@paddockspreschool.com

Charity registration number: 1001964

Ofsted URN: 133711

Insured by: Royal & Sun Alliance Insurance plc

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.
- 1.2 We will provide the agreed childcare facilities for your child at the agreed times (subject to any days when we are closed). If we change the opening hours, we will give you as much notice of our decision as possible and, if necessary, will work with you to agree a change to your child's hours of attendance.
- 1.3 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 (10.1b) which is given to you at the point of registration.
- 1.4 We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.
- 1.5 We will notify you as soon as possible of any days we will be closed.

- 1.6 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.
- 1.7 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.
- 1.8 We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regards to the childcare services we provide for your child.
- 1.9 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.
- 1.10 We will maintain appropriate insurance to cover our childcare activities.
- 1.11 We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available.

2.0 Your obligation to us

- 2.1 You will need to complete and return our *Application to Join* and *Registration* forms to us before your child can start with us.
- 2.2 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.
- 2.3 The Registration form includes medicine consent and emergency treatment authorisations which you will need to complete prior to your child attending.
- 2.4 You will read and abide by our policies and procedures.
- 2.5 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.
- 2.6 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, so that staff and parents can be made aware and any risks managed effectively (for example Slapped cheek syndrome and the risks it poses to pregnant women). 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 or staff and their families during normal daily activities.
- 2.7 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.

- 2.8 You must inform us immediately if you are not able to collect your child by the official collection time. You must make arrangements for another authorised person to collect your child as soon as possible. A late payment charge will be applied: £15 per 15minutes.
- 2.9 You will inform us as far in advance as possible of any dates on which your child will not be attending.
- 2.10 You will provide us with at least one half term's notice of your intention to decrease the number of hours your child attends or to withdraw your child. If insufficient notice is given you will be responsible for the full fees for the remainder of the term.
- 2.11 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 Our fees are based on an hourly 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 half term before it takes effect.
- 3.2 Fees must be paid on a half termly basis as stated on our invoices, unless otherwise agreed with management.
- 3.3 A late payment fee of £10 will be incurred for each invoice payment deadline missed.
- 3.4 No refund will be given for periods where the place is unfulfilled due to illness or holidays on the part of either party. We are closed on bank holidays and for 5 INSET training days per year to support our continuing professional development for the benefit of children and families. We accept no liability for other costs which you incur if we are unable to provide childcare for any reason.

4.0 Suspension of a child

- 4.1 We may suspend the provision of 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, we will not charge for sessions missed during the suspension.

5.0 Withdrawal of provision of childcare

5.1 We may immediately withdraw your place if:

5.2.1 You have failed to pay your fees;

5.2.2 You have breached any of your obligations under these terms and conditions 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.

5.2 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.

6.0 General

6.1 If we have to close or we take the decision to close due to events or circumstances beyond our control (e.g. extreme weather conditions) sessions will be charged 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), sessions will not be charged.

6.2 If you have any concerns regarding the services we provide, please discuss them with your child's key person. If these concerns are not resolved to your satisfaction, please contact the manager. Family welfare is paramount and any concerns/complaints will be dealt with in line with our Making a Complaint Policy (10.12).

6.3 From time to time we will take photographs and video recordings of the children who attend. These photographs are used for on-going recording of our curriculum and for children's individual development records. They are stored on our computer whilst your child is with us. The photographs are used for display and for your child's records within the setting. If we wished to use any image of your child for training, publicity or marketing purposes, we would always seek your written consent for each image we intend to use, as indicated on our Registration Form.

6.4 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, in line with our Managing Children who are Sick, Infectious or with Allergies Policy (6.2). Please note that where children have been prescribed antibiotics for an infectious illness or complaint or after any sickness or diarrhoea, we ask parents to keep children

home for 48 hours following the end of their treatment or their last episode of sickness or diarrhoea, respectively.

- 6.5 Whilst 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. As cross contamination cannot be ruled out, a risk assessment is conducted for children with any known allergies. Every effort is made to follow recommended food preparation guidance and to ensure that all staff involved in the preparation and serving of food are suitably trained.
- 6.6 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 Confidentiality and Client Access to Records Policy (10.9). We will always seek your consent where we 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.
- 6.7 We reserve the right to vary these terms and conditions.
- 6.8 Acceptance of a place will be deemed as acceptance by you of these terms and conditions.

This policy was adopted by	<u>Paddocks Pre-school</u>	<i>(name of provider)</i>
On	<u>June 2021</u>	<i>(date)</i>
Date to be reviewed	<u>Summer Term 2022</u>	<i>(date)</i>
Signed on behalf of the provider	<u>Gemma Overton</u>	
Name of signatory	<u>Gemma Overton</u>	
Role of signatory (e.g. chair, director or owner)	<u>Chair</u>	