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Little Doves Christian Pre-School Terms and Conditions May 2018

1.0 Little Doves Christian Pre-School agrees to:

- 1.1 Inform you as soon as possible whether your application for a place has been successful. 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 If you do not then the offer of a place may be withdrawn.
- 1.2 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 Data Protection and Privacy Notice which is available to read in our Policies and Procedures File and on our website.
- 1.4 Try to accommodate any requests you may make for additional sessions and/or extended hours of childcare, if space allows.
- 1.5 Notify you as soon as possible of any days we will be closed.
- 1.6 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 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 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 Provide details of our policies and procedures within our 'Policies and Procedures File' kept in the main room, 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. Photocopies of any of the policies are available upon request. We will be available to discuss or explain our policies and procedures, and/or any relevant changes, at a mutually agreed time.
- 1.10 Maintain appropriate insurance to cover our childcare activities.
- 1.11 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 fully complete and return our Registration, Sessions Requested and Permission Form May 2018 either before, or on the day your child has their build up session. You will not be able to leave your child with us until the forms has been signed and returned.
- 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 You will be aware of and 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 proof of identity. 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 make arrangements for another authorised person to collect your child as soon as possible.
- 2.8 You will inform us in advance if possible of any dates on which your child will not be attending.
- 2.9 You will provide us with as much notice as possible (minimum of 2 weeks) 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 2 weeks from the date of notice. If you are ending this Agreement, notice must be given by completing our Notification of Leaving Date form which is available on request.
- 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 Our fees are based on an hourly fee that can be found in the Little Doves Christian Pre-School website (www.littledovescp.org.uk) or, upon request, can 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 half a term before it takes effect. If you do not wish to pay the revised fee, you may end this Agreement by giving us 2 weeks' notice, by completing our Notification of Leaving Date form which can be obtained from our setting manager.
- 3.2 Fees are paid on a half termly or weekly basis. We calculate the amount payable by you each half term by multiplying the hourly rate with the number of hours your child does per week and then by the number of weeks in the half term including any lunch club fees.
- 3.3 Payments can be made by bank transfer, cheque or cash and can be made daily, weekly or half termly. The date that payment must be received by is written on your invoice and we reserve the right to charge interest on the overdue amount 2% above the base rate at the bank if late payment or non-payment persists.
- 3.4 If you have failed to pay any fees that are due or are having difficulty paying the fees then the manager will look to negotiate a payment plan and/or reduce the hours your child attends the setting to stop the bill accumulating.
- 3.5 If you have requested additional sessions or have repeatedly been unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities (see 3.7), we will raise the applicable charges under a separate invoice for payment.
- 3.6 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 3 training days per year to support our continuing professional development for the benefit of children and families. There is no charge for these days. We accept no liability for other costs which you incur if we are unable to provide childcare for any reason.
- 3.7 In the event of persistent late collection of your child, we reserve the right to charge for each additional 15 minutes, or part thereof, on a pro-rata basis.

4.0 Suspension of a child

- 4.1 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 and in extreme situations it may be necessary to suspend the provision of childcare whilst we try to address these issues with you and external agencies as appropriate.
- 4.2 During any period of suspension for behaviour-related issues we will put into place procedures and work with agencies to address the issues.



5.0 Termination of the Agreement

- 5.1 You may end this Agreement at any time, giving us at least 2 weeks' notice by completing the 'Notification of Leaving Date' form.
- 5.2 We reserve the right to end this Agreement if:
- 5.2.1 You have repeatedly failed to pay your fees and have not made any effort to discuss the situation with the manager to seek alternative arrangements;
 - 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 any member of 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 Your child will need to bring their own packed lunch if they are staying for the optional lunch club.
- 6.2 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) the daily fee will be refunded/credited to you.
- 6.3 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. Customer satisfaction is paramount and any concerns/complaints will be dealt with in line with our 'Making a Complaint Policy'.
- 6.4 Photographs are taken routinely during your child's time with us to be used in their Learning Journals and other documentation (explained to you in the Registration, Sessions Requested and Permission Form May 2018) and your permission has already been sought for this use. If we



wished to use any image of your child for training, publicity or marketing purposes, we would always seek your written consent.

- 6.5 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.
- 6.6 Whilst food and drink is 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.
- 6.7 Any personal information you supply to us will be collected, stored and used in accordance with the principles of the General Data Protection Regulation 2018, Little Doves Christian Pre-school Data Protection and Privacy Notice and Document Retention Policy (available to read on our website). For further information please also see our Confidentiality and Client Access to Records Policy and Essex County Council Standards On Information, Management and Security (available to read in the operational plan at the pre-school). 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 explained on the Registration, Sessions Requested and Permission Form May 2018.

7.0 This Agreement

- 7.1 We reserve the right to vary the terms and conditions contained in this Agreement
- 7.2 This Agreement contains the full and complete understanding between the parties and supersedes all prior arrangements and understanding whether written or oral relating to the subject of this Agreement except to the extent that we vary terms from time to time.
- 7.3 Acceptance of a place will be deemed as acceptance by you of these terms and conditions.

May 2018