

# Terms & Conditions

## 1. General

### *Age of Admittance*

2 years to 5 years of age for Preschool. 2 years to 11 years for Breakfast Club

### *Hours of Opening*

The Preschool is open Monday to Friday from 07:30am to 3:05pm, term time only, 39 weeks a year excluding bank holidays.

### *Settling In*

It is our aim to allow all children time for settling in, so that the child can form relationships with their carers and become familiar within the Preschool surroundings. Each child and their needs differ so the length of time for settling in varies from child to child.

We find this normally consists of 2 sessions (A visit and then a morning session). We request that a parent attends the Preschool with the child for settling in until he or she is happy to be left and so that parents can be made aware of all the policies and procedures (these are available to read on Tapestry) and staff can obtain the relevant child related information and consent to ensure a smooth transition into Preschool.

### *Changes*

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice. The current terms and conditions are published online.

### *Change of Details*

You must immediately inform us of any changes to your registration details.

### *Court order*

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.

### *Nappies*

We provide wipes and nappy bags if required. You will need to provide your own nappies.

### *Off Premises Visits*

Staff will occasionally take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained.

### *Mobile Phone*

To ensure the safety and wellbeing of all children who attend our nurseries we enforce a no personal mobile phone usage within our settings. Should you be on your personal mobile phone as you arrive at the Preschool can we please ask that you conclude your phone call before entering the premises or Stay within the mobile phone friendly Zones within the Preschool. This is outside and in the foyer.

### *Equal Opportunities*

We are equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

### *Preschool Closure*

The Preschool is closed on public Bank Holidays. Our term dates are the same as Derbyshire County Councils and we match the inset day pattern of Aston on Trent Primary School.

If the Preschool has to closed or we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you.

No fees will be charged if the Preschool has closed due to events or circumstances outside our control.

### *Complaints or Concerns*

If you have a concern or complaint, please speak to the Preschool manager or alternatively you can email. If you have any concerns regarding the services we provide, please discuss these with your child's key worker. If these concerns have not been resolved to your satisfaction, please contact the Preschool Manager or the Chair of Preschool.

## **2. Medical**

### *Emergency Treatment*

Any child who attends Preschool and has an accident whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps or bruises.

Any emergency treatment or medical advice will be permitted unless a parent states in writing otherwise. The Preschool does not accept any responsibility for treatment given against parent's wishes if we have not been informed otherwise.

### *Accident Book*

All Parents will be informed and required to sign the accident book. In the case of a more serious accident or incident a child will be taken immediately to a doctor or the nearest hospital and parents will be informed.

### *Sickness*

The Preschool will make every effort to notify parents should their child become ill at the Preschool. Senior staff reserves the right to remove the child to hospital in an emergency. Please note minimum exclusion periods apply and must be adhered to. Our policy and guidelines are available from the Preschool manager.

### *Contagious Disease*

For the benefit of the other children in the Preschool, you must not allow your child to attend the Preschool if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the Preschool.

The Preschool reserves the right to refuse to accept children until the Preschool is satisfied they are not infectious. This is to protect other children from cross infection. The Preschool's exclusion policy is guided by the relevant local Authority.

### *If in doubt*

If your child is suffering from a doubtful rash, sore throat, discharge from the eyes, nose, diarrhoea or any similar symptoms; please keep the child at home until the doctor has certified that the symptoms have disappeared.

You must inform us immediately if your child is diagnosed with any infectious disease, allergy or intolerance.

### *Antibiotics*

If your child is prescribed antibiotics, please keep them at home until 48 hours dosage has been administered in case of adverse reaction to the medication. Antibiotics and medicines will only be administered by Preschool staff after the child has been taking them for more than 48 hours at home, and only then with written authorisation from their parent. All antibiotics must be prescribed by a doctor.

### *Covid 19*

The ongoing COVID 19 pandemic means that our procedures and policies are liable to change without notice. Please ensure that you are aware of our latest procedures in relation to this and ensure that you inform us immediately if you or your child is waiting for a COVID test result.

### 3. Child Protection

#### *Child Protection*

Any child who attends the Preschool, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background has a right to protection from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care.

The Preschool has a full written policy on Child protection which is available from the Preschool manager.

#### *Delivery of children*

Children should be delivered by parents/carers into the care of a Preschool Staff Member and entered into the attendance register.

#### *Collection of Children*

Children will not be released into the care of anyone other than those named on the childcare registration form unless authorised by the parents personally, by telephone. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.

In addition, a personal visit of introduction by the parents, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity.

You are required to inform us immediately if you are unable to collect your child from Preschool by the official collection time. All collections must be by an adult over 18 years of age and be aware of the collection password.

By accepting these terms you are agreeing to collect your child at the agreed time.

#### *Social Services*

It is our obligation to require or seek professional advice or actions from the local social services team if we suspect a child is suffering from harm. We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

#### *Behaviour Management*

The Preschool has a written policy on behaviour management which is available from the Preschool manager. The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at the Preschool.

### 4. Property and Premises

#### *Personal Property*

The Preschool does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents.

#### *Clothing*

Parents are requested to send children in easily washable, clearly labelled clothing which is appropriate to the weather conditions. Please discourage your child from bringing items of value to the Preschool. Please provide a spare set of clothing for your child in case of an accident or the need for change of clothing

### 5. Food and Drink

#### *Water*

Fresh drinking water is available to all children throughout the day. Please send your child with a named water bottle.

For the older children water is available for them to help themselves when thirsty, this promotes independence and self-help skills.

Water is also offered at designated snack time in cups.

All children will be encouraged by the staff to drink water throughout the day as part of our commitment to offering healthy food and drink options.

#### *Meals & Snacks*

Children will be provided with drinks and snacks at breakfast club and regular morning snack times . All special dietary requirements will be catered for.

Children attending lunch club must bring in their own packed lunch, in a sealed container that is insulated and has an ice pack. To reduce the risk of choking please cut up spherical items such as grapes and tomatoes. We encourage healthy eating and discuss food choices during lunch.

To protect children with food allergies we ask you not to put foods such as nuts into your child's lunch.

Snack is paid for by donation, you can request to have it added to your invoice or BACS a donation or put money in the box daily. The current suggested amount is 30p per day.

#### *Milk Feeds*

n/a

#### *Nut Allergy*

As the number of children with nut allergies is increasing with parental support we aim to endeavour to keep the Preschool NUT FREE. Parents are requested not to send food or empty food packaging materials into the Preschool.

## **6. Fees**

#### *Schedule of Fees*

Fees are calculated on a 39 week booking pattern. The current schedule of fees is available from the Preschool manager and published on our website.

#### *Absence*

Fees remain payable for periods of absence (Holidays and Sickness) as the child's place is kept open and staff and associated costs continue to accumulate and be met by the Preschool.

#### *Registration Fee*

We do not charge a registration fee.

#### *Reserving a Childcare Place*

We are able to request a childcare place and booking pattern no more than 6 months in advance of your child's start date.

#### *Confirmation of Your Childcare Place*

We will confirm your childcare place within 7 working days of their start date as this is subject to childcare place availability.

#### *Sibling Discount*

As we are a not for profit Pre-School and keep our fees to a minimum we do not offer a sibling discount.

#### *Free Childcare Hours*

Free childcare is available for all 3 and 4 year old children, regardless of parental income, from the term AFTER a child's 3rd birthday.

3 and 4 year old children will be entitled to 15 hours a week with an additional 15 hours a week available subject to eligibility. If you choose to access any additional child care hours, these will be charged for these. Please enquire with a staff member about funded places for 2 year olds.

In order to access any funded place you are required to provide your child's birth certificate and allow Preschool to keep a copy of it. This will be done when your child first attends Preschool.

## 7. Booking Patterns

Booking patterns are available on a 39 week term time only basis

### *Sessions*

Full days are calculated from 09:05am to 3:05pm,  
Sessions are calculated from 9:05am to 12:05pm or 12:05pm to 3:05pm

Breakfast Club sessions are from either 7:30am - 9:00am or 8am - 9am.

### *Regular Pattern*

We accept any booking pattern but would request that you have 2 sessions minimum.

### *Shift Pattern*

We can accept a limited 2, 3 and 4 week recurring shift booking pattern. Please contact your Preschool manager to discuss.

### *Changes to your Booking Pattern*

To increase your booking pattern, we require 24 hours' notice subject to availability.

To decrease your booking pattern, you must provide us with twenty-eight (28) days' notice in writing or by email to the Preschool manager.

Should insufficient notice be given then you will be invoiced for the full childcare fees for twenty-eight (28) days' notice from the date of any change as if the hours had not decreased.

### *Additional Sessions*

If Additional Days have been booked, these will be invoiced on the following month's invoice. If you book and then cancel you will still be charged for the day/session booked. Additional one off Sessions cannot use funding.

## 8. Payment of Fees

Fees are due monthly, invoice day is the last working day of the calendar month and must be paid within 30 days.

We accept payments by BACS, Voucher or Online payment method.

We do take payment by cash; however, it is your responsibility to obtain a receipt from the Preschool manager as your proof of payment.

### *Childcare Voucher Payments*

The voucher company pays the Preschool directly.

We accept payment by most voucher companies in the UK.

Please ensure all voucher payments are made before the 1 week before the invoice is due. As a late voucher payment may be charged.

## 9. Cancellation

### *Termination of Contract*

If you no longer wish to maintain your child's place at the Preschool you will be required to give twenty eight (28) days' notice in writing or by email to the Preschool manager. We reserve the right to exclude a child from Preschool for any breach of the childcare contract. We may terminate your childcare contract if your child's behaviour at the Preschool is deemed by us to be unacceptable or endanger the safety and well-being of other children at the Preschool.

Aston on Trent Preschool has a responsibility as an employer, we reserve the right to protect staff from any behaviour (child or parent) which would cause them personal distress or physical harm. We may terminate your childcare contract if such behaviour occurs.

## 10. Non Payment of Fees

If the payment of Preschool fees is outstanding for more than 14 days after the 30th of the next month this will result in the termination of your childcare contract and the loss of your childcare place. (Unless prior agreement has been made with the Preschool management).

Upon termination of this contract the child shall not be permitted entry to the Preschool. This shall be regarded as a formal demand for all outstanding monies and we will issue a final invoice and pass this to a debt collection agency for full recovery. In addition, you will be liable for all associated debt collection fees and court costs.

## 11. Preschool Structure

Preschool is run by a committee of parents, by agreeing to these terms you are becoming a member of our charity.

You have an obligation to support Preschool in the following ways:

By attending and voting at the Preschool AGM, held annually in Summer Term.

By supporting the committee either as a committee member or volunteer with any fundraising events or outings.

By volunteering to help within setting when possible, once a half term.

By supporting and attending fundraising events.