Widecombe Pre-School Terms and Conditions

This document and the terms and conditions within it govern the basis on which Widecombe Pre-School (referred to here as 'we' / 'our' / 'us') agree to provide childcare and early education services to parent(s)/guardian(s) (referred to as 'you').

Only a parent/guardian with parental responsibility for a child can register that child for a childcare and early education 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:

Widecombe Pre-School

Charity Number: 1036370

Church House, Widecombe in the Moor, Devon, TQ13 7TB

Telephone: 01364 621273

Email: info@widecombepreschool.org.uk

Ofsted URN: 106280

Insured by: RSA

Insurance Policy Number: RTT209839

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 to you.

1.0 Our obligation to you:

1.1 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.

1.2 We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare and early education.

1.3 We will notify parents as early as possible when the setting will be closed.

1.4 We will use Tapestry to communicate with you and for you to see what your child has been up to in the sessions they are here with us.

2.0 Your obligation to us:

2.1 You are required to fully complete and return the *Childcare and Early Education Registration* form to us before your child can start.

2.2 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.

2.3 The *Childcare and Early Education Registration* form includes medicine consent and emergency treatment authorisations which you are required to complete before your child attends.

2.4 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.

2.5 You are required to inform us of the identity of the person(s) who will be collecting your child. We will require the use of the password you have given on the registration form for any adult collecting that is not known to us. 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.

2.6 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. In the event of late collection of your child, we reserve the right to charge a late collection fee of £20 for the first 15 minutes and £10 every five minutes thereafter.

2.7 Please refer to the current fee schedule 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. If you require additional sessions or have been unable to collect your child by the official collection time, we will inform you of the extra amount payable and add these additional charges to your regular fees.

2.8 You are required to inform us as far in advance as possible of any dates when your child will not be attending.

2.9 You are required to provide at least one month'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 one month from the date of notice. If you would like to end this Agreement, please speak to the setting manager.

2.10 If your payment of fees is outstanding for more than 14 days then we may terminate the Agreement. Once the contract has been terminated, the child shall cease to be admitted, and the notice of termination shall be regarded as a formal demand for outstanding monies.

2.11 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.

3.0 Termination of the Agreement

3.1 You may end this Agreement at any time, by giving us at least one month's notice.

3.2 We may immediately end this Agreement if:

3.2.1 You fail to pay your fees.

3.2.2 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.

3.2.3 You behave unacceptably; we do not tolerate any physical or verbal abuse or threats towards staff or other parents.

3.2.4 We take the decision to close. We will give you as much notice as possible in the event of such a decision.

3.3 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 in a reasonable period after you draw it to our attention.

4.0 General

4.1 If we close or take the decision to close due to events or circumstances beyond our control such as extreme weather conditions, the weekly fee will continue to be payable in full. We will be under no obligation to provide alternative childcare and early education to you. However, if the closure exceeds three consecutive days in duration (excluding any days when we would otherwise be closed), we will credit you with an amount that represents the number of days closed in excess of three days.

4.2 If you have any concerns about the childcare and early education we provide, please discuss them with your child's key person. If your concerns are not resolved to your satisfaction, please contact the setting manager. Your satisfaction with our service is very important to us and any concerns or complaints will be reported to the appropriate line manager for review.

4.3 Normally we will seek your consent before sharing information about your child with another professional or agency. We are required to share any information with the local authority and other relevant agencies if there are any safeguarding concerns about your child. In certain situations, we may not seek consent prior to sharing information, or we may, in certain specified circumstances override a refusal to give consent.

1.1 You must avoid making any social media communications that could damage our business interests or reputation, even indirectly or link us to any political movement or agenda.

1.2 You must not use social media to defame or disparage us, our staff or any third party; to harass, bully or unlawfully discriminate against staff or third parties; to make false or misleading statements; or to impersonate staff members of the setting or other related third parties.

4.4 We reserve the right to vary the terms and conditions contained in this Agreement giving at least one month's notice.

4.5 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 the Agreement except to the extent that we vary terms from time to time.

4.6 Acceptance of a place will be deemed as acceptance by you of these terms and conditions.

Acceptance of our offer of a childcare and early education place

Please sign below to indicate that you have read and understood the above terms and conditions.

Parent name 1 _____

Signed _____ Date _____

Parent name 2 _____

Signed _____ Date _____