**Childcare terms and conditions**

**Norton Pre-School Out of School Clubs Terms and Conditions**

**Breakfast Club**

* Our Breakfast Club is open from 8am - 8.45am Monday to Friday (term time only).
* Our insurance does not become valid until 8am and hence children should not arrive before 8am.
* We will not open the door before 8am
* No responsibility will be taken for children arriving before this 8am.
* Children can be dropped off any time between 8am and 8.45am.
* Breakfast will finish being served at 8.20am. No breakfast will be served after this time.
* The children are accompanied to Norton CEVC Primary School by Norton Pre-School staff.

**After School Club**

* Our After-School Club is open from 3pm – 6pm Monday to Friday (term time only).
* The club is open to Norton CEVC Primary School Children.
* Registered children are collected from the school hall at 3pm by Norton Pre-School staff.
* Children in years 5 & 6 may walk to the Pre-School unaccompanied but only by prior written agreement between their parent/carer and Norton Pre-School.
* Arrangements can be made for children attending Norton CEVC Primary School clubs to be collected from the school at 4pm. Norton Pre-School After School Club fees will be charged from 3pm to allow for the child’s place to be kept open.
* All children attending After School Club after 4pm will be offered a light tea. i.e. sandwiches, beans on toast, fish fingers, pasta.
* Children leaving before 4pm will not be offered any snacks.
* Parents should avoid collecting at their children at tea time (between 4pm- 4.30pm) if possible to allow for children to eat their tea.
* Parents/Carers must appoint a responsible person to collect their child and those responsible persons must be named on the registration form.
* **After School Club finishes promptly at 6pm.**
* Parents/Carers agree to make appropriate arrangements for their child to be collected at their registered session finish time(s).
* We understand that there may be times when parents are unavoidably delayed. Parents/Carers must contact the Pre-School school if they are aware that they will be late to collect their child. Please contact the After School club 01359 232736.
* If the planned collection time is before 5.30pm but collection is delayed, the cost of the next 30 minutes (to close) is £2 per child.
* If collection is after 6pm a £5 late pick up fee for each child will be charged to cover the cost of additional staff wages.
  + If this happens repeatedly the parent may be asked to withdraw their child from the Pre-School or Out of School Club.
* Please be aware that if your child is collected after their registered time and **no phone call** has been received a late collection fee of £4 per child per hour will automatically be charged between the hours of 4pm and 6pm.
* It is parents/carers responsibility to ensure those authorised to collect children understand the importance of collecting the child on time. Please Note: Children will only be dismissed to the responsible adults named on the registration form.
* Norton Pre-School takes no responsibility for arranging children’s collection.

**School Holiday Clubs**

* Norton Pre School offers Holiday clubs during most school holidays. A list of proposed dates is published each September. We aim to open:
  + October half term
  + Up to one week during the Christmas holidays (before 25th December).
  + February half term
  + 1 week during the Easter holidays
  + May half term
  + 4 weeks during the summer holidays
* The days and times the holiday club is open is dependent on advance demand. A cut-off date two weeks before the club is due to open is given for bookings. Where there are no children booked in on a day, the club will not open. Times of opening are also determined by this date and parents are recommended to book early to ensure we can offer the days and times you require.
* Holiday clubs are open to both Pre-School and Primary school children aged 2-11 years, including children who do not attend Norton CEVC Primary School.
* Parents are asked to complete a holiday club booking form and return with payment at least 2 weeks in advance of the holiday club.
* There are no refunds for sessions booked and then cancelled during the holiday club, or due to sickness.
* We are may still be able to take bookings during the holiday club for extra sessions, please telephone the Pre-School to organise. Payment for these sessions should be made by cheque or BACS before or on the day of the session.

*Please note cash payments are no longer accepted for security reasons.*

**Late Collection Reminder**

* It is extremely important that children are collected on time from our After School and Holiday Clubs as late collections can cause major staffing issues and could void our Ofsted registration.

**Fees and Payment**

* Our fees are based on the weekly sessions booked.
* We will notify you of the fees due in advance of your child starting a new ½ term.
* We may review our fees at any time and shall inform parents of the revised amount at least one month before any changes take effect.
* **Fees must be paid monthly in advance** of the due date stated on your invoice.
* All fee payments should be by bank transfer or cheque. *Please note cash payments are no longer accepted for security reasons.*
* We are also able to accept childcare vouchers and are registered for the government’s Tax-Free Childcare Scheme. Please check out the website [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk) for more information.
* If you have requested additional sessions or have been unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities, we will raise the applicable charges under a separate invoice for payment.
* No refund will be given for booked sessions where the place is unfulfilled due to illness or holidays.

**Outstanding Fees Policy**

* If the payment of fees is expected to be delayed for any reason the parent/carer is requested to contact the Pre-School at the earliest opportunity to explain the situation.
* If the payment of fees is outstanding without prior contact from the parent/carer and an agreed written payment plan in place, a £5 administration fine will be levied and reminder invoice will be sent by email. Payment of the reminder invoice is upon receipt.
* If the payment of fees is outstanding by more than 14 days following the reminder invoice, and without contact from the parent/carer, the child’s (or children’s) registration and this Agreement may be terminated by Norton pre-School. In this occurrence, 14 days’ written notice will be provided. Upon termination of the contract the child (children) shall cease forthwith to be admitted.
* Any notice to terminate an agreement by Norton Pre-School shall be regarded as a formal demand for outstanding monies, and nothing associated with the termination will negate the obligation of the debtor to pay the outstanding monies, penalties and fines to Norton Pre-School.
* Norton Pre-School will use all processes at its disposal to claim its due payments.

**Behaviour**

* Children are expected to show respect to staff and other children always adhere to Norton Pre-School’s ground rules (copy available upon request).
* If there is continual bad behaviour by a child their parent/carer will be informed, and if required a behaviour contract put in place setting out the course of action in the case of further instances of bad behaviour.
* If there is no improvement in the child’s behaviour and the safety of other children is compromised the child’s place may be terminated. This is only in extreme circumstances and all efforts will be made to make Norton Pre-School a positive place for all children.
* Our responsibility is always for the safety and welfare of all children at Norton Pre-School.
* We do not tolerate any physical or verbal abuse or threats towards our staff.
* Inappropriate behaviour by parents will result in their child’s place being terminated with immediate effect.

**Terminating your child’s place.**

* Parents/carers may terminate their childcare agreement at any time by providing one month’s written on our *Notification of Leaving Date* form which can be obtained from the manager or administrator.

**General**

* If you have any concerns regarding the services we provide, please discuss them with the Out of School Leader. If these concerns are not resolved to your satisfaction, please contact the manager. We will always to strive to resolve any issues to an amicable outcome. If however the issue is escalated to a formal complaint it will be dealt with in line with our Making *a Complaint Policy*.
* 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*.
* 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 suitably trained in the preparation and serving of food.
* 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*. 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.

**This Agreement**

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

Please note that we reserve the right to terminate any agreements where they parents/carers have breached any of their obligations under this Agreement and that breach has not or cannot be corrected within a reasonable period after we have drawn it to your attention.

Name of child/ren:

I have completed an Out of School Club Registration Form and Booking Form: Yes /No

I have read, understood and agree to comply with the Terms & Conditions of The Norton Pre-School Norton Pre-School Out of School Clubs:

Parent/ Carer Signature:

Name in full:

Date: