



## **Parent Contract & Terms and Conditions**

**Admission:** It is the intention of the Preschool to make our provision accessible to children and families from all sections of the community. Our admissions policy operates in conjunction with our Promoting Equality of Opportunity Policy to ensure that is applied in a fair and unbiased manner. Children may attend the Preschool when they reach 2 years of age and can remain with us until they attend primary school. Deferred school placements have to be agreed with the school, family and preschool.

Once you have decided to send your child to the Preschool, you will be required to complete and sign a Registration Form and a signed Parent Contract and Terms and Conditions.

Heron's require a refundable deposit of £50 on receipt of your child's registration form. The deposit will be fully refunded at the end of your child's first term with us.

We require 4 weeks notice to withdraw your child. The deposit will not be refunded if we don't receive the required notice

In the event that a Preschool place is not immediately available, then your child's name will be placed on the waiting list.

**Attendance:** We are flexible about attendance patterns to accommodate the needs of individual children and families. If you wish to increase the number of sessions your child attends, you must notify the Preschool by email and you will be advised as to the availability.

We require all children to attend at least 50% of their booked weekly sessions. Attendance will be closely monitored and will be discussed with you should it fall below the expected attendance.

**Opening Hours:** Morning sessions run Monday to Friday: 9 to 12pm. Afternoon sessions run Monday to Friday: 12pm to 3pm. We do operate an Early Birds session from 8.30-9am. We can also offer a lunch session from 12-1pm. The Preschool is open for 38 weeks per year, term time only. This means that the Preschool is closed on all bank holidays and local authority school holiday dates.

**Local Authority Early Education Entitlement:** The Preschool offers the Early Education Entitlement following the guidelines of the Cambridgeshire Provider Contract and Handbook. We accept 15 hours and 30 hours of Early Education Entitlement for eligible 2, 3 and 4 year olds. If your child is not eligible for the Early Education Entitlement our standard charge rate will apply.

Once your child is eligible for the Early Education Entitlement, you will need to complete a Parent Agreement Form each term, stating the exact number of hours per week that your child will be attending. Where a parental contract has been signed agreeing to take the Early Education Entitlement, the Preschool will secure funding for a full term, unless there are exceptional circumstances. Once you have signed a contract of attendance, you will not be able to transfer the Early Education Entitlement payment to another provider during the same term unless agreed.

If the Local Authority refuses to pay the Early Education Entitlement because you are no longer eligible for either 15 hour or 30 hour funding or because you have over claimed, then you will become liable and the Preschool will charge the fees to you directly.

**Child's Birth Certificate/passport:** All children in receipt of the Early Education Entitlement are required to provide the original birth certificate or passport for verification. We will be unable to claim funding on your behalf if we do not see a copy. Herons' will also take a copy for your child's file. We request this information at the point of entry to the Preschool.

**Fees and Payments:** Our Preschool fees are set at a competitive level in order to maintain a sustainable and well equipped setting. Additional hours not covered by the Early Education Entitlement are charged at our standard rate.

Any combination of attendance can be requested. We accept Childcare Vouchers and Tax free Childcare payments.

Fees are due every half term in advance and payment should be made within 28 days of receipt of the invoice. Fees can be paid via bank transfer, childcare voucher schemes or tax free childcare. Other payment methods can only be used with prior agreement by the Finance team and will be subject to an additional charge due to bank processing charges incurred by the Preschool.

Fees are payable by the parents/guardians, individually and/or jointly, who have signed and returned the Registration Form, Parent Contract and Terms and Conditions.

Fees are reviewed annually and are subject to change. We aim to provide written notice of at least one term if fees are to be increased for any reason.

**Absences:** Fees are payable during periods of absence including sickness, holidays, during public and bank holidays, if they fall in term time.

**Non-Payment of Fees:** In the unlikely and unfortunate event that payment is not received, or if fees are not paid as agreed, or if payment is not forthcoming by a particular date the Preschool reserves the right to terminate and/or amend this contract with immediate effect and withdraw the child's place. The Preschool also reserves the right to pursue non-payment of fees in the small claims court.

We appreciate that if a family is experiencing financial difficulty, it may be hard to make full payment in one instalment. In such situations, and on a case-by-case basis, the Preschool will consider payment in instalments or discount.

**Late Collection Charge:** You are required to inform the Preschool as early as possible if you are going to be late collecting your child. This is to ensure that sufficient staff cover can be arranged. If a child remains uncollected 5minutes after the standard finish time of a session, the Preschool reserves the right to charge a late collection fee until the child is collected. Late collection charges will be invoiced and require immediate payment. This will be charged at £5 per 5-minute block.

**Termination or Cancellation:** If you wish to remove a child from the Preschool parents/guardians are required to give at least 4 weeks notice in writing. If you want to reduce the number of sessions attended, parents/guardians must give at least 4 weeks notice of the change in writing. Fees will be payable (or Early Education Entitlement maybe by us), until the date, whether your child attends the Preschool or not. Any postponements of the agreed start date for your child will require one calendar month's written notice, failing which fees will be charged from the original start date.

**Removal:** In extreme cases, and as a last resort, we may require you to permanently withdraw your child from the Preschool on grounds of a child's disruptive or inappropriate behaviour if it is in the best interests of your child and/or other children who attend the setting. We will consult with you before making such a decision.

**Liability:** The Preschool accepts no liability for any pecuniary or other loss suffered by you arising directly or indirectly as a result of the Preschool being temporarily closed or the non-admittance of a child to the Preschool for any reason.

**Property and Belongings:** The Preschool cannot be held responsible for the loss or damage to children's property unless damage is caused due to the negligence of our staff. Every reasonable effort will be made by the staff to ensure that children's belongings are not lost or damaged. Parents should supply sufficient, practical clothing, labelled with your child's full name, for your child's daily needs.

**Preschool Closure:** On occasion there may be circumstances beyond our control (for instance weather conditions, flooding, medical emergencies) that means the decision has to be taken to close the Preschool. The Preschool is obliged on these occasions to pay the staff and the Preschool reserves the right to charge for any session which your child would have attended, if the Preschool had not been closed due to circumstances beyond its control.

**Visits/Trips:** These will be charged separately, and the Preschool will be closed on these occasions. Parents/Guardians are expected to accompany their child/ren on visits or trips to places of interest. There will be no refund of fees for the sessions that would have taken place that day. Those children whose session is funded and the preschool is closed, will be offered another session so you can take up your full funding allowance.

**Disclosures:** The Preschool needs to be informed about any medical and non-medical condition, health problem, allergy or suspected learning difficulty affecting your child. We also need to be informed of any family circumstances or court order that may affect your child whilst in our care. Please ensure that such information is disclosed on your child's Preschool registration form. In addition, you are required to inform the Preschool in writing of any changes to the information held by us (e.g. changes to emergency contacts, allergies, medical conditions).

**Child Illness:** In order to control the spread of infection the Preschool reserves the right to contact you to ask that you collect your child if they appear unwell during the day, or to contact an emergency contact (as stated on the Registration form) to collect on your behalf. It is our policy that unwell children need to be at home in order to recover from illness; this includes both infectious and non-infectious illness. All parents are required to inform the Preschool if their child has been unwell over the weekend or overnight before a session and if the child has been given medication. Also, if you need to give your child a paracetamol or ibuprofen-based medicine, we would class this as that they are not well enough to be at preschool and would prefer you to keep them at home until they are well enough to enjoy preschool without the medicines.

**Security:** Under no circumstances will a child be allowed to leave the Preschool with anyone unknown to the staff, unless previously arranged by you. If you make prior arrangements by telephone or email, the Preschool will require the name and a photo of the chosen person. A password will also be required.

**Abuse to Staff:** The Preschool will not tolerate any form of bullying, harassment, intimidation or violence towards any Preschool staff member. If a parent or child intimidates or acts in an aggressive way towards a staff member, they will be asked to leave the premises immediately. This may result in the loss of your child's place at the Preschool. More serious incidents will be reported to the police for further action.

**Students:** At Herons' we encourage further development and allow students from all types of courses to come to us for experience. At times, the student will need to be observed by a teacher or assessor, and this is something that we fully embrace as part of CPD.

**The Agreement:** The Registration Form and the Parent Contract & Terms and Conditions represent the understanding between the Preschool and the Parent(s)/Guardian(s). The signing of the Parent Contract &

Terms and Conditions gives rise to a legally binding contract on the above terms between yourselves and the Preschool and constitutes commencement of the Agreement. Any breach of the Parent Contract & Terms and Conditions will result, if necessary, in your child's place being withdrawn and possible court action to recoup any money owed to the Preschool.