



SOAR



SHARE



STRIVE



SPARKLE



Little Foxes Preschool

Terms and Conditions

Reviewed July 2023

Table of Contents

| | | |
|---|------------------------------------|---|
| 1 | Our Obligation to you | 3 |
| 2 | Your Obligation to us | 3 |
| 3 | Payment of Fees | 3 |
| 4 | Suspension of a Child..... | 4 |
| 5 | Termination of the Agreement | 5 |
| 6 | General..... | 5 |
| 7 | This Agreement | 6 |

1 Our Obligation to you

1. We will provide the agreed childcare facilities for your child at the agreed times. If we change opening hours, we will give you as much notice as possible, and work with you to agree a change in attendance.
2. We will adhere to the principles of the General Data Protection Regulations (2018) when collecting and processing information about you and your child. Please see the John Moore Primary School website for the Information Policy.
3. We will try and accommodate any requests for additional sessions or extended hours of childcare.
4. We will notify you as soon as possible for any closures
5. We will treat your child with respect and dignity. We will never use or threaten any type of punishment that could adversely affect a child's wellbeing
6. We will have appropriate insurance to cover any childcare activities
7. We will try to make space available to siblings. However, we cannot guarantee that places will be available.
8. Monthly invoices will be issued, in advance, by the 15th of the month, unless in exceptional circumstances.

2 Your Obligation to us

1. You will make yourself available when required to discuss the progress of your child or any factor relating to their childcare place with us at a mutually agreed time.
2. You must inform us immediately if your child is suffering from any contagious disease, or has been diagnosed by a medical practitioner with a notifiable disease.
3. You must keep us informed of the identity of the person who will be collecting your child. If that person who is due to collect is not usually responsible for collecting them we may ask for proof of identity. If we are not satisfied with the identity of the person we will not release your child into their care until we have checked with you.
4. You must inform us if you cannot collect your child at the official collection time. You must make arrangements for another authorised person to collect your child as soon as possible. A late payment charge will be applied.
5. You must let us know if your child will not be attending. You will still be charged, as we have made staffing arrangements based on their attendance.
6. You will give us at least one month's notice of your intention to decrease hours or withdraw your child (and end this agreement) If insufficient notice is given you will be responsible for full fees for one month from the date of notice. If you would like to cancel or change your booking please contact littlefoxesadmin@johnmoore.gloucs.sch.uk
7. 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 Payment of Fees

- We may review our fees at any time but shall inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee, you may end the agreement by giving one month's notice.

- Invoices will be issued monthly, in advance, based on session attendance.
- All payments should be made by BACS, Childcare Vouchers, Tax Free Childcare or Family Pay.
- Late payments incur a administration fee of £10
- If payment is still outstanding for more than 30 days then we may terminate this agreement by giving you 30 days' notice in writing. Upon termination the child will no longer be admitted until payment is made, and is considered a formal demand for any outstanding fees.
- If you have requested extra sessions we will usually add this to the next invoice. However we reserve the right to raise an additional invoice for these sessions.
- In the event of late collection of your child after 3.00pm, we reserve the right to charge £5 for every 15 minutes late as 2 staff members will have to stay to care for your child outside their working hours.
- No refund is given for any periods where your child cannot attend their usual session time. We do not offer swaps in days, but will try and accommodate if you need additional sessions.

4 Suspension of a Child

- We may suspend the provision of childcare to your child at any time if you have failed to pay any fees due.
- If the period of suspension for non-payment of fees exceeds one month, either of us may terminate this Agreement by giving written notice, which will take effect on receipt of the notice.
- We do not support the exclusion of any child on the grounds of behaviour. However, if your child's behaviour is deemed by us/me to endanger the safety and well-being of your child and/or other children and adults, it may be necessary to suspend the provision of childcare whilst we try to address these issues with you and external agencies as appropriate.
- During any period of suspension for behaviour-related issues we will work with the local authority and where appropriate other welfare agencies to identify appropriate provision or services for your child.
- If your child is suspended part way through the month, under the conditions stated in clause 4.3 we shall give you a credit for any fees you have already paid for the remaining part of that month, calculated on a pro rata basis. This sum may be offset against any sums payable by you to us.

5 Termination of the Agreement

- You may end this Agreement at any time, giving us at least one month's notice by emailing littlefoxesadmin@johnmoore.gloucs.sch.uk.
- We may end this agreement if;
 - Failure to pay your fees
 - You have breached any of your obligations under this Agreement
 - You have behaved unacceptably to staff members. We do not tolerate any physical or verbal abuse towards staff members
 - We take the decision to close. We will give you as much notice as possible in the event of such a decision.
- 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.
- 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 General

- 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 Session Fees will continue to be payable in full and we shall be under no obligation to provide alternative childcare to you.
- If you have any concerns regarding the services, we provide contact the manager. Customer satisfaction is paramount, and any concerns/complaints will be dealt with in a timely manner
- From time to time we will take photographs and video recordings of the children who attend. These photographs are used for on-going recording of our curriculum and for children's individual development records. They are stored on our computer whilst your child is with us. The photographs are used for display and for your child's records within the setting. We will check the John Moore Primary School records to whether you have agreed to photographs being taken of your child.
- 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.
- 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.

- 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)**. 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.

7 This Agreement

- We reserve the right to vary the Terms and Conditions 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 relating to the subject of this Agreement except to the extent that we vary terms from time to time.
- Acceptance of a place will be deemed as acceptance by you of these terms and conditions.



Little Foxes Pre School

Terms and Conditions

Please complete the return the following to Little Foxes Preschool before your child begins at our setting.

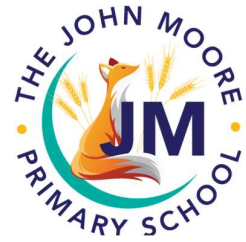
I have read and understood the Terms and Conditions to my child attending Little Foxes Playgroup.

Name of Child _____

Print Name _____

Signature _____

Date _____



Payment Schedule for September 2023 – 2024

| Fees for Month | Invoice Date | Date Payment is Due |
|----------------|---------------------------------|---------------------------------|
| September 2023 | 21 st July 2023 | 28 th August 2023 |
| October 2023 | 11 th September 2023 | 28 th September 2023 |
| November 2023 | 11 th October 2023 | 27 th October 2023 |
| December 2023 | 10 th November 2023 | 28 th November 2023 |
| January 2024 | 11 th December 2023 | 29 th December 2023 |
| February 2024 | 12 th January 2024 | 29 th January 2024 |
| March 2024 | 9 th February 2024 | 28 th February 2024 |
| April 2024 | 8 th March 2024 | 28 th March 2024 |
| May 2024 | 10 th April 2024 | 29 th April 2024 |
| June 2024 | 10 th May 2024 | 28 th May 2024 |
| July 2024 | 10 th June 2024 | 28 th June 2024 |

Out of School Club will be closed in the Afternoon on the Wednesday 13th September 2023 and Wednesday 27th September 2023. Breakfast Club will as normal and no fees will be charged for the closed sessions.