

# Terms and Conditions

## Opening hours:

Ducklings Pre-School is open for five morning sessions a week. Opening times are 9.00am - 12.00pm. We run a lunch club on Monday, Tuesday, Wednesday and Thursday from 12.00pm-1.00pm. We are also open from 9am - 3.00pm on Wednesdays. We are closed for school holidays and bank holidays.

## Fees:

Fees are reviewed annually and any change will take effect from the start of the Autumn term in September.

We aim to be flexible, so fees can be paid in advance on a weekly, monthly, half termly or termly basis by standing order. If paying by cash/cheque please add £4.00 for administration charges. Ducklings Pre-School will also accept childcare vouchers. Please ask for further details.

Late payment of fees will incur a charge of £2 per day, unless prior agreement has been given by the management. If fees are over one week late, your child will not be allowed to attend the pre-school until the arrears have been cleared.

Refunds cannot be made for any reason, including sickness and holidays.

## Notice of a child leaving the Pre-School or decreasing sessions - post starting date:

We require a half term's notice in writing if a child is to leave or decrease their sessions at our Pre-School. This may only take effect on the first day of the term. For instance, notice must be handed in at the beginning of the term for it to take effect for that term. Failure to provide sufficient notice will incur a half term's fees.

Ducklings Pre-School reserves the right to terminate a child's place with immediate effect if fees are outstanding.

For notice prior to the start date please see our cancellation policy.

*THIS CONTRACT TERMINATES WHEN YOUR CHILD LEAVES FOR PRIMARY SCHOOL UNLESS WRITTEN NOTICE IS GIVEN AS PER THE NOTICE PERIOD STATED.*

## Cancellation

It may be that due to unforeseen circumstances your child is not able to attend Ducklings Pre-school before starting, eg already completed the registration form. Ducklings Pre-school has to manage the necessary staffing levels and availability of places. If you do have to cancel please do so as soon as possible. Cancellation charges are as follows:

1<sup>st</sup>Parent/Carer Signature: .....

2<sup>nd</sup>Parent/Carer Signature: .....

<i>Notice Period Given</i>	<i>Fees payable</i>
Three months +	no charge
One to three months	½ terms fees (max. 7 weeks) (excluding any grant)
Less than one month	1 terms fees (max. 14 weeks) (excluding any grant)

**Children's Behaviour**

The owners of Ducklings Pre-School reserve the right, at their discretion, to terminate any contract or refuse renewal of any contract for a further term, should any child in our opinion be consistently behaving in an aggressive or unreasonable manner, the parent/carers may be required to seek alternative care.

The pre-school reserves the right to make a charge if the child damages property through inappropriate behaviour.

**Collection of children**

The security password will be asked for when the main guardian is unable to collect their child. No child will be allowed to go with an adult who is unable to give the correct collection password and is unknown to us.

Children must be collected promptly. If you are going to be late in collecting your child a fee of £1 per minute will be payable, unless prior arrangement has been made. We will not charge this fee for unforeseen circumstances within our discretion.

If your child is not collected by 1.15pm and we are unable to contact any of the named contacts, then Social Services will be contacted to determine the appropriate course of action. (Please find attached a copy of our Non-Collection of Children Policy for your information).

**Sickness**

Children should not attend the Pre-School for 48 hours following sickness, such as vomiting, diarrhoea, an infectious illness or have any unspecified rashes not diagnosed by a doctor. In the case of COVID-19, children MUST isolate at home for seven (7) days and other members of their household must isolate at home for 14 days. The parents/carer are to telephone the pre-school on the first day of sickness.

If a child becomes ill while at the Pre-School, the parents/carer will be telephoned immediately. If the parents cannot be contacted, then the emergency contacts will be telephoned. If necessary, the child's GP will be called. In the event of an emergency, a senior member of staff, who will act as a guardian until the parent arrives, will take the child to the nearest hospital if advised to do so by Emergency Services (999).

No medication will be given at the Pre-School except for self-medicating e.g. inhalers, epipen etc.

1<sup>st</sup>Parent/Carer Signature: .....

2<sup>nd</sup>Parent/Carer Signature: .....

The Pre-School reserves the right at any time to refuse entry to or send home any child if considered necessary or in the best interest of the child and any other children and staff at the Pre-School.

### **Notifiable Diseases**

It is essential that you contact the Pre-School immediately should your child be diagnosed with a Notifiable disease. A list of these is available on request.

### **Food**

In view of the fact some children have serious allergies to certain foods, we are unable to allow children to bring food into the Pre-School. This also includes siblings.

### **Jewellery**

We have a no jewellery policy at the Pre-School. This is in place for the safety of the children. If, for religious reasons a child is required to wear jewellery, you will be required to sign a disclaimer. In doing this you are accepting responsibility for any accident or injury caused to their child or another child caused by the wearing of jewellery.

### **Clothing**

Ducklings Pre-School requires all the children to wear a Ducklings Pre-School t-shirt/polo shirt or sweatshirt. This is compulsory uniform. Children are required to wear sensible skirts/trousers. We cannot be held responsible for any loss or damage to any clothing which your child may wear, although every effort is made to ensure that no damage occurs.

We ask that the children wear comfortable indoor shoes, such as black plimsolls or slippers. The parents are required to provide a change of clothes for their child should they be required.

If no change of clothing is available, Ducklings Pre-School will provide suitable replacements which must then be returned within 48 hours fully laundered. In order that we can identify clothing and footwear we ask the parents to label their child's clothing. We do not accept any responsibility for items lost or damaged.

T-shirts/Polo shirts/sweatshirts with the Ducklings Pre-School's logo are available. Please see order form at the back of this pack.

### **Emergency Closure of the Pre-School**

In the event of emergency closure of the pre-school we reserve the right to charge for the session. Emergency closure will occur in cases of gas/flood/fire, safety issues or government decree.

1<sup>st</sup>Parent/Carer Signature: .....

2<sup>nd</sup>Parent/Carer Signature: .....

**Policies and Procedures**

I/we are aware that Ducklings Pre-Schools policies and procedures are held on the premises and are available to view at all times. I/we are aware that copies are available upon request.

**Holidays/Time off**

I/we are aware that when claiming the Free Early Education (FEE) or Free Early Education for Two Year Olds (FEET) that I/We are obliged to inform Ducklings Pre-school if my child will be absent from the pre-school for any reason. I/We understand that failure to inform the pre-school about an absence may result in the EYFE/FEET being reclaimed by the relevant authorities and I/we will be liable to reimburse the pre-school for the lost revenue.

**Sharing of Information**

I/We are aware that if I/we have a child with additional needs, the pre-school has a duty to pass on information regarding my/our child's learning and development with outside agencies and involves sharing information with their next setting or school.

I consent to the sharing of information with outside agencies?

**Zero Tolerance**

Our staff are entitled to carry out their job without feeling threatened or being verbally abused. If a member of staff feels that they have been treated in this way the offending person will be escorted from the building and the police may be called. They may also not be able to enter the pre-school again. We thank you for your consideration.

Rude, aggressive or abusive behaviour against any member of staff, parent or child will not be tolerated. The nursery reserves the right to terminate a child's place immediately if this occurs. Fees will still be charged.

**Payments**

Payments are to be made by BACS - Account Details: Ducklings Pre-School, 20-24-64, 40286354. Payments made by cash/cheque will incur a £4.00 administration charge.

**Consumables**

In order for us to provide the large range of activities your children will enjoy, we would ask that you pay voluntary contributions into our donation pot which is kept on the main desk.

*I have read the Terms and Conditions and agree to fully abide by them.*

**I hereby enclose the registration fee of £30.00 or £20.00 for siblings (if not FEET or FEE funded)  
(cash only please)**

1<sup>st</sup>Parent/Carer signature: ..... Date: .....  
Relationship to child: .....

2<sup>nd</sup>Parent/Carer signature: ..... Date: .....  
Relationship to child: .....

**Please note that all parties with parental responsibility are required to sign and date**