

Terms and Conditions at St Thomas More Preschool

The following terms and conditions govern the basis on which we agree to provide childcare services to you.

1. Our obligation to you

1.1 Once you have viewed the preschool, if you wish to book your child with us, you will be required to complete the registration form and pay a refundable deposit of £50 to secure your place. Places are offered on a first come first served basis and confirmed when the registration form and deposit has been received. Receipt of these does not guarantee a place will be available and the registration fee will be refunded if the preschool cannot offer the place on the date requested. (Please note that if your child is in receipt of FEET funding a deposit is not required, but we need to see the acceptance of FEET funding letter.)

1.2 Your child will receive a St Thomas More Preschool t-shirt for free. Any subsequent t-shirts will be charged at £5.00 each.

1.3 We will try to accommodate any requests you may make for additional sessions at the preschool, as and when you need them.

1.4 We will notify you as soon as possible of any days the preschool is closed.

1.5 We will provide you with verbal updates of your child's progress and give you access to Tapestry, to access your child's activities and input in their development. It is your responsibility to confirm your Tapestry account.

1.6 We will try to make available a place in preschool for any of your other children. However, we cannot guarantee a place.

2 Your obligation to us

2.1 You will need to complete and return to us our registration forms and deposit before your child can start at our preschool.

2.2 You must inform us immediately of any changes in your contact details, personal details or your child's health details.

2.3 You will inform us if your child has any Special Educational Need and Disability (SEND) or medical needs.

2.4 You agree to pay the invoice for your child's care and acknowledge that fees are not reduced if your child is away from preschool on holiday or a short term illness.

2.5 You must inform us immediately if your child is suffering from any contagious disease/illness. For the benefit of other children in the preschool you must not allow your child to attend preschool if they have a contagious/disease/illness as this is easily passed on to another child during the normal daily activities of the preschool. In line with government health guidelines children should not come into preschool for a minimum of 48 hours after the last episode of vomiting or diarrhoea has occurred.

2.6 We reserve the right to contact you to request that you collect your child if he/she becomes unwell whilst they are at preschool.

2.7 Full details must be given of anything affecting your child's health including allergies, conditions or additional needs.

2.8 In order for the staff to administer medicine you must authorise by signing a medication consent form before leaving the premises. Both parties must follow the preschool's policy and procedure on medication and illness.

2.9 You must keep us informed as to the identity of the persons who will be collecting your child from our preschool. If the person who is collecting the child is not usually collecting them, we will require a password to be set up as proof of identification. If we are not satisfied that an individual is allowed to collect your child, we will not release them into their care.

2.10 You must contact us as soon as possible if you are unavoidably delayed and you will be unable to collect your child at the expected time of collection. A late payment charge will be applied as detailed in the Fees section.

2.11 You must not bring your child into the setting prior to the start of the session time unless this has been previously agreed.

2.12 You will supply us with at least 6 weeks written notice of your intention to decrease the number of hours your child will be attending preschool or to withdraw your child from our preschool. If insufficient notice is given you will be responsible for the full fees for your child from the date notice was given.

2.13 You must inform us immediately if your child is the subject of a court order and provide us with a copy of such an order on request or if your child is subject of a Social Services Protection Register.

2.14 All children must bring at least 1 complete change of clothing to each session. All clothing should be clearly labelled with your child's name.

2.15 Please provide the preschool with sufficient nappies and creams you use for your child.

3 Payment of Fees

3.1 The preschool is open 38 weeks of the year excluding weekends and bank holidays. Fees are invoiced each half-term in advance. We may review the fees at any time and will give one month's notice of a fee increase.

3.2 Fees must be paid each half-term on receipt of the invoice.

3.3 Preferred payment is by online banking, childcare vouchers or tax free childcare, although the preschool will accept cash if necessary. Payment received later than the given due date stated on the invoice (14 days after date of invoice) may incur a late payment fee of £10.

3.4 If the payment of fees referred to in 3.3 above is outstanding for more than 14 days then the preschool may end this agreement by giving you 14 days notice. Upon termination of this contract the child will no longer be admitted to preschool and the preschool's notice to terminate shall be regarded as formal demand for all outstanding monies.

3.5 No refund will be given for the first 2 weeks of absence due to illness. A refund of fees will be given after 2 weeks of continuous absence due to illness.

3.6 The preschool is closed bank holidays.

3.7 In the event of an emergency or bad weather resulting in the preschool closing we will inform parents as soon as possible by email and/or phone. Fees will not be refunded in these circumstances.

3.8 In the event of late collection of your child from their normal agreed session time, we reserve the right to charge for each additional 15 minutes at a rate of £15. If the late collection is after 4.30pm then the charge will be £20 for every 15 minutes. If you are late more than twice in any half term, we reserve the right to request that you leave preschool and find a setting that is more suitable for your childcare requirements.

4 Suspension of a Child from Preschool

4.1 We may suspend the provision of childcare to your child at any time if you have failed to pay the fees due.

4.2 We do not support the exclusion of a child on the grounds of behaviour. However, if your child's behaviour is deemed by us to endanger the safety and well-being of the child and/or other children and adults at the preschool it may be necessary to suspend the provision of childcare to the child whilst we try to address these issues with you and external agencies.

4.3 If your child is suspended part way through a half-term under the conditions stated in clause 4.2 we shall give you a credit for any fees you have already paid for the remainder of that half-term. This credit may be offset against any sums still outstanding by you to us.

4.4 Any disruption caused by a parent or carer that is deemed inappropriate or not conducive to the preschool environment, or undermines the reputation of the preschool, or its staff, will be cause for termination at the discretion of the preschool owner.

5 Termination of the Agreement

5.1 You may terminate this agreement at any time giving us 6 weeks notice.

5.2 We may terminate this agreement if –

5.2.1 You have failed to pay your fees

5.2.2 You have breached any of your obligations to us under this agreement and you cannot put right that breach within a reasonable period of time.

5.2.3 You behave unacceptably as we will not tolerate any physical or verbal abuse towards staff, volunteers or students on placement.

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

6 General

6.1 Additional ad-hoc sessions booked will be charged on the day the session takes place. Ad-hoc sessions can be cancelled provided at least 1 weeks written notice is given to the preschool manager. Unused ad-hoc booked sessions will still be charged for.

6.2 We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

6.3 We have a duty of care to give all children the same opportunities. To do this, we need to be made fully aware of any SEND and/or medical needs for your child. Failure to inform us of your child's needs could result in us being unable to offer your child a place in the preschool.

6.4 We have a wide range of toys and equipment. Unless we specifically request otherwise, your child should not bring any of their own toys to preschool. If they do bring toys, we accept no responsibility for any loss or damage to the toys.

6.5 If you have any concerns regarding the service, we provide please discuss these with the Manager or business owner. Customer satisfaction is of paramount importance to us, and any concerns/complaints will be recorded as of our Complaints Policy. If you wish to see the preschool policies please speak to the preschool manager.

6.6 We will always seek your consent where we need to share information about your child with any other professional or agency outside the preschool. We are required by law to override your refusal to give consent only in specific circumstances where a child or adult may be in danger if we do not share that information.

6.7 We cannot be held liable for the loss or damage of any items belonging to you or your child.

6.8 We take our data protection obligations in relation to the processing of personal data very seriously. For more information on how we use your personal data and your rights in relation to your personal data please see our privacy notice on our website.

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

6.10 We may make changes to these terms and conditions from time to time, and we will notify you writing by email if we make any changes to these terms and conditions.

6.11 This agreement supersedes any prior arrangements and agreements.

6.12 The preschool is not responsible for any work undertaken by its employees outside of the terms and conditions of their employment by St Thomas More Preschool.