

Hedgehogs Hempstead Preschool - Terms and Conditions

1. General

Age of Admittance

2 years to 5 years of age.

Hours of Opening

The preschool is open Monday to Friday from 8:30am to 4:00pm, during term time only (38 weeks a year).

Settling In

It is our aim to allow all children time for settling in, so that the child can form relationships with their key people and become familiar within the preschool surroundings. Each child and their needs differ so the length of time for settling in varies from child to child.

Changes

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice. The current terms and conditions are available to view on the website.

Change of Details

You must immediately inform us of any changes to your registration details.

Court order

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.

Off Premises Visits

Staff will take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained.

Mobile Phone

To ensure the safety and wellbeing of all children who attend our settings we enforce a no personal mobile phone usage within our settings. Should you be on your personal mobile phone as you arrive at the preschool, we politely ask that you conclude your phone call before entering the premises.

Equal Opportunities

We are an equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

Preschool Closure

The preschool is closed during School Holidays and all Bank Holidays.

If the preschool must close or we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you and fees are still payable up to 3 days.

If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), we will either offer alternative sessions (which may be at one of our sister settings) where this is possible, or credit you with an amount that represents the number of days the nursery is closed in excess of 3 days.

Complaints or Concerns

If you have a concern or complaint, please speak to the Preschool Manager or alternatively you can email the Preschool Manager. If you have any concerns regarding the services we provide, please discuss these with your child's key person. If these concerns have not been resolved to your satisfaction, please contact the Preschool Manager.

Employment or Solicitation of Staff

If, during this childcare contract and for a period of 6 months after the termination of this contract, you (directly or indirectly) employ or otherwise engage the services of any member of our staff who has had contact with your child under this contract then you will be liable to pay and you will be invoiced a fee of £2,000.00 as payment to us recruiting and training a suitable replacement member of staff.

Newsletters

Please take the time to read our regular newsletter sent to you through your parent portal containing important information about the preschool along with updates, events and how you can support your child at home.

2. Medical

Emergency Treatment

Any child who attends preschool and has an accident whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps or bruises. Any emergency treatment or medical advice will be permitted unless a parent states in writing otherwise. The preschool does not accept any responsibility for treatment given against parent's wishes if we have not been informed otherwise.

Accident Forms

All parents will be informed and required to sign accident forms through your parent portal. In the case of a more serious accident or incident a child will be taken immediately to a doctor, or the nearest hospital and parents will be informed.

Sickness

The preschool will make every effort to notify parents should their child become ill at the preschool. Senior staff reserves the right to remove the child to hospital in an emergency. Please note minimum exclusion periods apply and must be adhered to. Our policy and guidelines are available from the Preschool Manager.

For the benefit of the other children, you must not allow your child to attend the preschool if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the preschool. The preschool reserves the right to refuse to accept children until the preschool is satisfied they are not infectious. This is to protect other children and staff from cross infection. The preschool's exclusion policy is guided by the relevant local Authority. If your child is suffering from a doubtful rash, sore throat, discharge from the eyes or nose, diarrhoea, or any similar symptoms; please keep the child at home until the doctor has certified that the symptoms have disappeared.

You must inform us immediately if your child is diagnosed with any allergy or intolerance.

Antibiotics and prescribed medicines.

If your child is prescribed a new antibiotic, please keep them at home until at least a 24 hour dosage has been administered in case of adverse reaction to the medication. Antibiotics and medicines will only be administered by preschool staff after the child has been taking them for more than 24 hours at home, and only then with written authorisation from their parent. All antibiotics must be prescribed by a doctor.

A medication form must be completed via your parent portal prior to bringing your child to preschool and we may refuse entry to preschool if we do not hold an authorised medication form.

Non-prescribed medicines.

Calpol can be given within the setting at the discretion of the Preschool Leader. This will also be assessed on an individual basis.

3. Child Protection

Child Protection

Any child who attends the preschool, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background has a right to protection from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care and act on anything they may disclose to us. The preschool has a full written policy on child protection which is available from the Preschool Manager.

Delivery of children

Children should be delivered by parents/carers into the care of a Preschool Staff Member and will be entered into the attendance register.

Collection of Children

Children will not be released into the care of anyone other than those named on the childcare registration form unless authorised by the parents personally, by telephone or in writing. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care. In addition, a personal visit of introduction by the parents, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity. You are required to inform us immediately if you are unable to collect your child from preschool by the official collection time. All collections must be by an adult over 18 years of age.

Social Services

It is our obligation to require or seek professional advice or actions from the local social services team if we suspect a child is suffering from harm. 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.

Behaviour Management

The preschool has a written policy on behaviour management which is available from the Preschool Manager. The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at the preschool. We retain the right to reduce a child's sessions to safeguard the other children and staff.

Special Educational Needs

We believe that every child should have access to an Early Years provider to ensure they make progress, and to ensure their needs are met. We have a written policy of SEND and a SENCO for each setting as well as a SEND Consultant (Emma Coombs) to help support your child.

If it is agreed that your child needs a 1:2:1 support for the time they attend preschool, we will endeavour to claim high needs funding via Medway council. The maximum funding available is 15 hours per week, term time only (or 10.96 per week if stretched), therefore we reserve the right to cap weekly sessions to match funding received. This is to support the wellbeing of the child and will be assessed on an individual basis and only when necessary.

4. Property and Premises

Parking:

The car park is for staff parking only. Please park along the road when dropping off and collecting your child from preschool. There are no parking restrictions in the area.

Personal Property

The preschool does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents.

Clothing

Parents are requested to send children in easily washable, clearly labelled clothing which is appropriate for the weather conditions. Please provide a spare set of clothing for your child in case of an accident or the need for change of clothing.

Please discourage your child from bringing any items of value to the preschool.

5. Fees

Schedule of Fees

Fees are calculated on a 38 week term time only booking pattern. The current schedule of fees is available from the Preschool Manager and published on our website.

Absence

Fees remain payable for periods of absence (ie. holidays and sickness) as the child's place is kept open and therefore staffing and associated costs continue to accumulate and be met by the preschool.

Reserving a Childcare Place

We are able to reserve a childcare place and booking pattern no more than 6 months in advance of your child's start date. Should you wish to extend this 6 month period then you will be required to pay your childcare fees in full from the 7th month onwards to keep your childcare place open.

Confirmation of Your Childcare Place

We will confirm your childcare place within 7 working days as this is subject to childcare place availability.

Sibling Discount

Where parents have more than one child at the preschool, a 10% reduction in payable fees is allowed for the second and subsequent children. This is applied to the eldest sibling(s) and is applicable only on the booking pattern and does not include extra sessions, additional hours or service charges.

Funded Hours

Government funded hours are available for all 3 & 4 year old children, regardless of parental income, from the full term **AFTER** a child's 3rd birthday.

Working families with children from 2 years old will be entitled to a maximum of 30 hours per week subject to eligibility. Any additional hours will be charged at our hourly rate.

Additional Service Charge:

Our standard session rates include our Additional Service Charge - Please see our 'Funding Guide' for full details.

Once your child is accessing government funding with Hedgehogs, this becomes a voluntary payment to the preschool to enable us to continue to provide your child with our enhanced provision during your child's session(s) with us. Your child will automatically be opted into this provision for their journey at Hedgehogs and these charges will be clearly stated on your invoices.

If you wish to opt out, you will need to let the Preschool Manager know in advance of your child starting with us and agree to adhere to our 'opt out' policy also available from the Preschool Manager.

6. Booking Patterns

Booking patterns are available on a 38-week term time only basis

Sessions

Term time only sessions are calculated 9:00am to 12:00pm and 1:00pm to 4:00pm

All children must be collected on time otherwise you will incur a late collection fee, charged at £1.00 per minute.

Changes to your Booking Pattern

To increase your booking pattern, we require 24 hours' notice subject to availability.

To decrease your booking pattern, you must provide us with 4 weeks' notice in writing or by email to the Preschool Manager.

Should insufficient notice be given then you will be invoiced for the full childcare fees for 4 weeks' notice from the date of any change as if the hours had not decreased.

Additional Sessions

If Additional Days have been booked, these will be invoiced on the following months invoice. If you book and then cancel you will still be charged for the day/session booked.

Any additional sessions outside funded sessions are payable in full.

7. Payment of Fees

Invoices are sent on the 1st of every month, or just before and fees are due monthly in advance in accordance with your booking pattern by the 7th day of each month. We accept payments by direct bank transfer only.

Childcare Voucher Payments

We accept payments by most voucher companies in the UK and the voucher company pays the preschool directly.

We accept payments from your government tax free childcare account, these payments must be made by yourself directly from your account to the preschool.

Please ensure all voucher payments are made before the 7th of each month as otherwise a late voucher payment may be charged.

8. Non-Payment of Fees

All fees are due in full within 7 days following the issue of your invoice.

A payment reminder will be emailed 7 days following the issue of your invoice.

A Late fee of £10 will then be applied after 14 days of nonpayment.

If payment of fees remains outstanding for more than 14 days this may result in the termination of your childcare contract and the loss of your childcare place. (Unless prior agreement has been made with the preschool management).

Upon termination of this contract the child shall not be permitted entry to the preschool. This shall be regarded as a formal demand for all outstanding monies, and we will issue a final invoice and pass this to a debt collection agency for full recovery. In addition, you will be liable for all associated debt collection fees and court costs.

9. Conduct

We operate a zero tolerance of abuse towards any member of staff. If you breach this policy, your child's place may be terminated with immediate effect.

10. Cancellation

Termination of Contract

If you no longer wish to maintain your child's place at the preschool, you will be required to give 4 weeks' notice in writing or by email to the Preschool Manager. Please note if you wish to re-register your child(ren) we have a waiting period of 3 calendar months following the leave date and any registration fees will apply again.

We reserve the right to exclude a child from preschool for any breach of the childcare contract. We may terminate your childcare contract if your child's behaviour at the preschool is deemed by us to be unacceptable or endangering the safety and well-being of staff and children at the preschool.

Please contact the Preschool Manager if you have any questions regarding this agreement.

By completing and signing your parent portal, you are agreeing to the Terms and Conditions above.