



# Cranmer Preschool



## 10.13 Cranmer Pre-school Terms and Conditions

This document and the terms and conditions within it govern the basis on which Cranmer Pre-school (referred to here as 'we' / 'our' / 'us') agree to provide childcare services to parent(s)/guardian(s) (referred to as 'you' / 'your').

Only a parent/ caregiver with parental responsibility for a child can register that child for a childcare place with us. We will ask to see your child's birth certificate, or other relevant documentation, to confirm that you have parental responsibility for the child as part of our registration process.

**Commencement date of agreement:** \_\_\_\_\_

### **Our details:**

Cranmer Pre-school  
Abbey Lane  
Aslockton  
NG13 9AW

Telephone: 01949 850886

Email: [cranmerpreschool@hotmail.co.uk](mailto:cranmerpreschool@hotmail.co.uk)

Ofsted Registration: 258576

REG. Charity No 1025379

## **Our obligation to you**

1. We will inform you as soon as possible whether your application for a place has been successful.
2. You must confirm within one week of receiving notification that you still wish to take up a place. If you do not, then the offer of a place may be withdrawn.
3. Once you have confirmed the place, an Administration Fee of £30 will be required to register the place for your child.
4. We will provide the agreed childcare facilities for your child at the agreed times (subject to any days when we are closed).
5. We will try to accommodate any reasonable request you may make for additional sessions and/or extended hours of childcare, where reasonable notice is provided.
6. If we change the scheduled opening hours, or have to close, we will give you as much notice as possible.
7. Your child's wellbeing is paramount and we will treat your child with the utmost respect and dignity.
8. We will provide you with regular developmental updates as to your child's progress and you can arrange a mutually convenient time to discuss the progress of your child or any other aspects of our childcare services as and when required.
9. We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regards to the childcare services we provide for your child.
10. We will only permit those named in your Registration Form as authorised persons to collect your child in the event you are unable to collect your child. If the person who is due to collect your child is not usually responsible for collecting them, we will require proof of identity. If we are not reasonably satisfied that the person collecting your child is who we were expecting, we will not release your child into their care until we have checked with you.
11. You can access our policies and procedures through the Cranmer Preschool website, alternatively a copy is available within the preschool. These outline how we satisfy the requirements of the EYFS in our everyday practice; and we will notify you as and when any changes are made to our policies and procedures. We will be available to discuss or explain our policies and procedures, and/or any relevant changes, at a mutually agreed time.
12. The personal information we collect about you and your child is used only to provide appropriate care for them, maintain our service to you and communicate effectively with you. Our legal basis for processing the personal information relating to you and your child is so that we can fulfill our contract with you in accordance with our Privacy Notice.
13. We will maintain appropriate insurance to cover our childcare activities.
14. At Cranmer Preschool we recognise the value of working in partnership with parents, by maintaining open communication we are able to work together towards fulfilling the true potential of your child.
15. Customer satisfaction is paramount if you have any concerns regarding the services we provide, please discuss them with your child's key person. If these concerns are not resolved to your satisfaction, please contact a manager and any concerns/complaints will be dealt with in line with our *Making a Complaint Policy* (10.12)

## Your obligation to us

1. You will need to complete, sign and return the *Registration Form, the Terms and Conditions* and the non-refundable Administration Fee before your child can start.
2. You must notify us immediately of any changes to the information you have provided to us and keep us informed of any other necessary information that may affect the childcare that we provide for your child.
3. You will enable us to work towards fulfilling the true potential of your child by working in partnership with us to provide a tailored quality provision.
4. You will familiarise yourself and agree to abide by our Terms and Conditions and with our Policies and procedures as they underpin our practice, enable us to work in partnership with you.
5. You will make yourself available as and when required to discuss the progress of your child or any factor relating to their childcare place with us at mutually agreed times.
6. You must immediately inform us if your child is suffering from any contagious or notifiable disease, in line with our *Managing Children who are Sick, Infectious or with Allergies Policy (6.2)*.
7. 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, in line with our *Managing Children who are Sick, Infectious or with Allergies Policy (6.2)*.
8. We will only permit those named in your Registration Form as authorised persons to collect your child in the event you are unable to collect your child. You must keep us informed of the identity of the authorised persons who will be collecting your child.
9. You must inform us immediately if you are not able to collect your child by the official collection time. A late payment charge will be applied; please refer to the current fee schedule for details.
10. You will inform us if your child is going to be absent as far in advance as possible.
11. You will provide us with at least six weeks notice of your intention to decrease the number of hours your child attends or to withdraw your child (and end this Agreement). If insufficient notice is given you will be responsible for the full fees for your child for six weeks from the date of notice. If you are ending this Agreement, notice must be given by completing our *Notification of Leaving Date (10.14)* form which is available on request.
12. 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.



# Cranmer Preschool



## 10.15 Schedule of Fees

### Schedule of fees from 10 September 2018

<b>Deposit Amount</b>		<b>Nil</b>	
<b>Session Rate(s)</b>			
Breakfast Club	7.45 - 9.00	£5.25	
Morning Session	9.00 – 12.00	£12.60	
Lunch	12.00 – 13.15	£5.25	Plus £1.90 for hot school lunch
Lunch (4+ children)	12.15 – 13.15	£4.20	
Afternoon Session	13.15 – 15.30	£9.45	
Afterschool Club	15.30 – 18.00	£10.50	

### Other Charges

Late Collection fee £5.00 per each additional 15 minutes after the end time of the session.

Hot School Lunches are an additional cost £1.90 and are payable directly to Archbishop Cranmer Primary Academy.

Non-refundable Administration fee £30, payable at initial registration.



# Cranmer Preschool



## 10.16 Fees and Payment Policy

As a registered charity and a community resource which is committed to childcare, we aim to keep our fees competitive and at a level that we can provide childcare to the highest quality.

- We are closed on bank holidays and three training days to support continuing professional development for the benefit of the children and families.
- As a registered childcare provider, we are in receipt of Early Years Education funding (EYE) for eligible two, three and four year-olds. Where funding is not received or extra hours are required in excess of funded hours, then fees are payable to Cranmer Preschool.
- Fees are currently at £4.20 per hour and are reviewed annually to ensure that we continue to meet our objectives.
- Fees are payable on a monthly basis, with invoices produced at the beginning of each calendar month and must be paid in full by 14<sup>th</sup> of that month.
- Fees are payable for all booked sessions, even if some are missed due to illness, holiday or other reason, and no refund will be made.
- If you are late collecting your child from their booked sessions, you agree to pay a fee of £5.00 per each additional 15 minutes over the end time of the session.
- Fees are payable either by cheque, cash or standing order (direct to Cranmer Preschool bank account, we also accept childcare vouchers. Receipts are issued for all cash and cheque payments.
- Please note, you will be required pay any Bank Charges incurred by us as a result of your cheque being unpaid. If a cheque is unpaid, you will settle all future fees by cash.
- Failure to pay fees on time and in full could jeopardise your child's place and continued non-payment may result in your child's place being withdrawn in accordance with the procedure detailed under Late Payment and Non-Payment of Fees Procedure below.
- You agree to give one half term's notice when leaving the Preschool or make payment in lieu of notice to cover the agreed number of sessions during this period.
- Prior to a child starting at Cranmer Preschool the fees and payment policy agreement must be signed by a parent/caregiver and returned to Cranmer Preschool.
- 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 fees will continue to be payable in full and we shall be under no obligation to provide alternative childcare to you.
- If the closure is for reasons beyond our control and exceeds three consecutive days in duration (excluding any days when we would otherwise have been closed), your invoice will reflect the number of unavailable days/sessions in excess of three days.

## **Late Payment and Non-Payment of Fees Procedure**

As a registered charity with limited funds at our disposal, we expect Parents/Caregivers to assist us with the smooth running of Cranmer Pre-School by ensuring that all fees are paid promptly. Obviously, we appreciate that from time to time, unforeseen circumstances may occur which result in late payment of fees. This is why as a considerate organisation, we are committed to resolving payment issues with Parents/Caregivers as fairly and openly as possible and have adopted the following four stage approach:

**Stage 1** - If payment is not made in the month that it was due, at the beginning of the following month, the Pre-School Administrator or Pre-school Manager will have an informal discussion with Parents/Caregivers to ascertain when fees are likely to be paid as a second months fees have also now become due and payable. If fees are paid in accordance with the payment plan agreed with Cranmer Pre-School, then no further action will be taken. If not:-

**Stage 2** - The Pre-School Administrator, Pre-School Manager, Chairperson or other member of the Management Committee will write to Parents/ Caregivers requesting payment by a specific date and inviting the Parents/Caregivers in for a further discussion if they are unable to make payment by this date. If a payment plan is subsequently agreed, then this will be confirmed in writing to the Parents/Caregivers who will also be asked to sign and return a Payment Contract. If no payment has been forthcoming, or a payment plan has not been agreed by the end of the second month, then:-

**Stage 3** - The Pre-School Manager, Chairperson or other member of the Management Committee will write to Parents/Caregivers requesting payment/part payment by a specific date and/or a more formal meeting to discuss the situation otherwise their child will no longer have a place at the Pre-School. If no payment at all has been forthcoming by the specified date nor a payment plan agreed in writing (as detailed in Stage 2 above), then:-

**Stage 4** - The Pre-School Manager, Chairperson or other member of the Management Committee will write to Parents/Caregivers confirming that their child no longer has a place at the Pre-school because of their non-payment of fees and that the Committee reserves the right to take further steps to recover the unpaid fees and any associated costs if there are no extenuating circumstances to the contrary.

## **Suspension of a Child**

- We do not support the exclusion of any child on the grounds of behaviour. However, if your child's behaviour is deemed by us 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.
- If your child is suspended part way through the month, under the conditions stated above 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 maybe offset against any sums payable by you to us.
- During any period 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.

## **Termination of the Agreement**

You may end this Agreement at any time, giving us at least six weeks notice by completing the 'Notification of Leaving Date' Form.

We may immediately end this Agreement if:

- You have failed to pay your fees
- You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time after we have drawn it to your attention:
- You behave unacceptably, as we do not tolerate any physical or verbal abuse or threats towards staff;
- 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.

## This Agreement

We reserve the right to vary the terms and conditions contained 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.

## Declaration

I confirm I have read and agree to abide by these Terms and Conditions, and the Cranmer Preschool Policies and Procedures and I will notify you of any changes as they arise.

Signature of Parent/Caregiver: \_\_\_\_\_  
Print Name \_\_\_\_\_  
Date: \_\_\_\_\_

Signature of Parent/Caregiver: \_\_\_\_\_  
Print Name \_\_\_\_\_  
Date: \_\_\_\_\_

For parents/caregivers under the age of 18 years a guarantor aged over 18 years must also sign the contract on your behalf the contract would therefore be between Cranmer Preschool, you and the guarantor.

Signature of Guarantor: \_\_\_\_\_  
Print Name \_\_\_\_\_  
Date: \_\_\_\_\_

Relationship to Child \_\_\_\_\_

Full Address \_\_\_\_\_

Postcode \_\_\_\_\_

Mobile Tel No \_\_\_\_\_

Daytime/Work Tel No \_\_\_\_\_

Email \_\_\_\_\_

Signed on behalf of Cranmer Preschool: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Date: \_\_\_\_\_