

YMCA Qwackers Preschool Terms and Conditions

Admission

A completed Registration Form and contract, funding form (where relevant) and deposit are required to secure your child's place.

These terms and conditions relate to the contract between the nursery and the parent/carer as indicated on the application form. YMCA Lincolnshire offer a place to you child at the nursery specified in the registration form

Deposit

A deposit is required at the time of booking to secure your child's place. For children accessing the funded early years' entitlement this is £10.00 and for privately paying children this is £100.00. If your child does not take up the reserved place you will forfeit the deposit. The deposit is refundable at the end of your child's time provided that there are no monies outstanding and the full notice has been given. For families who receive funding and are not accessing additional hours or services (such as lunches) the deposit is refundable after the first month that a child has been attending the setting. A request for your deposit refund must be made to the manager or administrator of the setting once it is eligible to be refunded. Where these conditions have not been met the deposit will be forfeited.

Fees and Invoices

Weekly fees are to be paid on the first day of the week of the childcare being provided unless a prior arrangement has been made with the Nursery Manager, (for example to pay monthly). We are able to accept the following payment methods: cash, standing order/BACS, debit/credit card, cheque, childcare vouchers and tax free childcare. Where families are entitled to funded Early Years Entitlement (EYE), including the extended 30 hours entitlement, this will be deducted from the monthly invoice, provided that the appropriate, valid codes have been supplied to the nursery and a Funding Form has been completed and signed by the parent/carer. Where a family becomes ineligible for the funded EYE, parents will be liable for paying the full cost of the sessions attended.

Invoices will be issued during the first full week of each month and must be paid by the final day of that month. Parents or carers with unpaid fees after month-end will receive an initial reminder letter. Unless a prior arrangement has been agreed with the Nursery Manager, late payments may incur a £25 charge and/or result in the withdrawal of the child's nursery place. Any payments that are cancelled or returned by the bank will incur a £25 administration fee, and the parent or carer may be required to make future payments by credit or debit card.

Unless we are in breach of these terms and conditions all booked sessions and extra items such as lunch must be paid for regardless of child's attendance.

Fees will not be refunded, reduced or waived for time off for your child's sickness, time off for holiday or unavoidable nursery closure due to events beyond the control of the nursery such as extreme adverse weather. These are called Force Majeure events and shall include events such as acts of God, fire, flood, storm, war, riot, civil unrest, acts of terrorism, strikes, industrial disputes, outbreaks of pandemic or epidemic disease, failure of utility service or transportation. Exceptionally and at the discretion of the manager in the case of genuine hardship refunds may be considered. Bank holidays and staff training days will not be charged for. The nurseries are closed for the week between Christmas and New Year and these costs will be deducted from December and January invoices accordingly.

The nursery is not responsible for collection of fees from any third parties except in the case of statutory nursery education funding allowance. The nursery will give parents and carers two months' notice of increase of fees which will be reviewed regularly.

Chargeable extras

The nursery will provide a morning snack and an afternoon snack at no additional cost for all children attending during those times. Drinking water and cow's milk will be available throughout the day. We have an optional breakfast club available between 8.15am- 8.45am which is charged at a rate of £2 per day. If your child attends across the lunch period, you will need to supply a packed lunch that meets our packed lunch policy. Parents are responsible for informing the nursery of any allergies or dietary requirements their child may have. The nursery will then adjust its snack menus to ensure all dietary needs and allergies are fully catered for. Parents must also provide appropriate formula or breast milk for any child who requires milk during the day.

All consumables, including nappies, baby wipes and nappy creams, must be supplied by parents. During the summer months, we ask that parents provide sunscreen for their child or join our "suncream club" for £1, which allows us to provide sunscreen on their behalf.

Each year, our school leavers are invited to take part in a leavers' trip. The cost of this trip varies depending on the destination and associated expenses such as travel. Once the location has been confirmed, parents will receive a letter inviting their child and outlining the total cost.

Child Collections

If you expect to be late collecting your child please notify the nursery as soon as possible. If notified, the additional time will be charged at the standard hourly rate. Un-notified late collection will be charged at a rate of £10 per quarter hour to cover emergency staffing and other arrangements.

If your child is going to be collected by someone not known to the nursery the Manager will require prior notification from yourself and an agreed password. It is the responsibility of parents to keep us informed of any changes in contact numbers.

Opening times

The nursery is open from 8.45am and 3.15pm, with an option to attend breakfast club from 8.15am-8.45am. The nursery is open term time for 38 weeks of the year.

Termination and cancellation of sessions

Four full weeks' notice is required by either party for termination of agreement. If parents choose to leave prior to the end of their notice, fees are non-refundable. If the notified start date is changed by the parent, we reserve the right to charge from the original start date notified on the Agreement form. The nursery reserves the right to terminate the Agreement with immediate effect in case of non-payment of fees, or if a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause. Intimidation or abuse of our staff will not be tolerated and may result in immediate termination. In all other cases the standard notice period of four weeks will apply.

Loss or Damage

The nursery does not take responsibility for any loss or damage of children's and families property that is left on the premises. Children's outdoor, footwear and spare clothes should be individually named (the nursery often have children attending who wear the same design of coat, wellies and so on). The nursery reserves the right to name clothing and personal items if necessary. Pushchairs, bikes, scooters and similar must not be left on the premises.

Absences, Illness and Emergency

Parents must notify a member of staff if their child is going to be late or will not be attending the nursery for any reason. This should either be done in person, via email or via phone call.

The nursery reserves the right to refuse entry to any child whom the staff deem to be not well enough to attend the nursery, particularly if the child shows symptoms of a contagious illness or infection. This is for the welfare of the child and all others who attend the setting.

If a child becomes ill whilst at nursery, the parent, carer or nominated person will be contacted to arrange for the child to be collected from nursery. In the case of infectious and contagious conditions the nursery will follow the guidance from the Health Protection Agency regarding periods of exclusion. Details are available on the notice board in reception.

Safeguarding

We have an obligation to report any safeguarding concerns to the Children's Services Team of the local authority in which your child resides. This may be done with or without your consent and in some circumstances without informing you.

Data Protection (GDPR)

The nursery takes data protection, including the storage of personal information very seriously. Further details are available in the privacy notice available at http://www.lincsymca.co.uk/wp-content/uploads/2018/05/Privacy-Statement_250518.pdf

I have read and understood the points listed above and agree to the terms and conditions outlined above in relation to my child's attendance at the nursery. I understand that, should I wish to read the policies and procedures in full, that they are available at the setting or upon request. Acceptance of this agreement is implicit and applies to all parties noted on the booking form, irrespective of whether the secondary parties have signed the form.

*Parent/Carer Signature.....
*Print Name.....
*Date.....
*Name of child.....