

DAY CARE CONTRACT

NAME OF CHILD

1. Bookings

- 1.1. A signed and fully completed registration form specifying your child's standard sessions and a £55.00 non-refundable booking fee (deducted from the first month's fees) must be received by us before a place at the nursery is secured.
- 1.2 If you wish to amend your child's standard booked sessions, you must give us at least 1 month's written notice and we will amend your child's standard booked sessions where possible. You may only amend your child's sessions after 3 months and your child must attend a minimum of 4 sessions (with a morning session being 1 session and an afternoon session being 1 session) each week.
- 1.3 We will try and accommodate any requests you make for additional sessions on an ad-hoc basis if reasonably possible.

2. Opening Hours

- 2.1 We provide nursery facilities between 8.00am and 6.00pm Monday to Friday.
- 2.2. We are closed on public holidays and from 1.00pm on Christmas Eve until 8.00am on the first working day of the New Year.
- 2.3 Your child must be collected by 1.00pm if they are attending the nursery in the morning session or by 6.00pm if they are attending in the afternoon session.
- 2.4 You must immediately inform us if you are unable to collect your child by the official collection time in condition 2.3.

3. Fees and Payment

- 3.1 Our fees are based on a sessional fee that will be notified to you in advance of your child starting at the nursery.

- 3.2 We will review our fees annually to take effect usually on 1 April in each year. Each annual increase will be notified to you 2 months in advance.
- 3.3. You will be sent an invoice during the first week of each month. You will be charged for your child's standard sessions monthly in advance. Any requested additional sessions will be charged monthly in arrears.
- 3.4 Fees may be paid by bank transfer, cheque, child care vouchers or a combination of these.
- 3.5 All sessions booked for must be paid for, regardless of whether your child attends. No refunds will be given to you for non-attendance due to family holidays, sickness or any other reason.
- 3.6 Invoices are payable on delivery. If you fail to make payment within 30 days from the invoice date, your child's place may be terminated in accordance with condition 9.2 and we may charge interest on such sum from such date at an annual rate of 4% above base lending rate from time to time of Lloyds Bank PLC accruing on a daily basis, whether before or after any judgment.

4. Emergency Contact Details

You must immediately inform us of any changes to your, and your authorised contacts', contact details.

5. Security

- 5.1 You must keep us informed as to the identity of the persons who will be collecting your child.
- 5.2 If the person collecting your child is not usually responsible for collecting them we will require proof of identity and a password.
- 5.3 If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.

6. Personal Belongings

- 6.1 We advise you to dress your child in practical inexpensive items of clothing, clearly labelled with their name.
- 6.2 We will make every reasonable effort to avoid loss or damage to your child's personal belongings however we will not be responsible for any loss or damage to such items.

7. Dietary and Medical Requirements

- 7.1 You must complete our standard child detail form prior to your child attending the nursery, detailing any dietary or medical requirements and any allergies, and immediately update us in writing of any changes to the information provided in this child detail form.
- 7.2 You must complete a medical consent form if you require our staff to administer any prescribed or over the counter medicines to your child.

8. Illness and Accidents

- 8.1 You must immediately inform us if your child is suffering from any contagious illness and must not allow your child to attend the nursery if they are suffering from a contagious illness which could easily be passed on to another child.
- 8.2 If your child appears unwell during the day, we will contact you to collect them. If you are unable to collect them, other authorised contacts may be contacted.
- 8.3 We will inform you of all accidents and ask you to sign our accident/incident form.
- 8.4 In the event of an emergency, we will contact you immediately and your child will be taken to hospital and remain accompanied by a member of our staff until you arrive.
- 8.5 We will not be responsible for your child contracting any contagious illness whilst at the nursery.

9. Termination

- 9.1 You may terminate your child's place at the nursery for any reason by giving us at least 1 month's written notice, after the initial 3 month period identified in condition 1.2. Fees remain payable during the notice period. If you withdraw your child during the notice period or fail to give the required notice, fees remain payable in lieu of notice.
- 9.2 We may immediately terminate your child's place at the nursery, and not refund to you the balance of any fees paid, if one of the following conditions is met:-

- 9.2.1 You fail to pay our fees within 30 days from the invoice date in accordance with condition 3.6.
- 9.2.2 You display inappropriate, abusive or threatening behaviour towards our staff.
- 9.2.3. Your child displays inappropriate or disruptive behaviour which endangers the safety or well-being of the other children.
- 9.2.4 You are persistently late in collecting your child by the official collection time in condition 2.3.
- 9.3. We may close the nursery for any reason (other than in accordance with condition 9.4) or otherwise terminate this agreement by giving you at least 1 month's written notice
- 9.4 This agreement will be immediately terminated in any event of insolvency.

10. Employment of Staff

If during the period of 6 months after the termination of your child's place at the nursery, you employ or otherwise engage a member of our staff who had contact with your child in the last 6 months' of your child's place at the nursery, you shall pay us 15% of the relevant member of staff's gross annual salary at the time they left our employment. This sum represents the cost to us of recruiting a replacement member of staff.

11. Closure

- 11.1 If the nursery has to close or we take the decision to close due to circumstances or events that are outside of our control (other than those set out in condition 9.4), including but not limited to 'acts of God', epidemics or pandemic, acts of terrorism, extreme adverse weather conditions, interruption or failure of utility services, strikes or other industrial action, or improper staff to child ratios, we are not required to provide alternative childcare facilities to you.
- 11.2 If the closure exceeds 5 days in duration (excluding any days when the nursery would otherwise be closed) we will refund to you the balance of any fees paid for those days that the nursery is closed in excess of 5 days.

12. Publicity

From time to time we may photograph and video the children at the nursery. These images may be used for promotional purposes and may be shown in classrooms. If you do not wish for your child to be recorded or photographed please inform us in writing.

13. Complaints

If you have any concerns regarding the services we provide, please discuss these with your child's relevant nursery co-ordinator. If your concerns have not been resolved to your satisfaction, please contact the head of day care.

14. Other

- 14.1 You will inform us if your child is the subject of a court order and provide us with a copy of such an order.
- 14.2 We have a duty to report any instances where we consider that your child may have been abused or neglected to the relevant authorities and may do so without your consent and/or informing you.

Signed:Please print name:
Acceptance signatures (Parents or Guardians)

Date: