TERMS AND CONDITIONS

Confirmation of Place

Confirmation of child’s place will be sent in advance of your child starting These will include details of your child’s allocated sessions, dates of home visit and commencement date.

Policy Documents

The Kindergarten has formulated a comprehensive set of policies and procedures to which we

adhere. Parents /carers are requested to read these prior to your child’s attendance.

Nursery Fees

Fees are payable on a monthly basis via direct debit. If payment is by Childcare Vouchers, these also need to be paid monthly and final payments must be paid one month before the end of term. The initial deposit of £100, (including a £45 registration fee) is paid to secure your child’s place, £100 being held on account and refunded following transfer to school and on payment of all other fees due. Deposits are not refundable if a place has been offered and the place is not taken up.

If you wish to accept the sessions offered a further deposit of £250 is payable which is held against the first term’s fees.

The Early Years Grant is available to parents/carers from the term after your child turns three and this is reflected in our billing arrangements. We also accept the additional 15 hours (30 hours funding), if you are eligible. The Grant for the financial year 2018/2019 is calculated at £5.12 per hour for a maximum of 3 hours per session. As sessions at Windsor Kindergarten are for longer than three hours, parents will be charged an additional fee in order for the Kindergarten to remain sustainable and to cover the higher ratio and more qualified staff than required by Ofsted.

All grant fees will deducted from your Invoice.

Fees are reviewed at the start of each academic year.

If the Kindergarten fees remain outstanding for a period of two weeks after the start of term, the Kindergarten reserves the right to charge a late payment fee of an additional 5%. Any direct debit payments that cannot be processed will be charged at £5 per rejection. If persistent non-payment continues we will follow the procedures outlined in our Non-Payment Policy.

Attendance and Absence

All children should attend regularly at the sessions booked. Notice should be given in advance of absence for holidays, appointments etc. and as soon as possible in case of illness. Fees will be charged at the full rate for any periods of holiday or sickness.

Cancellation of Place

If at any time you should decide that you no longer wish to retain you child’s place at the Kindergarten a minimum of one term’s notice in writing will be required or a terms payment in lieu.

Unforeseen Closure

In the event of closure of the Kindergarten due to extreme weather conditions, transport difficulties, flooding, loss of utility supplies, heating failure or other causes beyond the reasonable control of the Director, the Kindergarten will close and the parent/carer accepts that no refund of fees will be made. This is due to continued operational costs of the Kindergarten.

Outings

The Kindergarten occasionally organises outings further afield , for example, Kew Gardens and Garson Farm. Parents/carers are encouraged to participate and each child must be accompanied by a parent/carer who is responsible for their own child. On these occasions the nursery is closed and parent/carer accepts that no refund of fees will be made.

Sickness/emergency treatment

Children must not attend the Kindergarten while they are unwell or suffering from a contagious illness or infection. Parents are required to inform us of this as soon as possible in order that we can follow government guidelines on contagious or infectious illness. In the event of a child becoming ill whilst at the Kindergarten, the parent / carer will be contacted to arrange to take their child home.

In the case of an infectious illness the recommended exclusion time must elapse before the child can be readmitted to the Kindergarten. The Kindergarten will adhere to the guidelines provided by Public Health England. In the case of an emergency the Kindergarten will contact the appropriate health professionals. If attendance at a hospital is required a senior member of staff will accompany the child and remain with the child until the child’s parent/carer arrives. The Kindergarten will continue attempts to make contact with the parent/carer, if they have not been able to reach them immediately and act in ‘loco parentis’ until a parent arrives.

Complaints procedure

The Kindergarten has a complaints procedure. A copy of this is held in the Kindergarten, in compliance with Ofsted requirements.

Ofsted Registration

The Kindergarten is registered with Ofsted and complies with all Ofsted policies and procedures.

The Kindergarten reserves the right to change the above Terms and Conditions as and when the need arises. One month’s notice will be given in writing to notify parents/carers of any changes.

Agreement

As parent/carer, I acknowledge that I have read and agree to the Terms and Conditions set out above.

Name Name

Parent/Carer 1 ……………………………………………. Parent/Carer 2………………………………………….

Signature………………………….……Date……………. Signature………………………….……Date………………