

TERMS AND CONDITIONS

Confirmation of Place

Your booking will be complete once the registration form has been signed and returned to the Kindergarten along with the payment of agreed deposit and a registration fee. Your deposit will be returned or offset against your final payment when your child leaves the setting. Unfortunately, should you cancel the place, the deposit will be non-refundable due to the fact that we have had to turn away another family to secure the place.

Your child's place will be confirmed in writing. This confirmation will include details of your child's allocated sessions, date of home visit and commencement date.

Fees and Financial

Once a place is accepted, and prior to your child attending, one month's fees are payable which is debited against your first invoice.

The Kindergarten is closed at weekends, Bank Holidays and for Inset Days. Children who attend term time pay for 38 weeks a year and those who attend full time pay for 50 weeks a year.

The Kindergarten fees are already adjusted fees, to allow for closures.

Fees are calculated monthly and payable on a monthly basis. Extra sessions are payable in arrears by Direct Debit or by cash on the day.

All on-going fees are payable in advance by regular Direct Debit or Childcare Voucher payments on or before the start date. Responsibility for paying fees reside with the parents or legal guardians of the child. Only in exceptional circumstances will the Kindergarten accept payment by standing order or cash. This should be agreed at the beginning of the booking with the Kindergarten Manager.

The Early Education Grant is available to parents/guardians from the term after your child turns three and this is reflected in our billing arrangements. The Grant for the financial year 2020/2021 set by the London Borough of Richmond Upon Thames is calculated at £5.25 per hour. Parents/Guardians claim 15 hours or 30 hours (if they are eligible) during term time only up to a maximum of three hours per session and six hour per day. Funded children are charged an additional fee, in order for the Kindergarten to remain sustainable and cover the higher ratio of staff to children.

All Early Education Grant will be deducted from your Invoice.

Discounts of 5% each are available for siblings and this discount applies until the older child leaves the Kindergarten. Discounts are also available for full time bookings at a rate of 5% for the monthly fee.

The Kindergarten reserves the right to charge interest at 5% on all late fees that remain outstanding for 7 days. Parents may be requested to not bring children to the setting if fees remain outstanding beyond 14 days from their due date.

Fees are reviewed annually in September. Changes to fees rates are notified in advance.

Late Collection

Any parent/guardian who is unable to collect their child at the correct time need to inform the Kindergarten as soon as possible to ensure sufficient staff cover. The Kindergarten reserves the right to charge parents/guardians when they do not collect their child at the agreed time. If a child is collected more than fifteen minutes late, there will be an additional charge of £10.00 per half hour.

Attendance and Absence

All children should regularly attend the sessions booked. Notice should be given in advance for holidays, appointments etc. and as soon as possible in case of illness.

Unforeseen Closure

We are unable to refund fees for sessions due to absence or where the Kindergarten is forced to close due to circumstances beyond our control. This is due to the continued operational costs of the Kindergarten.

Reducing Sessions/Cancellation of Place

If your child attends term time at any time you should decide that you no longer wish to retain your child's place at the Kindergarten a minimum of one term's notice in writing will be required or a terms payment in lieu. You are required to give one term's notice of a reduction in the number of sessions that you require.

If your child attends full year, we require 12 weeks' notice if you no longer wish to retain your child's place or reduce the number of sessions that you require.

Sickness/Emergency Treatment

Children must not attend the Kindergarten while they are unwell or suffering from a contagious illness or infection. In the event of a child becoming ill whilst at the Kindergarten, the parent / guardian 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 urgent 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 with attempts to contact the parent/carer if they have not been able to reach them immediately.

All appropriate measures will be put in place in regard to Covid 19 following Government, Public Health England and Local Authority Guidelines.

What to Wear

In order to feel free to explore and experiment with all kinds of materials, including messy play and learning, it is advisable to send children dressed in clothes that are easily washable and are preferably not new. Simple clothing which they can handle themselves will enable them to go to the toilet unaided and to put on and take off their outdoor clothing without being too dependent on other people for help.

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. The parent/carer accepts that no refund of fees will be made on these occasions. Fees will not be reduced if the child does not attend.

Complaints procedure

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

Policy Documents

The Kindergarten has formulated a comprehensive set of policies and procedures to which we adhere. Parents /carers are requested to familiarise these prior to your child’s attendance. These can be found on our website www.windsorkindergarten.co.uk.

Ofsted Registration

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

Safeguarding Policy and Procedures

The Kindergarten follows Government Guidance ‘Working Together to Safeguard Children’ and ‘Safeguarding and Child Protection’ procedures that are set up by the Local Authority. The setting has detailed policies and procedures in place for safeguarding all children.

Data Protection

The Kindergarten takes the protection of personal data very seriously and shall only process data about the Parent/Guardian or the Child in accordance with the General Data Protection Regulations (GDPR)

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.

As Parent/Guardian, I acknowledge that I have read and agree to the Terms and Conditions set out above

Parents/Guardian Signature	Print Name	Date

