

PRECIOUS TIMES CHILDCARE SERVICES
PARENTS TERMS AND CONDITIONS (Riverside setting)

At Precious Times we believe these standard terms and conditions reflect the custom and practice of private nurseries providing full time daycare. The rules about notice and payment of fees are designed to promote stability, assist forward planning and the proper resourcing of the setting. Nothing within these terms and conditions affects the parent / carer's statutory rights.

To enable us to provide and maintain the highest standards of care we require all parents to be aware of, and abide by, the following terms and conditions.

Data Protection Privacy Notice

1. It is a legal requirement (under the EYFS) for the setting to hold information about children using the service and its staff. By completing the registration forms and registering your child with us you are giving consent for this information to be used, information is used for registers, invoices and for emergency contacts; however, all records are stored confidentially. Records are only accessed by staff within the setting and are retained for 3 years once the child has left us in line with guidance in the EYFS. Parents / carers are responsible for updating us if any information changes.

You are able to alter your consent to certain aspects at any time, please ask at the office.

Your information is only shared or passed to relevant agencies with your prior consent or for safeguarding purposes.

Admission

2. A waiting list system is in place to ensure spaces are allocated fairly. Priority is given to children who are already attending with us, please see our Admissions Policy for further details.
3. All places are allocated subject to availability.
4. Funded places are also offered subject to availability, it is the parent's responsibility to apply for these – 2 year funding, 3 / 4 year old universal and extended entitlements. The extended entitlement (30hours) requires parents to re-confirm every 3 months – this, again in parent's responsibility and they risk losing their place if this is not reconfirmed and full payment will be invoiced for the childcare received.

Equal Opportunities

5. We are an equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

Welfare / Safeguarding of the Child

6. Precious Times meets the welfare requirements as set out by Ofsted and support to your child to ensure that all their needs are met and that they are supported to become well rounded citizens.
7. Children are offered comfort, warmth and support to settle in, keep safe and feel happy while they are with us.
8. You must inform us if your child is subject to any court order and provide us with a copy of this.
9. We have a duty to report any safeguarding concerns to Children's Services. This may be done without informing the parent/carer.
10. Any information given by a parent regarding their child will be treated with the utmost confidentiality, except in cases where abuse towards a child is suspected. The divulging of confidential information relating to the setting, its employees or customers to any third party is considered a breach of confidence and as such is regarded as constituting gross misconduct which could lead to summary dismissal from employment or cancellation of a place at the setting.
11. Parents are required to notify the setting if their child is absent, this should be done by telephone call or email. We will call all contacts until we are able to speak with someone about the child's absence.

Health and Medical Matters

12. If your child becomes ill during a session the setting will contact the parent/carer or the emergency contact indicated on the registration form. Parents must inform the setting immediately of any changes to these contact details.
13. If your child is suffering from an infectious illness or clearly unwell then we ask that they are not brought into the setting until they are clearly better, a list of exclusion times can be found in our Sickness and Exclusion Policy.
14. Any child who has been sent home from the setting because of ill health will not be re-admitted for at least 24 hours. If a child is prescribed antibiotics they will not be allowed to return to the setting for 24 hours.
15. We reserve the right to call an ambulance in an emergency and escort your child to the emergency department of the nearest hospital. Any decisions regarding the child's welfare will then be made by the emergency department at the hospital.
16. Parents and carers are responsible for keeping the setting up dated with regards to vaccinations being administered. The setting will inform parents / carers about any contagious illnesses / diseases through written notices in the setting.

Concerns / Complaints

17. Any question, concern or complaint about the care or safety of a child must be made in the first instance to the supervisor in charge. If the matter cannot be resolved at this level the matter should be referred to the setting manager and should follow the settings complaints and compliments policy.
18. Threatening, abusive or violent behaviour from Parents will not be tolerated. Any such behaviour may result in the termination of your child's place.

Fees

19. Children attending all year round (Riverside only) are allowed the equivalent of 2 weeks' holidays per year. The setting will be closed on the annual bank holidays and our Riverside setting also closes for polling days.
20. Fees are subject to annual increase upon notice from the manager.
21. One month's written notice is required if you no longer require the place or wish to withdraw your child from the setting. Fees are payable during the whole of this time, fees are also payable if there is any delay in taking up the place once accepted.
22. Once your child starts with the setting 4 weeks' notice must be given to reduce / change sessions. Fees will not be refunded or waived for absence through sickness or any other reason. The time that the setting is actually closed will be credited to your account. Credits for absences or early pick up do not apply in any other situations.
23. Parents of children accessing the 30 hours (extended entitlement) will be liable for their childcare fees if they leave before headcount day.

Unpaid fees

24. The setting reserves the right to charge interest on late fees at the rate of 5% base rate.

Exclusion for non-payment

25. Children will be excluded from the setting if fees remain outstanding more than 10 working days beyond the due date and the registration terminated.

Late collection

26. Parents/carers collecting children late from the setting will be subject to a surcharge of £20.00 per hour. Charges are made after 5 minutes and further charges after the hour. Parents / carers should be aware that the setting must be vacated by the designated closing time 6pm.

Belongings

27. The setting does not accept responsibility for accidental damage or loss of property. We suggest children wear sensible clothing and footwear which you don't mind getting dirty as messy play can mark clothing. Please clearly label all belongings brought into the setting.

Insurance

28. The setting undertakes to maintain those insurances required by law. Details of these are available from the setting manager. Copies of the current employer's liability and public liability insurance policies are displayed on the notice board at the setting.

Security

29. It is the parent/carers responsibility to ensure that staff are aware of who will be collecting their child. No child will be allowed to leave the building with anyone, known or not, without prior notification from the parents themselves.

Legal Contract

30. The offer of a place and its acceptance by the parents gives rise to a legally binding contract on the terms of these terms and conditions, our policies and the contents of this handbook.

31. These terms and conditions are governed exclusively by English law.

Mrs K L Francis - Director