

Terms and Conditions

WHO WE ARE

We are the Children's Workshop (Sole Trader) a company registered in England and Wales. Our registered office is at 78A Thames Side, Staines. TW18 2HF. The sole trader of the Children's Workshop is Mrs. J C Tait.

OFSTED

We are registered with OFSTED as a Childcare on Non-Domestic Premises, and operate within their regulations, guidelines and rules. Their Inspectors regularly visit the pre-school to ensure the appropriate standards of care & education are being provided.

HOW TO CONTACT US

You can contact us by telephoning, emailing or writing – address, emails and phone numbers are on the website: www.childrensworkshop.co.uk.

VARIATIONS

These terms and conditions are subject to change from time to time to reflect changes in the law or circumstances affecting the pre-school. If we intend to make changes, we will inform you before the changes take effect. If you do not agree to any material changes, you may contact us to end the contract with us and receive a refund for the pre-school services you have paid for but not received.

We may change the pre-school services we provide and our policies and procedure to reflect changes in relevant laws and regulatory requirements. Our current policies and procedures which are included in the terms of our agreement with you are displayed on our website and are available from the Pre-School office on request.

WITHDRAWAL

We require a minimum of 1 month's written notice for all funded and unfunded places, to reduce or cancel your child's normal booking. It is your responsibility to ensure that the written notice has been received by the Pre-School office.

Please note that parents of funded children may not be able to access Education Endowment Foundation support elsewhere mid-term.

Increasing the attendance reserved for your child at the pre-school is subject to availability.

Early Years Nursery Education funded places are available, subject to agreement and availability.

REGISTRATION AND ACCEPTANCE

To register please complete the registration form. A non-refundable registration fee of £75 (per child) is required upon completion of registration to join our registration list.

Prior to the starting date the following must be received by us for each child: -

- Completed Registration form including emergency contact details, health information, special educational needs and disability information and signed parental agreement

- All necessary consents & permissions
- Copy of child's birth certificate (please note that we will need to see the original)
- Parents NI number (required for Early Education funding places)
- EEF Eligibility code (if applicable)
- Non-Refundable registration fee

Our bank account details for the registration fee and the payment of fees are as follows:

Trading name: The Children's Workshop

Account number: 20352663

Sort Code: 30-94-42

Please use your child's name or invoice number as a reference

INVOICES AND PAYMENT

Soon after your child takes their place at the Children's Workshop, you will be issued an invoice for charges relating to the whole (or remainder if applicable) of the academic term. Please note that charges are payable in advance.

In the first part of each subsequent academic term (September (Autumn Term), January (Spring Term) and April (Summer Term)) you will be issued with an invoice in respect of charges for that term. Please note that each invoice will be emailed to you using the email address that you provide on your child's registration form. It is your responsibility to check each term that you receive your invoice by email. All invoices must be paid promptly and in full within 28 days of the date thereon.

Additional invoices will be issued for any charges additionally accrued during the previous month e.g. for additional hours or days.

The easiest way to pay your fees is via bank transfer. If this payment method is not possible, then payments can also be made using cheque or cash. Payment can be made at our Office, which is open between 8:30am and 1:45 Monday to Thursday.

We accept Childcare Vouchers from most major companies and we are also registered to receive Tax-Free Childcare payments. Your Childcare Voucher Company is likely to require our Ofsted registration number, which is **122593**. If for any reason we are unable to redeem your childcare voucher/payment you will be responsible for payment of the fees due by another payment method. It is your responsibility to ensure voucher payments are received by us before the invoice 'due date'.

For children in receipt of Early Years Education funding (3 and 4 year olds only) an additional services fee is payable (currently £3/hour for children in receipt of 15 hours and 30 hours).

For families in receipt of EYPP or for other circumstances that the Setting is aware of, the additional services fee may be waived at the discretion of the Owner. Please contact the Owner to discuss.

We have a limited number of places available for 2YO (FEET) Funding. These are offered on a term-time only basis (38 weeks a year). No charges are applied.

As the receipt of prompt payment is critical to the effective operation of the Setting, failure to make full payment by the specified date may result in the suspension of your child's paid childcare place or any 'paid for' additional hours. Written notification will be issued in such instances.

LATE PAYMENT

Late payments cause a great deal of additional administrative work. A late payment fee of £5.00 may be charged for each day any payment remains outstanding on an account. Payments will be classed as 'late' if the full invoice has not been paid within 28 days of the date thereon unless you have notified us in advance of an alternative payment plan. Late payment fees will be added to the following term's invoice. Persistent late payment of fees may result in the suspension of the childcare place. If you have a particular financial situation, please consult with Joan Tait, in confidence and in advance.

FEES AND TERMS AND CONDITIONS

Fees and Terms and Conditions will normally be reviewed annually. However, we reserve the right to review and amend our fee structure and/or Terms and Conditions at any time. At least one calendar month's written notice of any change will be given.

HOURS OF OPERATION

The pre-school is open Monday to Friday from 8:30am – 1:45pm.

We have two groups at the Children's Workshop.

- Our Blue Group is for our younger children. Sessions are Mon-Thu and either 9:00am – 12:15 or 9:00am – 1:15pm. Children attending the longer session stay for a packed lunch provided by their parents. We require a minimum of 2 x sessions/week, however, you could have all 4.
- Our Red Group is for our older (School leaver) children. Sessions are Mon-Fri, 9:00am – 1:30pm. All children stay for a packed lunch. We require a minimum of 3 x sessions/week, however, you could have all 5.

We close on all Statutory Holidays and also close for the Christmas, Easter and Summer holidays following the educational academic year (please refer to calendar dates). We do not charge fees during the holidays.

All parents or carers must be onsite and ready to greet their child/ren when their child's pre-school session ends at 12:15pm, 1:15pm or 1:30pm.

SETTLING/PRACTICE SESSIONS

Children are offered 2 settling sessions before they start at the Pre-School at no charge. This is a flexible process depending on the needs of the child. The sessions are accompanied by the parents/carers to meet your child's key person and complete the relevant paperwork. You will then be given an opportunity to leave your child for a short time. The sessions last approximately 1.5 hours each.

SICKNESS AND OTHER ABSENCES

Like most childcare settings, fees will not be waived in respect of any absence on a child's standard days or any pre-booked additional hours. This includes family holidays. We would, however, greatly appreciate being advised of any planned or unplanned absence.

Please advise the pre-school prior to 9:00am if a child will not be attending due to illness. A child who is ill (e.g., fever, infection, diarrhoea, communicable disease, or any other type of illness that may be

passed on to others, with the exception of the common cold) must be kept at home to protect the well-being of the staff and other children in our care.

Should a child become ill while in our care we will notify you and you agree to make immediate arrangements to collect the child from the pre-school.

Children will not be allowed to return to pre-school until they have been symptom free for at least 24 hours for a fever and 48 hours for sickness or diarrhoea. We reserve the right to require a note from a doctor to confirm this.

You agree that our staff have your permission to seek any necessary emergency medical advice or treatment during their time at our pre-school. Please refer to our sickness policy for more information about this topic. Our current sickness policy is displayed on our website and is available from the Pre-School office on request.

ATTENDANCE PATTERNS

Children will have an agreed regular attendance pattern which can only be altered with suitable written notice (see 'Notice Period') and subject to the availability of places.

INCLEMENT WEATHER

In the event of adverse weather, we will endeavour to open the Pre-School as normal. In the event that the Pre-School is not able to open or has to open with reduced hours because of adverse weather, full fees will still apply and we are unable to offer any refunds.

LATE COLLECTION

We politely request that parents/carers collect their children punctually. Please also refer to the Setting's 'Non-Collection of Child Policy', a copy is displayed on our website and is available on request.

Parents/Carers should allow sufficient time for discussions with staff at the end of their child's session to ensure end of session time is not exceeded. For example, children who are paid for until 1:30pm should be collected and have left the premises by 1:30pm to allow our staff to finish their shifts promptly and for cleaning regimes to be undertaken.

If you are not able to pick up your child alternate arrangements must be made. Please notify the pre-school if an unauthorised person will be picking up your child. Verbal or written permission must be received before we will release a child to anyone who is not authorised on the registration form. A password will be used.

TERMINATION

We reserve the right to suspend or terminate care of any child without notice, should it be necessary for the overall safety and well-being of staff and/or other children in our care. In these circumstances we will refund any sessions you have paid for but your child has not received.

EXCLUSION

If in the reasonable opinion of the pre-school Senior Manager or person of similar standing or authority it is considered that the continued presence of the child referred to herein is detrimental to the health,

safety or wellbeing of the child or other children in the setting or the setting practitioners or other staff so employed then we may serve notice to the parent/guardians for the child to be immediately removed from the pre-school and we reserve the right to immediately terminate this agreement.

BEHAVIOUR MANAGEMENT

If a child's behaviour is seen to endanger others and all routes according to our Behaviour Policy have been adhered to, we will take advice from the local authority and arrange a meeting with the parents to discuss the options available. Our current Behaviour Policy is displayed on our website and is available from the Pre-School office on request. If a parent does not support us in gaining help and advice from outside agencies, then we reserve the right to terminate this agreement with immediate effect and will no longer provide care for that child. In these circumstances we will refund any sessions you have paid for but your child has not received.

PUSHCHAIRS, BICYCLES & SCOOTERS, PERSONAL EFFECTS

We do not accept any liability for loss or damage caused to any pushchair, scooter, bicycle, or personal effects whilst left on the grounds of the pre-school, or while in our care. All items are left at the risk of the owner including items of clothing (including your child's clothing). All personal items, including clothing, should be named.

PRE-SCHOOL CLOSURE

In exceptional circumstances, we may have to close the pre-school because of events outside our control (for example transport strikes, severe adverse weather, personal health, acts of terrorism, pandemics etc.). If this does happen then we will contact, you as soon as possible to let you know.

As we will continue to incur the costs of maintaining pre-school, we will not be liable for delays caused by the event and will not issue refunds for such forced closure. Full fees may remain payable during such closures.

DISCLOSURES

You must, as soon as possible, disclose to us in confidence any known medical condition, health problem or allergy affecting your child; any history of a learning difficulty on the part of the child or any member of his/her immediate family; any disability, special educational need, or any emotional, behavioural and/or social difficulty on the part on the child; any family circumstances or court order which might affect the child's welfare or happiness; any concerns about the child's safety; or if it is intended that the child is to be cared for and accommodated by someone who is not a close relative for a period of 28 days or more.

SPECIAL PRECAUTIONS

We need to be aware of any matters that are relevant to your child's safety and security. We must therefore be notified in writing immediately of any court orders or situations of risk in relation to the child for whom any special safety precautions may be needed. The parents may be excluded from pre-school premises if we, acting in a proper manner, consider such exclusion to be in the best interests of the child or any other child or staff member.

OUR LIABILITY

Unless negligent or guilty of some other wrongdoing causing injury, loss or damage, we do not accept responsibility for accidental injury or other loss caused to you or your child or for loss or damage to property.

DATA PROTECTION

By agreeing to be bound by these terms you consent as far as is required under data protection law to the processing by us of personal information including financial information relating to you and sensitive personal information relating to you and/or the child as is deemed necessary for the legitimate purposes of pre-school. Please see our data protection policy displayed on our website.

CONFIRMATION

The above Terms and Conditions take effect from 1st October 2021. Failure to adhere to the above terms may result in the suspension of your child's place. Outstanding debts may be referred to a debt recovery agency. Legal proceedings may form part of the debt recovery process.

By accepting or continuing to accept a place for your child, you agree to accept the Terms and Conditions stated above and any future variations (subject to one calendar months' notice being given of any such changes).