



NETHER HEYFORD PRE-SCHOOL

Charity number: 1029571

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TERMS AND CONDITIONS

1. Session Times

- 1.1 The preschool operates the following sessions during school term time:
Monday to Friday 09.00 – 15.00
- 1.2 Children attending until 1pm or 3pm need to bring a packed lunch in line with our healthy eating packed lunch guidelines.

2 Admissions

- 2.1 Children are eligible to attend the setting from their second birthday until they start full time school.
- 2.2 Children are eligible to attend our rising-5s session, which runs until 3pm on a Thursday, from the beginning of the academic year before they start school.
- 2.3 Children may join the setting at any time during the school term.
- 2.4 We will adhere to the principles of the General Data Protection Regulations (2018) when collecting and processing information about you and your child. We explain how your data is processed, collected and kept up-to-date in our Privacy Notice which can be found on our notice board.

3 Booking of Sessions

- 3.1 All sessions must be booked in advance. Places are allocated strictly on a first come first served basis.
- 3.2 Where a requested session is full, we will wherever possible offer an alternative session.
- 3.3 Parents wishing to amend their sessions must make a written request to do so. Once booked, the amended sessions will be confirmed to parents in writing and invoiced accordingly.
- 3.4 Parents wishing to use the Walking Bus service to & from Bliss School must book and pay for the service in advance.

4 Fees

- 4.1 Fees are charged on an hourly basis at our current hourly rate and are payable termly in advance.
- 4.2 A nominal snack charge per day will be added to the termly invoice.
- 4.3 A Walking Bus charge will be added to the termly invoice if applicable.
- 4.4 Invoices will be issued during the final two weeks of the previous term. Any errors in session times or invoicing must be notified direct to the Business Manager within 1 week of the invoice date.
- 4.5 After this date, it will be assumed that the invoicing is correct and the invoice will be payable in full.
- 4.6 All invoices must be settled before the term commences unless an alternative payment plan is in place.
- 4.7 Payment plans must be agreed in advance with the Business Manager.
- 4.8 Payment may be made by direct bank transfer or childcare vouchers, cash or cheque.
- 4.9 In the event of non-payment of fees, an administration fee of £5 per month will be charged unless alternative arrangements have been agreed with the Business Manager to settle the invoice. If fees remain unpaid for more than 7 days after the due date, the committee reserves the right to ask the child to reduce their hours or leave the setting until such time as the fees are settled in full.

5 Free Entitlement

- 5.1 All children are entitled to a maximum of 15 hours free early years education per week from the calendar block after their third birthday.
- 5.2 We will write to all parents during the term before their child becomes eligible for the free entitlement with details of how to claim.
- 5.3 In some circumstances, 2 year old children are entitled to a maximum of 15 hours free early years education per week from the calendar block after their second birthday. A valid redemption code must be provided.
- 5.4 Children attending for more than 15 hours per week will be billed for the additional hours at our normal hourly rate unless they have provided a valid redemption code from HMRC for an additional 15 hours of free childcare. The first 15 hours of attendance each week are deemed to be the free entitlement hours offered by Northamptonshire County Council.
- 5.5 Free entitlement hours may only be used during pre-school hours and cannot be used for Breakfast Club or After School Club sessions.

5.6 No refunds will be given in the event of free entitlement hours being claimed but not attended.

6 Notice Period

- 6.1 Should a parent wish to reduce the number of sessions attended or withdraw from the preschool completely, we require 4 weeks written notice.
- 6.2 Fees are payable in full for this notice period and written notice should be addressed to the Business Manager.

7 Holidays, Sickness or Other Absence

- 7.1 Parents must notify the setting at the earliest opportunity if a child is not going to be attending a booked session whether this be due to holidays, sickness or some other reason.
- 7.2 Fees remain payable in full for all booked sessions not attended.

8 Review of Fees

- 8.1 Fees are reviewed each summer term with any price increases being effective from 1 September.
- 8.2 Where a fee review does not take place in the summer term, the committee reserves the right to review fees in the following winter term with any resulting fee increases being effective from 1 January.
- 8.3 All changes in terms and conditions or fees will be notified to parents in writing at least one month before they become effective.

9 Enforced Closure

- 9.1 We endeavour to ensure that the preschool is open for all its advertised term time sessions.
- 9.2 However, occasionally we may be faced with extreme circumstances beyond our control which force us to close the preschool at short notice. These circumstances include, but are not limited to, adverse weather conditions, staff illness or problems with basic services at the hall such as heat, light or water.
- 9.3 In the unlikely event that the setting is forced to close, every effort will be made to notify all parents direct as early as possible.
- 9.4 Where the enforced closure is for 3 consecutive setting days or less, no refunds will be made. However, in these circumstances alternative sessions will be offered wherever possible, subject to available capacity.
- 9.5 Should the enforced closure extend beyond 3 consecutive setting days, refunds may be made at the discretion of the committee.

10 Late Collection of Children

- 10.1 All children must be collected promptly at the end of the session.
- 10.2 Occasionally, parents may find themselves delayed due to circumstances beyond their control. In these instances, parents must notify the staff at the setting as soon as they become aware of the delay. Wherever possible, parents must make alternative arrangements for their child to be collected at the end of the session as normal.
- 10.3 In the event of a late collection, the committee reserves the right to charge a late collection fee of £5 for every 15 minutes as a contribution to the additional costs that are incurred in providing care beyond the session end time.
- 10.4 If a parent is delayed and no notification has been received by staff, then staff at the setting will make every effort to contact the parent or other emergency contact to arrange collection.
- 10.5 If the parent is unable to contact a parent or emergency contact and the child remains uncollected after 45 minutes then the preschool is legally obliged to notify social services

11 Uniforms

- 11.1 Preschool jumpers and t-shirts are available to purchase on a strictly optional basis. For further details, please speak to the setting manager.

12 Behaviour

- 12.1 Our staff and committee members have the right to go about their business at the pre-school without fear of intimidation.
- 12.2 Bullying or intimidating behaviour from children, parents, relatives or other individuals will not be tolerated.
- 12.3 In the event of such behaviour, the committee reserves the right to ask the individual concerned to refrain from visiting the setting.
- 12.4 In extreme circumstances where such behaviour is repeated the committee reserves the right to ask the child to leave the setting.