

# **TERMS AND CONDITIONS – The Hive Pre-school**

These are the Terms and Conditions governing registration, booking and parent partnership with The Hive Pre-school

All parents will be required to confirm they agree to these Terms and Conditions.

## **Registration and Deposits**

For Pre-School aged children The Hive must receive a completed Child Entry Record form before a place can be considered for a newly registered child. The Hive will take children from 36 months. Full and part time sessions must fit in to the session times agreed and therefore detailed on the registration form; however, we will attempt to meet individual needs or some variation where absolutely necessary. For Pre-school all existing and prospective children will go through an annual application process to confirm spaces for the forthcoming September. A Pre-School space and set days will be confirmed. Part of this process will be a requirement of the parent(s) to confirm eligibility for the 15 and 30 hours government funding each term.

Enquiries and confirmation may be via phone, email, in person, or on a Pre-School visit, together with the completed Child Entry Record.

Your child's space is only confirmed on the child starting at Preschool, therefore with the first months' fees paid for by in advance of the sessions starting. Sessions are booked through 'Scopay' and must be paid for 4 weeks in advance of the proceeding month, together with these signed Terms and Conditions, which represent a Contract between the parent(s) and The Hive, Kempsford Primary School

The Hive, Kempsford Primary School retain the right to not accept a new child starting at the School's discretion. In most cases this may be rarely related to a change in circumstances such as staffing and capacity.

## Booking and Payment

All monthly bookings and payment are due by the 1<sup>st</sup> of the commencing month, each month. Scopay online booking system is used to secure places and payments in advance.

Within the Scopay booking system, you can confirm the exact monetary amount you will pay via your Childcare Voucher Scheme or Tax Free Childcare. If you are new to The Hive, please confirm that we are registered with your Childcare Voucher Company, and where relevant confirm our Registration Code.

In the event that payment is not received via your Childcare Voucher Company or Tax Free Childcare, or any other similarly agreed methods of payment, payment will be requested via ScoPay by the 31<sup>st</sup> of the month at the latest or your child's Booking may not be accepted or you will be turned away on arrival.

## Termination/ Cancellation / Change

With the exception of Holidays, if you intend on reducing the agreed number of regular days or sessions your child attends or terminate a Pre-School place for any reason, The Hive, Kempsford School requires 1 months' notice in writing. Parents still remain liable for fees throughout the notice period. If a parent withdraws their child during this notice period, the fees shall still remain payable. We reserve the right to terminate a Pre-School place with immediate effect if any fees are not paid by the due date, or if a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour. In all other circumstances we will give you one months' notice, in writing, should we wish to terminate a Pre-School place for any reason. If a parent wishes to change the number or regular pattern of sessions taken at Pre-School, one months' notice, in writing, must be given and a 'Change of Sessions' form must be completed and handed in to the School Office.

No refunds will be given for sessions missed due to sickness, other absence or errors on the Booking. We do not accept swaps after the booking deadline.

## 3 and 4 year old funding

All children aged 3 and 4 are eligible for 15 hours government funding per week, from the Term following their 3<sup>rd</sup> birthday. **It is the parent's responsibility to ensure full payment of the sessions that have been booked from when the child turns 3 and the following term when the funding is awarded.** The appropriate paperwork will be provided by The Hive, Kempsford Primary School to sign your child up for 15 hours. Some parents will be eligible to a total of 30 hours government funding, from September 2017. At The Hive, funded sessions are only available in Gloucestershire Term time. If the parent increases the number of government funded hours above 15, these will need to be paid for until the additionally funded hours are received. Funding begins at the beginning of Autumn, Spring and Summer Terms. The Hive, Kempsford Primary School will update your Scopay records such that funded hours are deducted appropriately. The responsibility to apply and confirm eligibility for 30 hours remains the responsibility of the parent(s) before reaching and during Pre School year(s). You must inform The Hive, Kempsford Primary School if you fall out of the eligibility criteria, and you must therefore confirm with the HMRC what the grace period will be. If you are no longer eligible and the grace period comes to an end you may continue to utilise the space but will be paying at the normal Pre-School rate.

## **Operating Hours**

The Hive is open Monday to Friday during Gloucestershire County Council School Term Time, 08.45am – 3.15pm. If you are late collecting your child from the Pre-School or late leaving the premises after 3.15pm, a late collection charge of £5.00 for every 15 minutes may be imposed – this is at the discretion of The Hive, Kempsford Primary School. Please be punctual. If your child is booked in until a specified time and you are late, the full hourly rate or afternoon rate will apply, whichever is lesser.

## **Behaviour Management**

We may require parents to withdraw or remove their child from Pre-School in the event that the EYFS Manager and/or Owners considers the child to be disruptive or displaying inappropriate behaviour. We will not tolerate Pre-School staff being spoken to in an abusive or threatening manner by parents, carers or children, this includes contact via social media or posting on social media, which may bring The Hive, Kempsford Primary School in to disrepute. Such behaviour may result in the termination of a Pre-School place. In the event of an immediate termination, a full refund of Booking Fees will be transferred by The Hive by BACS on receipt of your banking details.

## **Complaints**

Any official complaints will be responded to within 24 hours, first in writing, and where appropriate parent(s) will be invited to a face to face meeting to discuss their concerns. The dispute will follow The Hive and Kempsford Primary School's Complaints procedures. All complaints, resolved or not, will be logged in our Complaints File for Ofsted to view on their routine Inspections. We retain the rights to act appropriately in line with social media recommendations if a dispute is put public and may bring the Pre-School in to disrepute. Feedback is always welcome and each year an anonymous survey will be sent out to parents for completion.

## **Insurance**

We have extensive Insurance cover - full details of the Insurance is available in the Policies and Procedures file in the Reception.

## **Personal Property and Belongings**

We cannot be held responsible for any loss or damage to children's property. Every reasonable effort will be made by the Pre-School staff to ensure the children's belongings are not lost or damaged. Practical 'inexpensive' clothing is strongly recommended for children attending Pre-school. It is the parent's responsibility to name and clearly label all items of clothing. We suggest that all toys, books or other equipment are left at home.

## **Liability**

We accept no responsibility for any loss suffered by parents, arising directly or indirectly, as a result of the Pre-School being temporarily closed (including a power failure) or the non-admittance of your child to the Pre-School for any reason, this applies to absence due to sickness, holidays and Bank Holidays. We accept no responsibility for children whilst in their parents care on School premises, i.e. prior to arrival or after pick up. We will not be liable to parents and / or children for any economic loss of any kind, for damage to the child's or parents property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind. We will make reasonable endeavours to keep parents and / or children's property in good order. Liability for damage of such property is excluded except where caused by our negligence.

## Accidents and Illness

We reserve the right to administer basic first aid and treatment when necessary.

Parents will be informed of all accidents and will be required to sign an accident form. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by Kempsford School to contact the parents but failing this, we are hereby authorised to act on behalf of parents and authorise necessary treatment. We will administer prescribed medicines if parents complete a 'Medicine Consent' form; however, the first dose of medicine must be given at home and parents must take all medicines home at the end of each day. We may require parents to withdraw their child from The Hive, Kempsford Primary School in the event that they require special medical care or attention, which is not available or refused by parents or it is considered that the child is not well enough to attend. We may also ask parents to withdraw their child from The Hive, if we have reasonable cause to believe that they are or maybe suffering from or has suffered from any contagious disease/infection and there remains a danger that other children at the Hive may contract such a disease/infection. We accept no responsibility for children contracting contagious diseases/infections. Parents are requested to inform The Hive if their child is suffering from any illness, sickness or allergies before attending. We have a realistic attitude to the needs of working parents but we reserve the right to contact parents if their child becomes ill during Pre-School hours.

## Security

Under no circumstances will the child be allowed to leave Pre-School with anyone unknown to Pre-School staff unless the parent has previously arranged this. If the parent has made alternative arrangements by telephone, the Pre-School will require the name, and telephone number of the person permitted to collect the child and a password will be required upon arrival at the Pre-School. A list of responsible adults who are authorised to collect the child should be provided on your Child Entry Form when registering. All parents must be aware of anyone they permit through the Reception behind or in front of them, and if you have a concern you must immediately bring it to the attention of a member of staff and/or Management.

## General Information

Parents are requested to inform the Pre-School of any food, medicine, activity or any other circumstances that may cause the child to have an allergic reaction/ allergy. Parents must provide details, in writing, of the severity of the reaction/ allergy and must continue to inform the Pre-School of any changes/progress to the condition, in writing, when they become aware. Parents are requested to inform the Pre-School of any changes to all information kept in the Pre-School.

## Agreement

These Terms and Conditions represent the entire agreement and understanding between the parents and The Hive. Any other understandings, agreements, warranties, conditions, terms or representations, whether verbal or written, expressed or implied are excluded to the fullest extent, permitted by law. We reserve the right to update / amend these Terms and Conditions at any time. One month's notice will be given of any changes made.

Parent/Guardian **Print** Name: ..... Date: .....

Parent/Guardian **Sign** Name: ..... Date: .....

Owner/Manager **Print** Name: ..... Date: .....

Owner/Manager **Sign** Name: ..... Date: .....