

Kempsford Church of England Primary School

“Together, we will RISE”

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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

For pre-school aged children the Hive must receive a completed Application Form, before a place can be considered for a new child. The Hive will take children from 36 months. Full and part time sessions must be detailed on the Application Form. These should fit into the pre-school hours however; we will attempt to meet individual needs or some variation where necessary. 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 to confirm eligibility for the 15 and 30 hours government funding each term.

Enquiries and confirmation may be telephone, email or in person along with a completed Application Form.

Your child's space is confirmed on the child starting at pre-school, with the first month's fees paid for in advance. Sessions are booked on ScoPay by the school administrator, and invoiced one month in advance. Parents must pay the invoice by the final day of the month before (e.g. December 2020 invoice to be paid by 30th November 2020)

The Hive retain the right to not accept a new child at their discretion. In most cases, this will be related to a change in circumstances such as staffing and capacity.

BOOKING AND PAYMENT

All monthly payments are due by the final day of the previous month booked. Please use ScoPay online to make payments.

The Hive Pre-School accept a number of Childcare Voucher Schemes. If you are new to The Hive please check that we are registered with your Childcare Voucher Company. 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, we request that payment be made by credit card. Failure to pay in advance may result in your child being turned away.

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



requires 1 months' notice in writing. Parents remain liable for fees throughout the notice period. If a parent withdraws a child during this notice period, the fees 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 the school office informed of the change.

No refunds will be given for sessions missed due to illness or other absence.

THREE AND FOUR YEAR OLD FUNDING

All children aged 3 and 4 are eligible for 15 hours government funding per week from the main Term following their 3rd birthday. For example funding for a child with a January birthday will not start until after Easter (Term 5). Pre-school funding is allocated three times per year – Autumn, Spring and Summer (Term 1, 3 and 5).

Some parents will be eligible to a total of 30 hours government funding. The responsibility to apply and confirm eligibility for 30 hours remains the responsibility of the parent(s) before reaching and during the pre-school year(s). You must inform The Hive if you fall out of the eligibility criteria, and you must confirm with HMRC, what the grace period will be. If you are no longer eligible and the grace period ends, you may continue to utilise the pre-school 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, 09:00-15:00. We offer a top and tail session from 08:45-09:00 and 15:00-15:15 to fit in with the school day.

BEHAVIOUR MANAGEMENT

We may require parents to withdraw or remove their child from pre-school in the event that the EYFS Manager 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 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 via BACS on receipt of your bank details.

COMPLAINTS

Any official complaints will be responded to within 24 hours, first in writing, and where appropriate parents will be invited to a face to face meeting to discuss their concerns. This will follow the Hive and Kempford Primary School Complaints Procedure. All complaints, resolved or not will be filed in our Complaints file for Ofsted to view on their routine inspection.

INSURANCE

We have extensive insurance cover – full details of the insurance is available in the Policies and Procedures file in the school office.

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 Application Form when registering. All parents must be aware of anyone they permit through the gate 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 PRINT NAME: _____

SIGN NAME: _____ DATE: _____

The Hive PRINT NAME: _____

SIGN NAME: _____ DATE: _____