



STARTING POINT CHILD CARE CENTRE: TERMS AND CONDITIONS

PLEASE READ AND SIGN ONE COPY OF THESE TERMS AND CONDITIONS RETURNING THE SIGNED COPY TO STARTING POINT TOGETHER WITH THE COMPLETED BOOKING/REGISTRATION FORM.

Within these terms and conditions "Starting Point" means Starting Point Child Care Centre.

Starting Point reserves the right to change hours, fees and/or these terms and conditions without notice to facilitate the safe and effective running of Starting Point.

Booking/Registration Form

A booking/registration form must be completed and sent to Starting Point before a child can be considered for a place. Parents/Carers are required to inform Starting Point **immediately** if any of the information given on the booking/registration form changes, particularly changes to contact details, mobile telephone numbers etc.

Booking Fee

A booking fee of **£60.00*** will be charged, per child, on confirmation of a booked place. This fee covers administration costs and allows for two pre-visits (to help the child settle in). The booking fee is not refundable.

* Where places for two children from the same family are booked at the same time the booking fee charged will be reduced from £120 to £90.

Fees

Fees are invoiced monthly in advance. Invoices must be paid in full. Payment by cash/debit card must be received by 1st day of the month immediately following the date of issue of that invoice.

Please note that cheques are not accepted.

Interest may be charged on any amount which is overdue at the rate of 3 % above the base rate of Barclays Bank plc and interest will accrue on a daily basis before as well as after judgement.

A late collection charge of £5 per child per 10 minutes (or part thereof), after the end of a booked session. The charge increases to £10.00 per child per 10 minutes (or part thereof) for any time which is after 6pm. If you are likely to be late in collecting your child, it is essential that you contact Starting Point to confirm the time you expect to arrive to collect your child.

Sessions that have been invoiced and paid for cannot be credited to your account if cancelled **Fees are payable and are not refundable for any booked sessions which are cancelled or not attended for whatever reason including a child being unwell. In exceptional circumstances where a child has been admitted to hospital and a signed certificate is provided by the hospital Starting Point will credit your account.**

PLEASE NOTE that where invoices are not paid in full by the 1st day of the month a reminder letter will be sent out. Failure to pay the invoice by the 1st day of the month will mean that a letter advising of exclusion will be issued and the Starting Point

place to which the invoice relates will be cancelled with effect from the date stated in the exclusion letter.

Holidays

There is an entitlement of a holiday period of up to two weeks during each academic year from 1 September to 31 August (the "Holiday Entitlement") when fees will not be charged STRICTLY PROVIDED that the dates to be used for Holiday Entitlement are booked and agreed with Starting Point and confirmed in writing at least one month in advance.

Absence for holiday other than the Holiday Entitlement will be charged at the normal fee rate.

Annual Christmas Closure

Starting Point is closed for several days between Christmas and New Year and you will be notified in advance of the exact dates of the annual closure. You will not be charged for this period of closure.

Closure other than the Annual Christmas Closure

In the event that Starting Point is closed due to adverse weather conditions or any circumstances beyond our control fees will not be charged.

Notice of Leaving or Change to Booked Sessions

One complete month's notice in writing is required to decrease the number of booked sessions or to notify us that your child no longer requires a place at Starting Point. Fees are payable in full even if your child does not attend Starting Point during this period. If an increase to the booked sessions or a change of days is requested you should confirm your request in writing and this will be arranged subject to availability.

Fees for extra sessions will be included in the following month's invoice. Starting Point reserves the right to terminate your child's attendance at Starting Point with or without notice. Any decision to terminate your child's attendance at Starting Point is at the sole discretion of Starting Point and may be given in instances where there is consistent anti-social behaviour, overdue fees or such other reason as the Starting Point Manager may determine.

Attendance

Starting Point is open from 8am to 6pm Monday to Friday excluding Bank Holidays and the Annual Christmas closure.

Fees are payable for the whole of the booked session and there is no reduction of the fee payable in the event that a child does not attend the whole of the booked session.

Security

The person collecting the child must be known to Starting Point staff and must provide a previously agreed password to confirm their identity. Due to safeguarding reasons, we will not allow a child to leave the nursery without the agreed password being provided upon collection. Where there is a court order in place regarding parental responsibility, the nursery will need a copy of the order for the child's records.

Health Records

Starting Point requires parents/carers to complete Starting Point's Medical Information Form for their child. Starting Point requires details of emergency contact names and medical information concerning allergies, dietary or special requirements. Immunisation is a condition of admission to Starting Point, unless otherwise confirmed by the child's General Practitioner. The parent/carer must keep Starting Point informed of any changes to the information provided on the Medical Information Form.

Health

Any child suffering from sickness and/or diarrhoea, conjunctivitis or any discharge from the eyes, sore throat, heavy cold, or rash or any other contagious illness and who is not well enough to cope with the normal nursery routine, should be kept at home. Starting Point should be notified of the nature of the illness and consulted about the child's likely return date. Parents/Carers must inform Starting Point of any illness affecting their child or which their child has been in contact with, which could prove dangerous to other children.

Starting Point reserves the right to refuse entry to any child that the Starting Point Manager considers to be unwell or suffering from any contagious or infectious complaint.

Starting Point reserves the right to administer basic first aid treatment where necessary. Parents/Carers will be informed of all accidents and will be required to sign their child's accident form.

If your child becomes ill whilst attending Starting Point we will attempt to contact you. If we are unable to contact you, we will contact the "authorised people" listed on the booking /registration form. Every possible effort will be made to contact the parents/carers or authorised people in an emergency.

By signing the copy of these terms and conditions you give your consent to Starting Point staff acting "in loco parentis" for your child in case of illness, accident or emergency. Starting Point staff will take such action as the Starting Point Manager considers appropriate, including hospitalisation, whether or not the parents/carers or next of kin have been informed.

Parents/Carers are required to keep Starting Point informed of any change in details of the child's General Practitioner, or develops an allergy or has more or not received any immunisation vaccinations.

Consent to give medicines

Parents/Carers are required to sign a medicine consent form before any prescribed medication can be given to their child. Starting Point staff cannot administer medication bought "over the counter" except for teething gel.

Visits out of Starting Point

We go for short walks and various day trips. Consent for children to be included in these outings must be authorised in the relevant section on the booking/registration form.

Personal Property

Children need to wear clothes which are practical, easy to wash and allow freedom to play and work comfortably. Parents are required to provide a named bag containing at least one complete change of clothes. All children's property and clothing must be named for ease of identification. During bad weather, additional footwear should be provided for use inside Starting Point.

Starting Point will provide an extensive range of toys for children of all ages; it is therefore not necessary or advisable for children to bring toys from home. For younger children, comfort toys of special interest are acceptable. **Starting Point cannot be held responsible for loss or damage to children's property both in the nursery whilst at Starting Point**

Starting Point Policies and Procedures

A copy of all Starting Point policies and procedures is given to each individual family as well as a copy being displayed on the notice board in Starting Point's main entrance.

Complaints Policy

We aim to always meet the needs of children. Nevertheless, if a parent/carer should have a complaint this should normally be raised with the Starting Point Manager or with Ofsted Early Years who have statutory responsibility for registration and inspection of day nurseries in Cheshire. (Please refer to the Starting Point policies and procedures for further details).

Access to Information

All information concerning each child is kept on a personal file. This information is confidential but is open to inspection by the parent/carer of the child concerned. Some records may be kept on computer and these will also be available for inspection on request.

- I am /We are responsible for payment of the Starting Point fees.
- I/We acknowledge and agree that in order to qualify for full fee remission during the period of Holiday Entitlement I/We **must** comply with the requirements to give Starting Point at least one month’s notice in writing in accordance with the requirements set out above, under the heading “Holiday”.
- I am aware that fees will not be charged for Bank Holidays or the Annual Christmas Closure.

- I /We have read and agree to these Terms and Conditions.

(Where two legal parents/carers are responsible for the child both parties must sign)

PARENT/CARER SIGNATURE:.....

PRINT FULL NAME (BLOCK CAPITALS)

DATE:

PARENT/CARER SIGNATURE:.....

PRINT FULL NAME (BLOCK CAPITALS)

DATE: