**Parent and The Grove Contract**

Welcome to The Grove, specialist providers of pre-school education and childcare. This contract has been designed to detail our terms and conditions. Please read this contract carefully and retain for future reference.

**Opening times**

\* The Grove is open from 8am - 6:30pm, Monday to Friday, except for Bank Holidays, one week over the Christmas period and five OFSTED training days (to be advised through the year).

\* Children will not be accepted before 8am. Children attending for school hours will not be accepted before 9:30am, and for afternoon sessions will not be accepted before 1:30pm.

\* Late collection of your child should be avoided at all times. Should this occur you will be charged at the rate of £20.00 per 15 minutes after your session has finished. Morning sessions finish at 12:30pm, school sessions at 3:30pm, afternoon sessions at 6:00pm and full day sessions at 6:30pm. The first five minutes will be charged within the first 15 minutes.

**Fees**

\* Payment of a non-refundable registration fee of £50.00 is required on enrolment. This must accompany a fully completed enrolment form. For a second child enrolling a £30.00 registration fee is required.

\* Once a place has been offered, a deposit of one month’s fees is payable in advance. Your deposit is held on account and is refundable in full in your last month’s fees, providing two calendar months’ written notice is given and there are no outstanding monies owed.

\* The deposit becomes non-refundable if: -

a) You cancel your child’s booking before enrolment day.

b) Fees are not paid. Non-payment will result in the cancellation of your place.

\* Fees are paid in advance at the beginning of each month by Standing Order. If unpaid, a letter will be issued on the 7th day of the month requesting payment within the next seven days and a late payment fee of £20 will be due. Non-payment will result in the cancellation of your place.

\* Fees are due from the start date that is specified on your enrolment form or the start of the settling period.

\* A retention fee may be required if you request us to reserve a vacant place for your child. This is non-refundable.

\* You are liable for fees on all the days that are booked and not just days attended (fees have been calculated taking into account sickness, holidays, bank holidays and the Christmas closure).

\* Overpayments requiring a refund will incur a £15.00 administration fee.

\* Cheques or payments returned unpaid by the bank will incur a £5 administration fee.

\* Days that are booked in agreement with the management team cannot be swapped.

\* If, due to unforeseen circumstances you need to put your child in for an extra session at short notice you can book an emergency session. This will be subject to availability and will be charged at the current hourly rate. You will be invoiced separately for these bookings and are required to pay by cheque or cash on the day of attendance. 24 hours’ notice is required if you wish to cancel an extra session or you will be charged.

\* If you wish to change your child’s booking one month’s written notice is required. Depending on availability, your request to change your days will be agreed. Once this change in booking has been agreed, you are required to give one month’s written notice if you would like to make any further changes; otherwise you will be liable for the fees.

\* If you are decreasing the number of the days your child attends you will be liable for fees if one month’s notice is not given.

\* If you would like to increase the number of days your child attends your request will be agreed as soon as the days become available.

\* Fees reduce at the start of the calendar month following your child’s second or third birthday. Children are eligible for the nursery grant from the term following their third birthday.

\* If you have more than one child in attendance, the child whose fees are the lower will be given a discount of 10%. This discount is given on regular bookings and not on extra/emergency bookings.

\* Your child may attend The Grove on the days booked:

a) Until he/she reaches the age of 5 years.

b) Unless this contract is breached. One month’s written notice will then be issued.

c) As long as fees are paid in accordance with this contract.

d) Unless there has been unreasonable continued late collection of your child.

\* Extracurricular outings will be charged separately to the parent at the cost of the outing.

**Notice of Withdrawal**

\*Two calendar month’s written notice is required should you wish your child to leave The Grove. If notice is not received you will be liable for a month’s fees and your prepaid deposit becomes non-refundable.

**Authorised collection of your child**

\* For security reasons The Grove will not allow your child to leave the premises with anyone other than the parent/carer nominated. If your child is to be collected by anyone other than the nominees, written consent from the parent is required; however in an emergency a telephone call to the management team will be accepted. In both cases a form of identification and a password will be required before the child is allowed to go home.

\* If you fail to inform us that your child is being collected by someone other than the nominated person, we will endeavour to contact you by telephone for your authorisation. If we are unable to contact you, we will not permit your child to leave the premises.

**In the case of an emergency**

\* In the event of an emergency it is very important that the staff at The Grove know where you are going to be whilst your child is in attendance. Please inform the management:

* If you change your place of employment or telephone number
* If your emergency contact numbers change
* If there are any changes to your original enrolment form

**Accidents**

\* Our staff are trained First Aiders and supervise your child/ren constantly throughout the day; however should an accident happen, you will be notified when you collect your child and asked to sign an accident form. If your child is involved in a more serious accident you will be contacted at your place of work and informed of the accident and our actions. If we feel it is appropriate to take your child to hospital you will be informed immediately and asked to meet us there. A member of staff will accompany your child and will stay with you both as long as is required.

**Notification of absence**

\* You are required to notify The Grove by 9:30am if your child will not be attending on the day he/she is booked in.

\* You should keep your child at home:

1. If he/she is suffering from an infectious disease.
2. For the first 24 hours if medication has been prescribed.
3. If he/she has a high temperature (above 38°C).
4. If he/she has vomiting and/or diarrhoea.

**Medication/illness**

\* If your child becomes very unwell whilst in attendance at The Grove you will be contacted at your place of work and asked to collect them. They must be kept at home for a minimum of 24 hours to allow them time to recover and to limit the spread of infection to other children and staff.

\* Medication will only be given if it has been prescribed by your GP for your child.

\* A medicine form MUST be signed by the parent. Staff are unable to administer any medication if a form has not been signed by the parent.

\* If your child has been prescribed antibiotics by your GP, you will be asked to keep your child at home for the first 24 hours to enable the antibiotics to start to kill the infection. This also helps limit the spread of infection throughout The Grove.

\* If your child should have head lice, he/she will not be accepted into The Grove until their head is clear of the head lice. Should we find any head lice on your child you will be called at your place of work and asked to collect your child immediately. This is to avoid the spread of the head lice to the other children.

\* If your child has an upset stomach you will be asked to keep them at home for 48 hours, again to minimise the spread of infection.

\* If your child has an infectious disease you will be asked to keep your child at home until the infectious period is over. Please see our policy on infectious diseases (our policy has been written using the local health authority’s guidelines).

**Babysitting**

\* No employee of The Grove is permitted to babysit for parents, service users, past clients or potential clients in a private capacity, as doing so may result in a conflict of interests. Parents are therefore asked not to request babysitting services from staff members, as doing so may place them in breach of their employment terms and conditions.

**Employment of Staff**

\* Should you employ a member of our staff within six months of them leaving our employment you will be charged an introduction fee of £2,000.

**Notice of change in fees**

\* Fees are generally revised at the end of each year with any increase implemented from the beginning of January. Any increase will be kept to a minimum, and a minimum of one month’s notice of any change will be issued. We reserve the right to adjust fees at other times in the year if necessary.

We reserve the right to amend these terms and conditions. Any change will be given in writing.