

Childcare terms and conditions

Hopscotch Playgroup CIC Terms and Conditions



This document and the terms and conditions within it govern the basis on which Hopscotch Playgroup (referred to here as 'we' / 'our' / 'us' agree to provide childcare services to parent(s)/guardian(s) (referred to as 'you').

Only a parent/guardian with parental responsibility for a child can register that child for a childcare place with us. We will ask to see your child's birth certificate, or other relevant documentation, to confirm that you have parental responsibility for the child as part of our registration process.

Our details:

Hopscotch Playgroup Co-operative CIC

Ofsted URN: EY336516

Company number: 5799606

Registered address: 38 Sykefield Avenue

Insured by: RSA

Leicester LE3 0LB

Insurance policy number: RTT209838

Telephone: 07909 948 943

Email: lorraine@hopscotchplaygroup.com

Your details:

Full name of parent/guardian (1) _____

Address _____

Telephone _____

Email _____

Full name of parent/guardian (2) _____

Address _____

Telephone _____

Email _____

Full name of child _____

Date of birth _____

Our offer of a childcare place for your child:

Expected start date of child's place _____

Settling in period

Agreed hours:

	Monday	Tuesday	Wednesday	Thursday	Friday
Agreed times of attendance					
Total daily hours					

Offered over 38 weeks per year.

Term dates 2024/25: Autumn term 2/9/2024 - 20/12/2024 Half term 21/10/23 - 25/10/23

Spring term 6/1/2025 - 11/4/2025 Half term 17/2/2025 - 21/2/2025

Summer term 28/4/2025 - 11/7/2025 Half term 26/5/25 - 30/5/2025

We are closed on bank holidays.

Usually weekly fee:

First payment due:

Will the child receive nursery education funding

Yes

No

Details of any other funding provided by other third parties (e.g. employers childcare vouchers)

Childcare terms and conditions

The following terms and conditions govern the basis on which we agree to provide childcare services to you.

1.0 Our obligation to you

- 1.1 We will inform you as soon as we know whether your application has been successful. You are required to confirm that you still wish to take up a place within one week of receiving notification from us. If you fail to notify us then the offer of a place may be withdrawn.
- 1.2 We provide agreed childcare facilities for your child during the official opening hours. If we change the opening hours, we will give parents as much notice as possible, and, if necessary, will work with you to agree a change to your child's hours of attendance.
- 1.3 We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.
- 1.4 We will notify parents as early as possible when the setting will be closed.
- 1.5 We will provide you with regular updates about your child's progress.
- 1.6 We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available.

2.0 Your obligation to us

- 2.1 You are required to fully complete and return the *Childcare Registration* form to us before your child can start.
- 2.2 You are required to inform us immediately of any changes to your contact details or other changes to the information on your child's registration form.
- 2.3 The *Childcare Registration* form includes medicine consent and emergency treatment authorisations which you are required to complete before your child attends.
- 2.4 You are required to immediately inform us if your child is suffering from any contagious disease, or if your child has been diagnosed by a medical practitioner with a notifiable disease. We need to protect other children at the setting so you cannot bring or allow your child to attend at these times. When your child is contagious, they pose a risk to other children during normal daily activities.
- 2.5 You are required to inform us of the identity of the person(s) who will be collecting your child. We will require proof of identity if a person collecting your child is not someone we usually see. You should let us know in advance about these changes. If we are not reasonably satisfied that the person collecting your child is expected, we will not release your child into their care until we have checked with you.
- 2.6 You are required to inform us immediately if you are not able to collect your child by the official collection time. You should make arrangements for an authorised person (recorded on your registration form) to collect your child as soon as possible and confirm who they are. A late collection charge will be applied. Please refer to the current fee schedule for details. If

you fail to collect your child by the official collection time and we have reason to be concerned about your child's welfare we will contact the local authority.

- 2.7 You are required to inform us as far in advance as possible of any dates when your child will not be attending.
- 2.8 You are required to provide at least one month's notice of your intention to decrease the number of hours your child attends and similarly, should you decide to withdraw your child completely and end this agreement. If you give insufficient notice, you will still be required to pay full fees for one month from the date of notice. If you would like to end this agreement, please speak to the setting manager.
- 2.9 If your child is the subject of a court order, you are required to inform us and provide a copy of the order on request.
- 2.10 You must avoid making any social media communications that could damage our business interests or reputation, even indirectly or link us to any political movement or agenda.
- 2.11 You must not use social media to defame or disparage us, our staff or any third party; to harass, bully or unlawfully discriminate against staff or third parties; to make false or misleading statements; or to impersonate staff members of the setting or other related third parties.
- 2.12 You should read our policies and procedures provided for parents - available for you at the setting and on our website www.hopscotchplaygroup.com

3.0 Payment of fees

- 3.1 Our fees are based on the weekly amount payable by you after applying any funded entitlements. Before your child starts, we will notify you of the payment required. We may review the fees at any time but will inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee, you may end the agreement by giving us one month's notice.
- 3.2 Fees are required to be paid at least weekly. We can invoice per calendar month if you prefer.
- 3.3 All payments made under this agreement should be made by standing order, bank transfer or by cash. All payment regardless of method shall be made by the parent/guardian on time, either weekly or monthly as agreed and in line with terms on the invoice. If the payment is made by cash, it is your responsibility to obtain a receipt from the setting manager as proof of payment. We reserve the right to charge a late payment fee. If further action is required to recover unpaid fees, additional charges may be made in lieu of any costs of recovery incurred.
- 3.4 If the payment of fees referred to in 3.3 is outstanding for more than 14 days then we may terminate the agreement. Once the contract has been terminated, the child shall cease to be admitted, and the notice of termination shall be regarded as a formal demand for outstanding monies.
- 3.5 If you require additional sessions or have been unable to collect your child by the official collection time, we will inform you of the extra amount payable and add these additional

charges to your regular fees. In the event of late collection of your child, we reserve the right to charge a late collection fee of £10 for the first 10 minutes and £10 every five minutes thereafter.

- 3.6 No refund will be given for periods when children do not attend a session due to illness or holidays. Please note that we are closed on bank holidays.
- 3.7 Where your child is in receipt of funded early years entitlement and/or extended entitlement (additional 15 hours) the full weekly fee is payable during periods where the early years funding does not apply. We may also ask for additional information recorded on your child's registration form that will assist HMRC in making a decision about eligibility for certain entitlements.

4.0 Suspension of a child

- 4.1 We may suspend providing childcare to your child at any time if you fail to pay any fees due.
- 4.2 If the period of suspension for non-payment of fees exceeds one month, either of us may terminate this agreement by giving written notice. This takes effect on receipt of the notice.

5.0 Termination of the Agreement

- 5.1 You may end this agreement at any time, by giving us at least one month's notice in writing.
- 5.2 We may immediately end this agreement if:
 - 5.2.1 You fail to pay your fees.
 - 5.2.2 You breach any of your obligations under the agreement and you have not or cannot put right that breach within a reasonable period of time.
 - 5.2.3 You behave unacceptably; we do not tolerate any physical or verbal abuse or threats towards staff or other parents.
 - 5.2.4 We take the decision to close. We will give you as much notice as possible in the event of such a decision.
- 5.3 You may end this agreement if we have breached any of our obligations under this agreement and we have not or cannot put right that breach in a reasonable period after you draw it to our attention.

6.0 General

- 6.1 If we close or take the decision to close due to events or circumstances beyond our control such as extreme weather conditions, the weekly fee will continue to be payable in full. We will be under no obligation to provide alternative childcare to you. However, if the closure exceeds three consecutive days in duration (excluding any days when we would otherwise be closed), we will credit you with an amount that represents the number of days closed in excess of three days.
- 6.2 If you have any concerns about the childcare we provide, please discuss them with your child's key person. If your concerns are not resolved to your satisfaction, please contact the setting manager. Your satisfaction with our service is very important to us and any concerns or

complaints will be reported to the appropriate line manager for review.

- 6.3 Normally we will seek your consent before sharing information about your child with another professional or agency. We are required to share any information with the local authority and other relevant agencies if there are any safeguarding concerns about your child. In certain situations, we may not seek consent prior to sharing information, or we may, in certain specified circumstances override a refusal to give consent.
- 6.4 We reserve the right to vary the terms and conditions contained in this agreement giving at least one month's notice.
- 6.5 This agreement contains the full and complete understanding between the parties and supersedes all prior arrangements and understanding whether written or oral relating to the subject of the agreement except to the extent that we vary terms from time to time.
- 6.6 Acceptance of a place will be deemed as acceptance by you of these terms and conditions.

Acceptance of our offer of a childcare place

Please sign below to indicate that you have read and understood the above terms and conditions and to confirm your acceptance of a childcare place with us for your child.

A copy of this completed and signed contract will be provided to each family.

Parent name 1

Signed

Date

Parent name 2

Signed

Date

Signed on behalf of Hopscotch Playgroup CIC:

Signed

Date

Name

Role (manager, director, staff)
