



Parental Agreement with Parton Manor Preschool

Terms and Conditions - updated May 2025

These terms and conditions form the contract between Parton Manor Preschool and the Parents / bill payer. The bill payer is the person(s) listed on the registration form and / or who signs the registration document. This is governed exclusively by English Law. The contract is valid until such date that the notice period stated within these terms and conditions is concluded.

Parton Manor Preschool reserves the right to change these terms and conditions with 30 days' notice in writing. This includes Parton Manor Preschool changing children's booking patterns if required. Where the wording states Preschool Manager this also means Senior Leadership of Parton Manor Federation, including business Manager and Headteacher. Where the wording states 'Preschool' when referring to services provided, this means any service provided by Parton Manor Preschool.

Where the wording states 'policies and procedures', there are a number that are used across the federation that are relevant, but preschool has separate addendums that indicate more relevant information for a younger aged cohort and that follow Early years government statutory frameworks. Federation and preschool policies are available online on our website.

Parents or you means the person registering and responsible for the child(ren).

1. General

Registration

Parents must fully complete the registration form and detail any medical or health issues, dietary requirements, allergies and emergency contacts. Preschool accepts no responsibility for information given verbally. Updates must be made in writing / email immediately to the Preschool Manager. You may be asked to present your child's birth certificate to the Preschool Manager upon registration.

Welfare of the Child:

Parents authorise Preschool to take all necessary action to safeguard and promote the welfare of their child. Parents consent to the use of such physical contact with children as may be lawful, appropriate and proper for teaching and to provide comfort to a child in distress or to maintain safety and good order.

Court order

You must inform us in writing if your child is the subject of a court order and provide us with a copy of such order on request.

Off Premises Visits

Staff may take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements. Parents give their consent for this.

Planned Preschool Closure

Preschool is closed during school holidays, inset days and on public Bank Holidays. Please see term dates, which are available on our Website or on request.

Unplanned Closure

If the Preschool has to close due to circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you.

If the closure exceeds 5 consecutive working days in duration, we will continue to claim funded hours in order to reserve spaces, those paying for sessions will be credited with an amount that represents the number of days the Preschool is closed. We do not offer a refund only a credit note.

Complaints or Concerns

Please follow our Complaints Procedure, which is available on request.

Our Aims:

Preschool is a constantly developing community of children, staff and parents. We are committed to providing a caring, safe and stimulating environment where all children feel valued, happy and secure. Parents are expected to give their support and encouragement to the aims of the Preschool and to uphold and promote its good name and to ensure that appropriate standards of punctuality, behaviour, discipline and hygiene are maintained.

2. Medical

Emergency Treatment

Any child who attends Preschool and has an accident / injury whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps or bruises.

Parents give consent to the Preschool staff giving their children basic first aid treatment as deemed necessary by a First Aid trained member of staff. The Preschool staff will only give advice in line with basic first aid and it is the parents responsibility to seek further medical advice if needed. The Preschool take no responsibility for medical treatment or advice outside of basic first aid.

Parents consent for Preschool staff to authorise emergency medical treatment if certified necessary by a doctor and if parents cannot be contacted in time.

Accident Record

All Parents will be informed and required to sign or acknowledge online an accident form for all accidents that have happened when children are in our care. If an accident or injury has not been witnessed by staff we may not complete the form if we are unsure the accident took place whilst the child was in our care. Forms may be completed for injuries that occurred at home for safeguarding purposes.

Sickness

The Preschool will make every effort to notify parents should their child become ill at the Preschool. Senior staff reserve the right to remove the child to hospital in an emergency. Please note minimum exclusion periods apply and must be adhered to. We follow NHS guidelines for exclusion periods but further information is available in our policies. The common exclusions parents' consent to are:

High Temperature/ Fever – 24 hours

Sickness or diarrhea – 48 hours

We do not admit children who require paracetamol or ibuprofen before attending as this can mask symptoms. If you are concerned about your child potentially being unwell please speak to a member of staff on drop off.

Contagious Disease or Virus

For the benefit of the other children and staff in the Preschool, you must not allow your child to attend the Preschool if they are suffering from symptoms of a contagious disease or virus.

The Preschool reserves the right to refuse to accept children or send them home if they feel the child is displaying symptoms. This is to protect other children and staff from cross infection. The Preschool's exclusion period is guided by the Public Health Agency and is available on request. All absents will be charged in full.

Prescribed Medicines and Antibiotics

Prescribed antibiotics and medicines will only be administered by Preschool staff after the child has been taking them for more than 48 hours at home, and only then with written authorisation from their parent (please complete our medication form in advance, with details of medication given at home on that given day). We do not administer any other medication unless it is stated in a care plan and / or has been prescribed or authorised by a doctor and agreed by the Preschool Manager. Parents agree for preschool supplied Paracetamol (Calpol) or Salbutamol (Blue inhaler) can be administered in an emergency situation ONLY if available. Parents are responsible for collecting the medication at the end of each day and for signing our medication form each day.

3. Child Protection

Child Protection

Preschool has a full written policy on Child protection, which is available on request.

Child Drop off

Children should be dropped off by parents/carers into the care of a Preschool Staff Member and entered into the attendance register.

Collection of Children

Children will not be released into the care of anyone other than those named on the childcare registration form unless authorised by the parents personally, by telephone or in writing. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.

All collections must be by a person over 16 years of age.

Safeguarding Services

We have an obligation to report any instances where we consider that a child may be at risk to the relevant agency. We may do so without your consent and/or without informing you.

Disclosures

Preschool must be notified in writing immediately of any changes in family situations, Court orders or situations of risk in relation to the child for which any special precautions may be needed.

Confidentiality

Staff will be informed of sensitive issues concerning the child on a 'need-to-know' basis.

Special Educational Needs and Disabilities

Preschool endeavor to be inclusive of all children within session and will work with parents to make appropriate and reasonable adjustments to suit any child's needs and development. Parents agree for Preschool to contact external educational support teams (e.g. Early years' service, Advisory teacher, speech and language therapy etc.) for help and advice in making these adjustments. All SEND journeys will be discussed with parents on individual basis.

Hygiene and Wellbeing

Preschool will support parents in their toilet training plans on an individual basis.

Parents are requested to provide all care products for children for Preschool sessions. This includes nappies, wipes, nappy sacks, changes of clothes, as well as weather appropriate garments.

Preschool will assist children in getting changed but will promote independence at all times.

Parents consent to sun cream being applied for those who have not supplied any and stay all day, details on brand and type will be informed to parents during hot weather periods. Child's own must be supplied if they do not wish to use preschool supplied sun cream.

4. Property and Premises

Personal Property

Preschool does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents.

Clothing

Parents are requested to send children in easily washable, clearly labelled clothing, which is appropriate to the weather conditions and activities we offer.

5. Food and Drink

Meals & Snacks

Children will be provided with drinks and snacks. All special dietary requirements will be catered for. Parents are required to bring a lunchbox for their child if they attend an all-day or afternoon session. Please adhere to our healthy eating Policy where possible.

Nut Allergy

We are not a nut free setting generally but should a child attend with an allergy we will bring in a full 'NUT FREE' procedure where all foods and products that contain nuts will not be allowed. This will be made clear to all parents should this policy change. If you are concerned about potential allergies of your child please speak to a staff member.

6. Booking Patterns

Booking patterns are available on a 38 week (term time) basis.

Changes to your Booking Pattern

To increase your booking pattern, no notice is required subject to availability.

To decrease your booking pattern, you must provide us with thirty (30) days' notice in writing or by email to the Preschool Manager. You must maintain a weekly booking pattern to retain your child's place.

Should insufficient notice be given then full costs will be charged until the end of the notice period.

Additional Sessions

If additional days have been requested or booked, these will be invoiced as per the Preschool schedule of fees. 30 days notice is required to cancel additional / extra sessions.

Flexible Sessions

We do not offer flexible sessions unless it is permanent term by term and there is availability to allow these changes. You may book out all sessions required for flexible working but we will claim for funding and/or charge for all hours booked. We will try to accommodate swapping of days in cases of emergency or under special circumstances on the discretion of the manager and staff.

7. Fees

Fees are calculated on a monthly basis. Invoices are sent out will include sessional and consumable charges.

Preschool reserves the right to change fees and booking patterns by giving parents 6 weeks notice.

Absence

Full time and part time session fees are based on booked days, not attendance, therefore parents are responsible for fees whether child attends or not. (This includes sick days and holidays booked.)

Consumables Fee

We charge a consumables rate to all children to pay towards snack and resources, with a small percentage retained to put towards end of year celebrations. This is clearly broken down on your invoice into 'Snack Consumables fee' and 'Resources Consumables fee'. Snack Consumables pays towards a morning and afternoon snack of a main carbohydrate and selection of fruits, plus milk to drink. Resources consumables fee pays towards resources used daily such a crafting materials, playdough ingredients, messy play ingredients, cooking and celebration days and events. Please note this is an

automatically applied voluntary charge. In circumstances where you do not wish to pay this fee you must put your opt out request in writing to the manager prior to your child's start date and arrange to speak with the manager and room lead to come to an arrangement, which will be documented, as to what needs to be provided instead in individual circumstances (e.g additional snacks and a termly resources contribution etc).

Registration Fee

A registration fee may be required to reserve your childcare place. Please see our Schedule of Fees

Reserving a Childcare Place

We are able to reserve a childcare place and booking pattern in advance of your child's start date. A retainer fee may apply.

Confirmation of Your Childcare Place

We will confirm your childcare place in writing once the place has been reserved. To change a start date, 30 days notice is required.

Free Childcare Hours

Please visit <https://www.childcarechoices.gov.uk/> for more information on your eligibility.

Parents are responsible for keeping eligibility codes current and for supplying them when requested. Please ensure parent declaration forms are completed accurately, particularly if you are splitting funding over more than 1 setting, this is your responsibility to inform the Preschool. If parents decide to take children out of Preschool for a holiday the funded hours will not be credited back to your account. Any shortfall from government funding is charged and payable by the parents or bill payer. If funding lapses and we are unable to receive funding, any session already taken will be invoiced at the standard session rate. Any future sessions will need to be discussed with the nursery manager on whether parents wish to pay or reduce hours. Please note: a 30 day notice period may still apply. Any additional ad hoc hours not covered by funding will be charged to the parent or bill payer at our hourly rate.

8. Payment of Fees

Fees are due by the 1st of each month, in advance. Fees are calculated by sessions / hours booked that month. Invoices are generated on or around the 20th of each month and are due for payment by the 1st of the following month, all payments should be in advance. If you start partway through a month then fees are due 7 days after invoice or 1st of the month whichever is first.

We accept payments by BACS, Standing Order or through tax-free childcare account and childcare vouchers. We do take payment by cash; however, it is your responsibility to obtain a receipt from the Preschool Manager as your proof of payment.

The invoice will outline service and products provided with breakdown of costs agreed for the month and total cost.

Where possible please use your invoice number as payment reference. If you have a query regarding your invoice please raise this query before the payment is due.

Tax Free Childcare

We accept Tax Free childcare, more info <https://www.childcarechoices.gov.uk/>

Please ensure all payments are made by the 1st of each month to avoid late payment charges.

Late Payment charges

Preschool reserves the right to charge for late payment of Preschool fees. Please see our schedule of fees for details.

Responsibility for Payment

Fees are the joint responsibility of each person who has signed or is listed on the Registration Form or who has parental responsibility for the child or has paid any fees or who has given instructions to the Preschool in relation to the child.

Financial Support

If you are having financial difficulties and will be unable to pay your invoice please speak with management as soon as possible. Payment plan options and Consumables fee discounts may be available.

9. Cancellation of Child's Place

If you no longer wish to maintain your child's place at the Preschool you will be required to give thirty (30) days' notice in writing or by email to the Preschool manager to cancel your child's place.

10. Non Payment of Fees

If payment of Preschool fees is outstanding past the payment date the Preschool may suspend or cancel your childcare place immediately, unless prior agreement has been made with the Preschool Manager in writing.

We will issue a final invoice including late payment fees and any charges for notice periods. If full fees are paid you may be able restart your childcare place with agreement with the Preschool Manager.

11. Data Protection

We will keep your information secure in line with our Data Protection, Retention and associated policies.

Online

Preschool may use information provided by the parents to set up secure online learning journals and secure online parent accounts. These details are kept on the servers of the companies we use. By agreeing to our terms and conditions you agree that you authorise us to do this and hold your details for the purpose of offering a childcare service. You authorise that we may contact you by email, telephone and any other means of contact that you supply us the details of.

Parents agree to not share photographs and information from school platforms (class dojo, EYParent etc) on any other social media.

Photographs and Video

We will always gain parents' permission to use photographs or video on our website, social media or for marketing

materials. However, we will use children photographs and videos for online learning journals, including group observations and Preschool internal use such as displays or name cards. Videos of children may be used in internal training material.

12. Further Terms and Conditions

Removal: Parents may be required to remove the child temporarily or permanently if, because of the conduct of a parent or the child, it appears to the Manager that the continued presence of the child is incompatible with the interests of the Preschool. There would be no refund of fees in these circumstances but fees in lieu of notice would not be charged.

Advertising material: Although believed correct at the time of printing, the material is not part of the contract. The parents confirm they have not relied on it in entering into this agreement.

Policies: By agreeing to our terms and conditions parents are agreeing that they will support all the Preschool policies and are aware they are available on request or on our website.

Privacy Notice: By agreeing to these terms and conditions parents agree they have read and agree to our Privacy Statement, a copy of which has been given to you and is also available on request.

Communication: Parents agree that they will keep up to date with all Preschool communication and monitor emails, information boards, school social media platforms (Class Dojo, EYParent) and the website for regular updates.

Insurances: Preschool undertakes to maintain those insurances which are prescribed by law. All other insurances are the responsibility of parents.

Waiver: Any waiver of these terms and conditions is only effective if given in writing by the preschool Manager.