

Rainbow Pre-school



REVISED – October 2019

Parent Copy

Terms and Conditions

Our aim is to provide a happy, safe and secure environment in which each child can develop at his/her own pace. The Rainbow Pre-school Spirit is 'Every Child a Happy Child'. Parents/Carers are expected to give their support and encouragement to the aims of the pre-school. These terms and conditions relate to the contract between the pre-school and the parent/carers.

Opening Hours

Rainbow Pre-school 1, Wordsworth site, opening hours are from 08:30am to 4:00pm, Monday to Friday. Morning sessions are between 8:55am – 11:55am, the afternoon session from 12:30pm-3:30pm, with a lunch club between 11:55am-12:30pm if all day care is required. A morning club 8:30am-8:55am and an afternoon club 3:30pm-4:00pm are also available.

Rainbow Pre-school 2, Scout Hut, opening hours are from 9:00am to 3:30pm for Monday to Friday. Morning sessions are between 9:00am – 12:00pm and the afternoon session from 12:30pm – 3:30pm, with a lunch club between 12:00pm – 12:30pm if all day care is required.

The pre-school is open for 38 weeks of the year spread over three terms. We are closed over half terms, Christmas, Easter and summer holidays, and for all bank holidays. We are neither registered nor insured outside of these times. Parents must collect and be off site by the end of the child's session time. All sessions are subject to availability.

To comply with statutory staffing requirements it is essential that children are dropped off/collected within the agreed hours. Late collections will be charged and repeated lateness may result in the withdrawal of your child's place.

Registration

As part of registration you are required to complete a registration pack including a registration form, explicit consent form, funding form etc. We also need to see your child's original birth certificate to confirm their date of birth and personal details. We will take a copy of this. A minimum £30.00 registration fee is payable for the registration of any non-funded places not covered by the Government funding up to a maximum of 15 hours a week. Above 15 hours the fee will increase to £60. This is non-returnable. In the event that we are unable to fulfil your child's place we will refund the registration fee and if requested we will put your child's name back on your waiting list.

2 year olds may apply for morning and afternoon sessions and at Rainbow 1 they may also apply for morning and late clubs. All day sessions are not available for 2 year olds, except in exceptional circumstances. All sessions are subject to availability, where in the best interests of the child and where financially viable for the business.

Once sessions have been mutually agreed any changes required will be looked at an individual basis and may be subject to a charge. The administrative manager will liaise directly with you regarding any changes to your regular attended sessions and confirm these with you. Swaps with other families are not permitted. Acceptance of a place is on the basis that changes may be made from time to time to these standard terms and conditions. Notice of any change will be given as soon as practical but on occasions it will be less than one month.

Settling in Sessions

Children are invited to a free play session at the pre-school with their parent/carer and we strongly advise having a home visit. The settling process continues once the child starts pre-school and is individual to each child's needs. The length of time each child spends at each session whilst they are still settling is agreed between parent/carer and practitioners to encourage a positive experience for each child. All sessions will be charged at our standard full session rate at all times during the settling period.

Cancellation/Termination of the contract

Rainbow Pre-school Southampton Limited is a registered Company in England & Wales No: 10058477,
Registered Office; Unit 4, Basepoint, Andersons Rd, Southampton SO14 5FE.

Rainbow Pre-school requires 4 weeks written notice if you wish your child to leave pre-school. If your child leaves before the 4 week notice period you will be liable for fees for this period. This also applies to funded children.

Rainbow Pre School Southampton Limited reserves the right to terminate a child's place with immediate effect if a serious breach of these terms and conditions occurs or is considered by Rainbow Pre School Southampton Limited, in its absolute discretion, to be in the best interest of the pre-school and/or the continuing welfare of the other children at the pre-school. There would be no refund of fees in these circumstances.

Persons acting in suspicious manner, under the influence of drugs or alcohol, or displaying offending or aggressive behaviour will be asked to leave the premises and if necessary the police will be called. We reserve the right to withdraw a child's place with immediate effect if parents/carers display such behaviour.

Fees

Fees are invoiced termly and payment is expected within 14 days of invoicing. These will be given to parents when collecting their child. Parents will be alerted on the notice board and on Tapestry when invoices are ready and the 14 days will be taken from that date. It is the parents' responsibility to monitor their Tapestry account and the notice board. Fees are the joint and several responsibility of parents and legal guardians. Fees paid later than the 14 days are considered late payments and will be subject to a £20.00 charge without further notice.

If not paid within a further 7 days the pre-school reserves the right to withdraw the child's place. It is our policy to recover all unpaid fees and we will take advice from our legal team and follow the small claims court process. An additional £60 charge plus interest will be added to the outstanding bill along with any legal costs involved in the recovery of this debt.

Fees will not be refunded or waived for Bank Holidays, absence through sickness, holidays or closure of setting due to inclement weather, illness or any other event beyond our control.

Consumables Fees

Not all of our costs are covered by the Government funding and this is highlighted by the Department of Education who state that parents should expect to pay for consumables.

Consumable fees are to help cover costs of snack, cleaning products, gloves, paint, paper, playdough, cooking ingredients, Tapestry, staff training, sun cream etc. This list is not exhaustive.

Consumables fees are charged at £4.50 for every 3 and 4 year old child in receipt of 15 hours funding per week regardless of the amount of hours taken and £9.00 per week for every child with a valid 30 hour code where any of the 30 hours are being taken with us. These will be invoiced termly.

Non-funded children of any age are charged at 30 pence per hour. 2 year funded children are exempt from this until the term after their 3rd birthday but we would be grateful for any contributions. If you are unable to pay consumables fees please speak to our management team who are happy to discuss this with you.

Late Collections

Late collection should be avoided at all times. A telephone call should be made to the pre-school as soon as possible – Rainbow Pre-school 1 0238070601, Rainbow Pre-school 2 07984649439. In the event of a late collection, a late form will need to be completed and a charge will be applied and charged at £10 per 5 minutes or part thereof, at management discretion. These fees need to be paid within 2 weeks. Non-payment will incur a £20 additional charge and may jeopardise your child's place.

Food and Drink

We provide a low sugar, low salt snack in the morning and afternoon. A nutritious packed lunch must be provided by parents for children staying all day. Please ensure that this does not contain sweets, chocolate, nuts or kiwi. Water is available at all times in pre-school.

Toileting

If in nappies please ensure that your child is wearing a clean nappy before attending a session. All nappies should be provided by the parent and kept in your child's bag and should be available at every session. If

your child needs changing and does not have a nappy we will contact you to come and change them or bring in nappies. If a child refuses and is distressed at us attempting to change their nappy or clean them/ change their clothes we will contact you to come in and change them.

Jewellery

Due to health and safety concerns, children are not permitted to wear any jewellery other than 1 pair of small stud earrings.

The Child's Health

Parents must inform the pre-school if their child has a known medical/health condition or has been in contact with infectious diseases. If a child is given Calpol/Ibuprofen for anything other than pain relief they must refrain from pre-school until they are well enough to attend pre-school without having received Calpol/Ibuprofen. If your child has sickness or diarrhoea they must refrain from attending pre-school for a minimum of 48 hours after the last bout. We may require a Care Plan from a GP/Hospital, for children with allergies or conditions that may require intervention e.g. epilepsy, to enable us to respond appropriately and to meet our insurance provider's requirements.

Adverse Weather

In the event of adverse weather please check the Wordsworth Primary School website, Rainbow Pre-school website and Tapestry, for possible closure details. We may have to close the pre-school at short notice due to circumstances beyond our control (e.g. a sickness deep clean) and parents will be notified via a telephone call. If this is during a session they will be asked to collect their child. A refund will not be made in this event.

Baby-Sitting for Clients

Parents/carers are positively discouraged from asking staff to baby-sit outside of pre-school hours. This is a contract between parents/carers and the member of staff and the pre-school takes no responsibility.

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 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 are on pre-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 but are unable to accept liability for any damage or theft.

Insurance

The pre-school undertakes to maintain those insurances which are prescribed by law. All other insurance is the responsibility of the parent. It is also the parents/carers responsibility to ensure that all children's clothes are labelled and that no items of value, or toys are taken into the pre-school. Any prams, bikes, scooters etc. left at pre-school are not the responsibility of the pre-school but of the parent/carer.

Special Precautions

The Manager must be notified in writing immediately of any court orders or situations of risk in relation to child for which any special precautions may be needed.

Concerns/Complaints

Parent/carers who have cause for concern must inform the Manager without delay. A copy of our Complaints procedure is available upon request and on display in the pre-school notice board.

Waiver

Any waiver of these terms and conditions is only effective if given in writing by or on behalf of the Manager.

Charges	
£30.00	Non-refundable administrative charges for non-funded children up to 15 hours
£60.00	Non-refundable administrative charges for non-funded children up to 30 hours

£20.00	Changes to session times that have not been requested by the pre-school.
£20.00	Charge of for late payment of fees (see fees section).
£10.00	Late Collection, per 5 minutes of part thereof.
Minimum £60.00 plus interest	If outstanding fees are recovered by debt collection agency we will add an additional charge depending on the amount and timescale of outstanding debt.
£20.00	Admin charge, for preparing additional paperwork for non-pre-school work business e.g. confirmation letters.

I declare that I have read the above terms and conditions of the pre-school

Parent/Carers name: _____ Date: _____

Parent/Carers signature: _____