

Rainbow Pre-school



Rainbow Pre-school Spirit



REVISED – SEPTEMBER 2021

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 Primary School site, opening hours are from 8:30am 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 approx. 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. **All hours and sessions are subject to availability and change.** Parents must collect and be off site by the end of the child's session time. You will be informed of any inset days in advance.

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.

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

You are required to complete a registration pack which includes a registration form, explicit consent form, terms and conditions, funding form etc. We also need to see and take a copy of your child's original birth certificate to confirm their date of birth and personal details. We do not charge for registration if all of your hours are covered within your entitled Government funding. If you wish to take more than 5 hours extra per week, than your entitled hours, a registration fee of £30.00 is payable. All non-funded children are required to pay the £30.00 registration fee. This is non-returnable.

All day care is 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 set, any requested changes will be looked at on an individual basis and may be subject to a charge. The Finance and Admissions Manager will liaise directly with you regarding any changes to your regular attended sessions and confirm these with you and start date of the changes agreed. Swaps with other families are not permitted. **Acceptance of a place is on the basis that changes may be made to these standard terms and conditions.** Notice of any change may be given at short notice.

Settling 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. During settling periods, practitioners will advise parents/carers on the length of time for each

session 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 requires 4 weeks written notice if you wish your child to leave pre-school or 4 weeks payment in lieu of this. This applies to **all children** – funded and self-funded.

If your funded child leaves without completing the 4 weeks' notice period – your child will not be funded at another setting for 2 weeks after leaving us (as per Southampton City Council guidance).

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

We accept:

- Cash **which must be the exact money** put in a sealed envelope with your child's full name written on
- Cheques made payable to Rainbow Pre School Southampton Limited
- Childcare Vouchers and Employer Schemes

The following applies regardless of your chosen payment method.

Fees are invoiced termly and payment **in full** is expected within 14 days of invoicing. Parents will be alerted on Tapestry when invoices are ready and the 14 days will be taken from that date. These invoices will be given to parents when collecting their child. It is the parents' responsibility to monitor their Tapestry account. 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 legal advice 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.

It is not acceptable for parents to decide to pay less than the full amount without prior agreement.

If parents/carers **need** to make payments in smaller amounts, these **must** be agreed by the Finance and Admissions Manager. If agreed, an official payment plan will be drawn up and signed by both parties. This **must** be adhered to and any default will result in late payment charges and may jeopardise your child's place.

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 e.g. pandemics.

Please note: Children are charged at the 2 year rate, until the term after their 3rd birthday.

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 in line with our fees policy. These will be invoiced termly.

Late Collections

Late collection should be avoided at all times. A telephone call should be made to the pre-school as soon as possible – 0238070601. In the event of a late collection, a late form will need to be completed and a charge will be applied (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

A nutritious packed lunch must be provided by parents for children staying all day. This must not contain sweets, fizzy drinks, chocolate bars, nuts or kiwi fruit. This list may increase if we have children in attendance with allergies to other known foods. *

Toileting

If in nappies, ensure that your child is wearing a clean nappy before attending. You must provide nappies to be kept at pre-school and available every session. If your child needs changing and does not have a nappy we will contact you to bring in nappies. If a child refuses and is distressed at our attempts to change/clean them, we will contact you to come in. We do not stock any nappies on site. *

Jewellery

For health and safety purposes children must not wear any jewellery other than small stud earrings.

The Child's Health

Parents must inform us if their child has a known medical condition or has been in contact with an infectious disease. If a child has been given medicine such as paracetamol, Calpol, ibuprofen, they must refrain from pre-school until they are well enough to attend pre-school without having received medicine. 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 will require a Care Plan from a GP/Hospital and a detailed Rainbow Pre-school Individual Health Care Plan for children with allergies or conditions that may require intervention e.g. nut allergy or epilepsy, to enable us to respond to the child's needs and to meet our insurance provider's requirements. We are unable to start a child with an allergy or condition, which requires intervention, without this. Please see the sickness and allergy policy for further information.

Additional exclusions may apply during a pandemic situation.

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 deep clean due to sickness) and parents will be notified via a telephone call and/or Tapestry. If this is during a session, they will be asked to collect their child. A refund will not be made in this event.

Babysitting for Clients

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

Exceptional Circumstances

Occasionally situations occur which are beyond our control. These situations can result in temporary changes to our operational days, session times, and admission procedures. If this happens we will contact you by telephone, email and/or Tapestry. We will endeavour to give you as much notice as reasonably possible, however on occasions this may be very short notice.

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 includes holidays and Bank Holidays. We do not accept responsibility for children whilst in their parents' care e.g. at arrival/collection. We are not liable for damage/theft to any possessions, 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.

Insurance

The pre-school undertakes to maintain those insurances which are prescribed by law. Any insurances not required by law, are the responsibility of the parent e.g. any clothing, toys, prams, bikes, scooters etc. left or brought to pre-school.

Special Precautions

The Manager must be notified in writing immediately of any court orders or situations of risk in relation to the 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 our website.

* Pandemic (Currently Covid-19)

Opening times

A pandemic may mean that we have to revise our normal session times. These will be decided upon in consideration with guidance from Southampton City Council, the Government and Wordsworth Primary School. We may have to close at very short notice.

Food and drink

Some restrictions on lunch bags/water bottles may be in place. This will be outlined on Tapestry and to new starters if applicable.

Please follow Government guidelines at the time. Multiple policies and procedures may need to be changed at short notice. It is likely we will have some of our own restrictions in addition to the Government guidance; any significant changes to our provision will be communicated via Tapestry.

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	Registration charge for all new self-funded children
£30.00	Registration charge for all new children claiming 5 hours or more – above Government funded hours
£20.00	Changes to session times that have not been requested by the pre-school
£20.00	Charge for late payment of fees in first instance (see fees section)
£10.00	Charge for late collection, per 5 minutes of part thereof
£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

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

Parent/Carers name: _____ Date: _____

Parent/Carers signature: _____