



The Old Fire Station  
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## TYSOE CHILDRENS GROUP LIMITED – TERMS AND CONDITIONS

EFFECTIVE 1<sup>st</sup> APRIL 2022

### **Places and Bookings**

1. A signed fully completed application form must be received before a place can be considered, this can be found on our website.
2. All full and part time sessions must fit into the session times detailed in the prospectus.
3. Holiday club sessions must be booked separately by email to [holidayclub@tysoechildrengroup.co.uk](mailto:holidayclub@tysoechildrengroup.co.uk)
4. One off extra sessions may be booked, where available with 24 hours notice.

### **Registration Fee and Deposit**

A £50 non refundable registration fee is required for pre-school places.

A £20 non refundable registration fee is required for before and/or after school club or holiday club. This is a one-off payment due on registration.

### **Invoicing**

Fees are invoiced in arrears monthly (with government grant reductions applied if appropriate). Invoices must be paid in full. Payment should be made by the date indicated on the invoice, usually 16 days from date of invoice. We reserve the right to charge a late payment fee of £10 per week for any payment not made by the payment dates. Preferred payment methods are employer or tax free childcare vouchers, Stripe, GoCardless Direct Debit or BACS. Continual failure to meet payments may result in the termination of your child's place. In such cases, the parent remains responsible for all outstanding fees.

Any one off sessions will be invoiced at the end of that month.

All booked pre-school sessions will be included in your invoice, even if your child misses a session due to illness or holiday.

Should you wish to cancel your child's place at Before or after school club you will not be charged if you give at least 24 hours notice of cancellation.

Non-attendance at pre-booked holiday club sessions will not be charged provided you give us at least 1 weeks written notice. **50% of fees** will be charged if the notice is less than 1 week but more than 48 hours, otherwise full fees are payable.

### **Late Collection of Children**

It is important for children and staff that children are collected promptly at the end of their session. Whilst we appreciate that delays are sometimes unavoidable, we do reserve the right to charge £5 per every 15 minutes of lateness to cover our additional staff costs.

### **Centre Closure**

The Centre is open as specified in the prospectus. The Centre is closed on bank holidays and for one week over the Christmas/new year period.

### **Termination/Cancellation Charge**

We require one month's written notice should you wish to terminate, or make changes to, a place for any reason. Parents remain liable for fees throughout the notice period.

We reserve the right to terminate a place with immediate effect if fees are not paid by the due date or if a parent or child displays abusive, threatening or otherwise inappropriate behaviour. In all other cases, one month's notice will be issued in writing should we wish to terminate a place for any reason.

### **Behavior Management**

Children who are deemed (by the manager/setting) to be disruptive or are displaying inappropriate behavior may be required to be removed by the parents from the Centre. We will not tolerate our staff being spoken to in an abusive or threatening manner. Such behavior will result in immediate termination of a place.

### **Liability and Insurance**

We have extensive insurance cover. Full details are on display in the entrance hall.

We cannot be held responsible for any loss or damage to children's property and every reasonable effort will be made to ensure children's belongings are not lost or damaged. We accept no responsibility for children whilst in their parents care on our premises.

On occasions there may be circumstances beyond our control (for instance, weather conditions, flooding, medical emergencies and pandemics) that mean we have to make a decision to close the Centre. If the Centre is obliged, on these occasions, to pay the staff, then the Centre reserves the right to charge for any session which your child would have attended if the Centre had not been closed due to circumstances beyond its control.

### **Accidents and Illnesses**

We reserve the right to administer basic first aid and treatment where necessary. Parents will be informed of all accidents and required to sign an accident form.

For accidents of a more serious nature, involving hospital treatment, every effort will be made by the Centre to contact parents but failing this we are hereby authorised to act on behalf of parents and authorize necessary treatment.

We will only administer GP prescribed medicines if parents complete a 'medication consent form'; however, the child must receive 24 hours medication before returning to the setting and no medicines are to be left on the Centre premises overnight.

We require parents to withdraw their child from the Centre in the event they require special medical care or attention, the child is considered too unwell to attend or it is thought the child has an infectious or contagious disease (see infectious/contagious disease policy). We accept no responsibility for children contracting contagious diseases/infections but efforts will be made to inform parents of cases of such diseases or infections within the Centre.

We reserve the right to contact parents at any time if their child becomes unwell during normal Centre opening hours.

Should your child pose a potential health risk to other children or staff then we have no option but to isolate and exclude the child until a doctor declares no further risk.

Parents are required to inform the Centre if their child is suffering from any illness, sickness or **allergies**.

### **Security**

Under no circumstance will a child be allowed to leave the Centre with anyone unknown to Centre staff unless the parents has made previous arrangements. A list of responsible adults who are authorised to collect their child should be given to the Centre Manager.

### **General Information**

Parents are required to inform the Centre of any food, medicine, activity or other circumstance that may cause the child to have an allergic reaction or allergy. Parents must provide full details, in writing, of the severity of the reaction and must keep the Centre informed of any change to the condition. Appropriate medication must accompany the child on every visit to the Centre otherwise the child will be refused attendance for that session.

In the event that you seek to employ a member of our staff, you will be liable to pay costs to cover advertising and replacement to the sum of three months salary or £2,500 whichever is the greater. This is effective within and up to three months of an employee leaving our nursery.

### **Agreement**

We reserve the right to update/amend these terms and conditions at any time with one month's written notice.

I confirm that I have read and understood TYSOE CHILDRENS GROUP LIMITED – TERMS AND CONDITIONS  
EFFECTIVE 1st APRIL 2022

**Signed:-**

**Parent/Guardian/Carers Name:**

**Childs Name:**

**Dated:**