

PARENT/CARERS CONTRACT

Hainford & Frettenham Preschool, Jasmine Cottage, School Road, NR12 7LL

Tel: 01603 551086/ 07896 202 657

Email: hainfordpreschool1@gmail.com



This document is designed to provide you with an overview of our pre-school's routines and expectations. Full copies of all our policies can be found on our website and paper copies are available in the setting.

To enable us to provide and maintain the highest standards of care, and to ensure there is clarity about the contractual relationship between parents and the Pre-school, we set out below our standard conditions: -

Admission

1. Children will be considered for entry to the pre-school once the admission form has been completed and returned to us. Places are offered on a first come first serve basis and will be offered to those according to age.
2. Parents must complete the admissions form to the best of their knowledge in order for us to ensure a smooth transition into preschool and the best outcomes for your child.

Welfare of the Child

3. We will take all possible steps to safeguard and promote your child's welfare. Our pre-school will work with children, parents, external agencies, and the community to ensure the welfare and safety of children and to give them the very best start in life.
4. Please ensure children are sent to preschool with a change of clothes, in case of accidents or messy play. All items sent to preschool should be named.
5. Where a child is not fully toilet trained parents of that child must provide sufficient nappies, nappy bags and wipes for each day and spare clothes while potty training in named bag. These will only be used on your child.
6. In order to ensure the child's welfare and happiness, the parent / carer must disclose any medical condition, health problem or allergy affecting the child, any concerns about the child's safety or wellbeing, or any family circumstances or court order which might affect the child at the time of the application or as soon as it is known.

Health and Medical Matters (please see the Health, Nutrition and Hygiene Policy for full information)

7. It is vital that parents must inform the pre-school immediately of any changes to these contact details so you can be contacted in an emergency.
8. If your child becomes ill during a pre-school session, the Manager/Deputy will contact the parent / carer, or the emergency contact indicated on the Registration Form. Parents/ carers are responsible for ensuring their child is collected in a timely manner, but this is expected to be within an hour of the phone call, if not before.
9. Children must be kept away from preschool for 48 hours following episodes of sickness or diarrhoea. This is taken from the last episode and is regardless of what you believe to be the cause (ie food related).
10. If your child is suffering from a communicable illness, they should not be brought to Pre-school until such time as the infection has cleared. If you are unsure, please ask a member of staff.
11. Children cannot be brought to pre-school if they have been given temperature controlling medicine (i.e. Calpol) in the 6 hours prior to the start of the session.
12. Parents / carers are required to notify the pre-school as soon as possible if your child is absent from the Pre-school through sickness or any other reasons.

13. The pre-school cannot administer any medicine to a child unless prescribed by a doctor and presented in its original packaging, with dosage instructions. Should the child be on prescribed medication it is the responsibility of the parent or carer to notify the Manager/Deputy or Key Person, and to sign the necessary form of consent prior to any medication being given.
14. Children should not come to preschool wearing jewellery, except for one pair of stud earrings.

Food and Dietary Requirements

15. All children should bring their own drink to preschool, in a named bottle. They have access to this throughout the day. A healthy snack must also be provided, snack time is used as a time for socialisation and a learning opportunity. Children staying during lunch sessions (11:45-12:45) must bring a healthy packed lunches. Ice Packs are suggested during the summer months.
16. For safety, please ensure small items such as grapes and cherry tomatoes are sliced in half and please no popcorn or sweets.
17. We will work with parents / carers to support children who have a special dietary requirement. The pre-school will take all reasonable care to ensure that a child does not come into contact with certain foods.

Belongings

18. The pre-school does not accept responsibility for accidental damage or loss of property. Parents are requested to keep their child's personal items to a minimum and label clearly all belongings. Parents are requested to send the children to pre-school in clothes and shoes suitable for play and painting. Jewellery, small hair clips, heels and flip flops etc restrict a child's movement and can present a risk of injury. Parents are strongly advised against these items and must take responsibility for accidents caused by belongings or clothes which the children have been sent to pre-school with. Please keep toys at home as they can cause upset and disruption.

Fees (see 'Charging Policy' for full details)

19. All fees are charged half termly and must be paid within 14 days of receipt of the invoice. Fees will be invoiced to the person(s) named on the Admissions Form. Fees are payable during periods of absence from the pre-school, including sickness and any holidays taken when the pre-school is open. Any changes to your invoice or payment query should be notified by e mail to manager@hainfordpreschool.co.uk/or given in writing to the Manager.
20. We are registered to accept Tax-Free Childcare payments
21. Parents will be notified of any potential fee increases at least 6 weeks in advance of the increase being applied.
22. Prices are per child for a daily morning/morning and lunch/ afternoon session. A current session is 8.45 – 11.45pm/ 8.45 – 12.45/ 12.45-14.45 & 08.45 – 14.45.
23. Four weeks written notice is required if you no longer require the place, if you wish to withdraw your child or to make changes to your child's session days. Until that notice has expired, fees are payable.
24. Fees will not be refunded or waived for absence through sickness or any other reason. This rule is necessary so that the pre-school can properly budget for its own outgoings which continue whether or not all children are present and to ensure that the cost of individual default does not fall on other parents. If the pre-school has to be closed due to any reason beyond the control of the pre-school, such as power failure or adverse weather conditions, no compensation will be paid or refund given.
25. A late collection fee may be applied for parents/ carers who are persistently late in collecting their child. The pre-school arranges staffing to cover normal hours, and seeks to recover those and all other costs through the normal fee arrangements. That staffing does not provide cover outside the normal working hours of the pre-school. Whilst the pre-school seeks to provide some cover in emergencies, an additional fee will be charged if children are persistently picked up late.
26. If fees remain unpaid and go into arrears, the pre-school have the right to deny the child a place at the pre-school.

27. For dishonoured cheques/payments, bank charges apply, which will be added to the amount of the fees sought from the parent. In these instances, the pre-school reserves the right to add on any other reasonable costs incurred in seeking payment.
28. We understand and will exercise our statutory right to claim interest and compensation for debt recovery costs under the late payment legislation [Late Payment of Commercial Debts (Interest) Act 1998] if we are not paid according to agreed credit terms.

Government Funded Childcare

29. Hainford & Frettenham Pre-school offer term-time only childcare (38 weeks of the year). Funded hours can be claimed (to the maximum available) for sessions Monday-Friday, 8:45-2:45. Funded hours can be split over more than one setting.
 30. Parents can check their eligibility for Government funded childcare via <https://www.childcarechoices.gov.uk/>
 31. Any extra hours that you may wish to take in addition to the free entitlement are payable as per Hainford & Frettenham set fees. The invoice for additional hours is issued on half termly basis at the beginning of the term and payable within 14 days.
 32. Parents will be required to complete the relevant funding forms within the setting every term. It is the responsibility of the parent/carer to ensure the correct funding code is in place prior to the term commencing. Whilst the pre-school endeavours to support parents with applications, we do not accept any responsibility for errors made. The parent/carer will be responsible for paying for any sessions where an error in codes and funding has been made.
 33. You are required to give four weeks' notice in writing if you no longer wish us to claim for your child's free entitlement.
 34. **Any queries please do not hesitate to contact The Manager of the setting.**
 35. **Process for claiming funding:**
 - ☐ Parents check eligibility with HMRC either online or by phone, NOT the local authority.
 - ☐ Eligible parents will be given an 11 digit code which will normally be valid for 3 months.
 - ☐ Funding can only be accessed from the term following their eligibility e.g. if a parent checks and is eligible in September, they will not be able to take the funding up until January so **parents need to apply the term before** they want to access childcare.
 - ☐ HMRC will remind the parent to re-confirm their eligibility as their valid period draws to a close. No funding is available for parents who do not renew their eligibility at the correct time in the term.
 - ☐ Parents/Carers will be required to email the 11 digit eligibility code each term before their valid period draws to a close for the next term eligibility. We also require Parents NI numbers. You must email it to hainfordpreschool1@gmail.com
 - ☐ **If the 11 digit code is not received in time or we are unable to confirm the funding is available Parents /Carers will receive an invoice for the hours their child is booked in to the setting, at the usual hourly rate. Due to planning of staff:child ratios, usual notice must be given to change these hours (see our admissions policy for full information)**
- Please note that families receiving certain qualifying benefits may be entitled to alternative funding for childcare for 2 year olds. In this case, the process is slightly different and you may need to obtain a NEO code via Norfolk County Council.***

General

36. The settings Parental/Carers Permission Form is completed at enrolment. Please familiarise yourselves with contact details/phone numbers and key personnel at your setting.
37. **Parents/carer must inform Hainford & Frettenham Pre-school of any personal changes i.e. Change of Address/ Phone numbers/Emergency contacts/Who is authorised to collect your child/Any changes to your child medical condition**
38. Parent should familiarise themselves with our website : <https://www.hainfordpreschool.co.uk/> to find updates/newsletters and other useful information.

Safeguarding Children

- 39.** It is understood that the pre-school is under obligation to report to the relevant authorities any incident where we consider a child may have been abused or neglected. This may be done without informing the parent / carer, if it is felt that this would put the child at further risk.
- 40.** Any information given by a parent or carer regarding their child will be treated with the utmost confidentiality, except in cases where harm towards a child is suspected.
- 41.** The divulging of confidential information relating to the pre-school, its employees, children or customers to any third party, is considered a breach of confidence and, as such, is regarded as constituting gross misconduct which could lead to summary dismissal from employment for staff or cancellation of a pre-school place.
- 42.** Staff are instructed to limit discussions with parents regarding the pre-school or your child to pre-school time and on pre-school premises and then only regarding children for whom they have specific responsibilities. Parents / carers are asked to respect that fact and not approach staff outside of those times. If staff are engaged in any private childcare work with parents/carers that have children at the setting or otherwise after their normal contracted hours, Hainford & Frettenham pre-school does not take any legal responsibilities.
- 43.** Parents / carers and staff will not discuss details pertaining to their own or other children and the pre-school on any social networking site or in social environments. Privacy and confidentiality for children is essential, so parents / carers are requested to respect this condition and not ask a staff member to deviate from this rule.
- 44.** During visiting/helping or settling your child at Hainford & Frettenham Pre-school you are not permitted to use cameras, mobile phones and your bags/belongings must be left out of reach of children in a designated area.
- 45.** Parents / carers are welcome to visit the Pre-school; however we will not admit anyone without prior notification. It is the parent / carer's responsibility to ensure that staff are aware of who will be collecting your child. No child will be allowed to leave the building with anyone, known or not, without prior notification. A password system is in operation.
- 46.** Parents are expected to notify preschool of any absence by 09:15. If we don't hear from you we will contact you to ensure you and your child are safe. If we cannot make contact we will attempt to call your emergency contacts on your admissions forms. If contact has still not been made by the end of that day at 14:45 we will report to Norfolk safeguarding team.

GDPR (General Data Protection Regulation)

- 47.** The purpose of this Act is to protect the rights and privacy of individuals, and to ensure that data about them are not processed without their knowledge and are processed with their consent wherever possible and give individuals greater control over their personal data. Hainford & Frettenham Pre-school is committed to a policy of protecting the rights and freedoms of individuals with respect to the processing of their personal data. GDPR gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly.

Legal Contract

- 48.** The offer of a place and its acceptance by parents gives rise to a legally binding contract on the terms of these Terms and Conditions and the Policies and Procedures of the pre-school. It is important that parents and staff adhere to those terms, any queries about them should be raised with the pre-school Manager.

Concerns / complaints

- 49.** Any question, concern or complaint about the care or safety of a child must be made in the first instance to the Manager. If required, the complaints policy is available on the website or within setting for your information. Hainford & Frettenham Pre-school will do their utmost to ensure all concerns/complaints are resolved.

- 50.** The members of staff employed at Hainford and Frettenham PreSchool are qualified, experienced Early Years Professionals. Whilst we can't account for every eventuality in our policies, the decision of the manager (or deputy in their absence) should be respected as decisions are made for the best interests of your child, and the other children in the setting.

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I confirm that I have read and agree to **the Terms and Conditions of the Hainford & Frettenham Pre-school Parent/Carers Contract.**

I am aware that I can find the full policies on the Pre-School's website, or within the setting by asking a member of staff.

Childs Name:					
Parent Name		Parent Signature		Date	