



Haxby Playgroups is committed to providing settings that respect and value each child's unique identity, we aim to deliver this care cost effectively to support children and families in the local community.

The document and the terms and conditions within it govern the basis on which Haxby Playgroups referred to here as 'we' / 'our' / 'us' agree to provide childcare services to parent(s)/guardian(s) referred to as 'you'.

Our Details:



Haxby Playgroups

Charity Registration Number: 1177156

C/O Telephone: 01904 762776

Email: rb@haxbyplaygroups.org.uk

Ofsted URN: HL 2508641 RB 2508642

Insured by: Royal & Sun Alliance

Insurance Policy Number: RTT209838

ico. Reference number: Z5012640



Our obligation to you

1. We will inform you and confirm your application has been received.
2. Places are offered the term before your child is due to start subject to our admissions policy,. You must confirm within one week of receiving notification that you wish to take up a place .or the offer may be withdrawn. Any outstanding debt incurred from a previous sibling will need to be paid prior to a place being confirmed.
3. A non refundable registration fee of £50 is required to secure your place. The registration fee also covers all administration, home visits and settling in sessions. This needs to be paid via BACS

Bank: The Co-operative

Bank Account name: Haxby Playgroups CIO

Sort code: 08-92-99

Account number: 65856804

IMPORTANT: Please state the child's surname, setting (RB (Ralph Butterfield) or HL (Headlands)) and the month to which the payment relates, as the reference when making a payment. E.g. Smith/RB/Jan Taylor/HL/Feb

1. We will provide the agreed childcare facilities for your child at the agreed times (subject to any days when we are closed). If we change the opening hours, we will give you as much notice of our decision as possible and, if necessary, will work with you to accommodate a change to your child's hours of attendance but this cannot always be guaranteed.
2. We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.
3. We will treat your child with the utmost respect and dignity. We will never use or threaten any type of punishment that could adversely affect a child's wellbeing.
4. We will provide you with regular verbal updates as to your child's progress and we will agree times to discuss with you the progress of your child or any other aspects of our

childcare services as and when required.

5. We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regards to the childcare services we provide for your child.
6. Our policies and procedures are available on our web site, these outline how we satisfy the requirements of the EYFS in our everyday practice; and we will notify you as and when any changes are made to our policies and procedures. We will be available to discuss or explain our policies and procedures, and/or any relevant changes, at a mutually agreed time.
7. We will maintain appropriate insurance to cover our childcare activities.
8. Siblings take priority on our waiting list. However, we cannot guarantee that a place will be available.

Your obligation to us

1. You will need to complete an *Application to Join* form to join our waiting list.
2. You will need to complete all relevant paperwork including *our Registration Form* before your child can start with us. The *Registration Form* includes medicine consent, outings consent and emergency treatment authorisations which you will need to complete prior to your child attending.
3. You must notify us immediately of any changes to the information you have provided to us and keep us informed of any other necessary information that may affect the childcare that we provide for your child.
4. You will read and abide by our policies and procedures.,
5. You will treat all staff with respect. Behaviour that will cause harassment, alarm or distress to staff or users of the setting will not be tolerated and may result in your place being withdrawn.
6. You will make yourself available as and when required to discuss the progress of your child or any factor relating to their childcare place with us at mutually agreed times.
7. You must immediately inform us if your child is suffering from any contagious disease, or if your child has been diagnosed by a medical practitioner with a notifiable disease. For the benefit of other children attending you must not allow your child to attend whilst they are contagious and pose a risk to other children during normal daily activities.
8. You must keep us informed of the identity of the persons who will be collecting your child. If the person who is due to collect your child is not usually responsible for collecting them we will require proof of identity. If we are not reasonably satisfied that the person collecting your child is who we were expecting, we will not release your child into their care until we have checked with you.
9. You must inform us immediately if you are not able to collect your child by the official collection time. You must make arrangements for another authorised person to collect your child as soon as possible. Should you be late collecting your child without prior consent, an additional £10 will be charged for each 15 minute interval that you are late.
10. You will inform us as far in advance as possible of any dates on which your child will not be attending.
11. You will provide us with at least one month's notice of your intention to decrease the number of hours your child attends or to withdraw your child and end this Agreement. If sufficient notice is not given you will be responsible for the full fees for your child for one

month from the date of notice. If you are ending this Agreement, notice must be given in writing.

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



Payment of fees

1. Our fees are based on a sessional fee that shall be notified to you in advance of your child starting. We may review these fees at any time but shall inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee, you may end this Agreement by giving us one month's notice in writing.
2. Fees must be paid half termly in advance on receipt of an invoice, we ask that these are paid via bank transfer or childcare voucher schemes on the due date.
3. If the payment of fees referred to in 3. is outstanding for more than 14 days we reserve the right to take appropriate formal debt collection actions and in addition then we may terminate this Agreement by giving you 14 days' notice in writing. Upon termination of this contract the child shall cease forthwith to be admitted, and the notice to so terminate shall be regarded as a formal demand for outstanding monies.
4. If you have requested additional sessions or have been unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities, we will raise the applicable charges under a separate invoice for payment.
5. No refund will be given for periods where the place is unfulfilled due to your child's illness or holiday. In the event of late collection of your child, an additional £10 will be charged for each 15 minute interval that you are late.

Extra costs:

Consumables: Consumables are billed half-termly at £1 per session to cover ongoing setting costs such as the snack and the additional resources used to support our ethos of 'In the Moment Planning', e.g playdough and water tray enhancements.

Special activities: We may sometimes ask for a voluntary contribution towards the cost of special activities e.g. parties or visiting groups like Animals in Tuition. No child will be excluded if parents struggle to meet the cost of these activities, but we may need to cancel them if we don't receive enough contributions.



4.0 Government Funding

The current offer

In England, all parents and carers of 3 and 4-year-olds are entitled to 15 hours a week childcare support with registered childcare providers. Eligible working parents and carers of children aged 3-4 can also get an additional 15 hours childcare support, bringing their total up to 30 hours a week.

Some parents of 2-year-old children may also be entitled to 15 hours support.

Your hours can be used per week for 38 weeks of the year (during school term time). You may be able use your hours for up to 52 weeks if you use fewer than your total hours per week. Check with your childcare provider to find out if this is something they offer. You can use Tax-Free Childcare or Universal Credit for Childcare whilst claiming your 15 or 30 hours of childcare support.

Click here <https://www.childcarechoices.gov.uk/> to find the right offer for you and how to apply for 30 hours of childcare. There are similar childcare support schemes in Scotland-external link and Wales-

The upcoming expansion Starting from April 2024, existing childcare support will be expanded in phases. By September 2025, most working families with children under the age of 5 will be entitled to 30 hours of childcare support. The changes are being introduced gradually to make sure that providers can meet the needs of more families. This means that:

From **April 2024**, working parents of 2-year-olds will be able to access 15 hours childcare support.

From **September 2024**, 15 hours childcare support will be extended to all children from the age of 9 months to 3-year-olds.

From **September 2025**, working parents of children under the age of 5 will be entitled to 30 hours of childcare a week.

Like the existing offer, depending on your provider, these hours can be used over 38 weeks of the year (during school term time), or up to 52 weeks if you use fewer than your total hours per week.

Coming changes

From 28 June 2023, working parents on Universal Credit will be able to receive more financial help with their childcare costs from a registered provider. This will be to up to the maximum amount of £951 per month for 1 child or up to £1,630 per month for 2 or more children.

Eligible parents claiming Universal Credit will also be able to get additional help with their upfront childcare costs when moving into paid work or increasing their working hours so that they can more easily pay their next set of costs. Parents who are moving into paid work or increasing their working hours can speak to their Universal Credit work coach who can provide more information.



OTHER FUNDING: HELP FOR HOUSEHOLDS

The government is offering help for households.

Check what cost of living support you could be eligible for at gov.uk/helpforhouseholds

Suspension of a child

1. We may suspend the provision of childcare to your child at any time if you have failed to pay any fees due.
2. If the period of suspension for non-payment of fees exceeds one month, either of us may terminate this Agreement by giving written notice, which will take effect on receipt of the notice.
3. We do not support the exclusion of any child on the grounds of behaviour. However, if your child's behaviour is deemed by us to endanger the safety and well-being of your child and/or other children and adults, it may be necessary to suspend the provision of childcare whilst we try to address these issues with you and external agencies as appropriate.
4. During any period of suspension for behaviour-related issues We will work with the local authority and where appropriate other welfare agencies to identify appropriate provision or services for your child.
5. If your child is suspended part way through the month, under the conditions stated in clause 4.3 we shall give you a credit for any fees you have already paid for the remaining part of that month, calculated on a pro rata basis. This sum may be offset against any sums payable by you to us.

Termination of the Agreement

1. You may end this Agreement at any time, giving us at least one month's notice in writing.
2. We may immediately end this Agreement if:
 - You have failed to pay your fees;
 - You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time after we have drawn it to your attention;
 - You behave unacceptably, as We do not tolerate any physical or verbal abuse or threats towards staff.
 - We take the decision to close. We will give you as much notice as possible in the event of such a decision.
3. It may become apparent that the support we are able to offer your child is not sufficient to meet his/her needs. In these circumstances We will work with you, the local authority and other welfare agencies as per our procedures to identify appropriate support, at which point We may end this Agreement.
4. You may end this Agreement if we have breached any of our obligations under this Agreement and We have not or cannot put right that breach within a reasonable period after you have drawn it to our attention.

General

1. Emergency closure: On very rare occasions we may need to close the setting at short notice due to circumstances beyond our control. Every effort will be made to contact all parents via email or text and the closure will also be posted on Facebook. We are unable to reimburse fees or extra childcare costs incurred and we shall be under no obligation to provide alternative childcare to you.
2. If you have any concerns regarding the services we provide, please discuss them with your child's key person. If these concerns are not resolved to your satisfaction, please contact the manager. Customer satisfaction is paramount and any concerns/complaints will be dealt with in line with our *Making a Complaint Policy*.
3. From time to time we will take photographs and video recordings of the children who attend. These photographs are used for on-going recording of our curriculum and for children's individual development records. They are stored on the settings iPad whilst your child is with us. The photographs are used for display and for your child's records within the setting. If we seek your written consent to use any image of your child for training, publicity or marketing purposes as indicated on our photo consent form.
4. We reserve the right to refuse to admit your child if they have a temperature, sickness and diarrhoea or a contagious infection or disease on arrival at our setting, or to ask you to collect your child if they become unwell whilst in our care, in line with our *Managing Children who are Sick, Infectious or with Allergies Policy*.
5. Whilst food and drink is provided on the premises, we are not a commercial kitchen and may not be able to cater for the individual needs of every child. As cross contamination

cannot be ruled out, a risk assessment is conducted for children with any known allergies. Every effort is made to follow recommended food preparation guidance and to ensure that all staff involved in the preparation and serving of food are suitably trained in the preparation and serving of food

6. We do not provide nappies or wipes. A full change of clothes and nappy bag (if applicable) is required at all time
7. We cannot be held responsible for any loss of, or damage to, any property left or worn by your child, unless such loss or damage is due to our negligence. In order to prevent any misplaced items, we recommend that all items are clearly labelled with your child's full name and we discourage children from bringing in toys from home.
8. If your child does not wear a uniform please ensure that they wear practical, appropriate clothing that is not of high value as our activities may mean that clothes become messy, stained or damaged. Uniform can be ordered from www.pawprintltd.com
9. Any personal information you supply to us will be collected, stored and used in accordance with the principles of the **General Data Protection Regulations (GDPR) (2018)** and our *Confidentiality and Client Access to Records Policy*. We will always seek your consent where We need to share information about your child with any other professional or agency. We are required by law to override your refusal to give consent only in specific circumstances where the child or someone in the family may be in danger if We do not share that information.
10. Any babysitting arrangements you make with individual members of our staff (which must be outside their working hours) are on a personal basis and we have no responsibility in connection with babysitting arrangements which you assume at your own cost, risk and liability.

This Agreement

1. We reserve the right to vary the terms and conditions contained in this Agreement
2. This Agreement contains the full and complete understanding between the parties and supersedes all prior arrangements and understanding whether written or oral relating to the subject of this Agreement except to the extent that we vary terms from time to time.
3. Acceptance of a place will be deemed as acceptance by you of these terms and conditions.



Acceptance of our offer of a childcare place

Please sign below to indicate that you have read and understood the terms and conditions and to confirm your acceptance of a childcare place with us.

For parent(s)/guardian(s) under the age of 18, a guarantor aged over 18, must also sign the contract on your behalf. The contract would therefore be between [name of provider], you and the guarantor.

A copy of this completed and signed contract will be provided to each signatory.

Parent/Carer Name

Signed

Guarantor name (where applicable)

Signed

Relationship to the child

Home address

Daytime/work telephone

Email

Signed on behalf of Haxby Playgroups:

Signed

Name

Role