



Tippy Toes Pre-School
Redmarley

Terms & Conditions

Places and Bookings:

Tippy Toes must receive a signed and fully completed Application Form before a place can be confirmed. Full and part time sessions must fit in with times detailed on the Application Form; however we will attempt to meet individual needs where necessary.

Opening times:

Tippy Toes Pre-school is open during term time on Wednesdays, Thursdays and Fridays 9am – 3pm. Children must remain at Pre-School for the entirety of the sessions they are registered to attend; however, Tippy Toes are more than happy to be flexible when special arrangements are needed.

Late collection occurs when a parent/carer arrives AFTER 3.15pm. We do appreciate that emergencies happen and we will do our best to support parents/carers, however, in all but extreme circumstances a late charge will still apply. These charges are to cover staff overtime as 2 members of staff have to remain on the premises until the child is collected to ensure that the staff:child ratio remains adequate at all times. The late collection charge will be £5.50 per child for every 5 minutes that the parent/carer is late, as shown on our Pre-School clock.

Dropping Off & Collecting/Security:

At every session your child attends, you will be required to sign your child in and out in the register provided. A member of staff will remain at the front door during drop off and collection time. Those with permission to bring and collect your child to and from Pre-School should be listed within your child's Registration Form. Pre-School staff members need to be informed if someone different is dropping off or collecting your child.

We accept no responsibility for children whilst in their parents care on the Pre-School premises.

Nursery Grants, Fees & Invoices:

Three and four year old children can have free early education regardless of parent/carer income. Some 2 year olds are eligible for free early education this is depending on the parent/carer income. (contact Family information Services on 01452 427362 also the GCC website has useful information www.gloucestershire.gov.uk/Achieving-2-Year-Olds).

A £15.00 non-refundable registration fee is required for children who do not receive the nursery grant. This is payable at the time of registration. Fees are payable in advance and within 10 days of receipt of the invoice. There will be a £5.50 charge for each week thereafter that the invoice is not paid. Additional hours over the funding allowance are charged at £5.00 per hour.

All sessions that have been applied for will be included within each invoice, even if your child has missed a session due to holidays or illness. On occasions there may be circumstances beyond our control (for example, weather conditions, flooding, medical emergencies etc.) which mean that with regret, staff

members at Tippy Toes make the decision to close the Pre-School. If Tippy Toes are obliged on these occasions to continue with usual expenditure (for example, staff/building payments), then the Pre-School reserves the right to charge for any session that your child is registered for.

We require four week's notice if your child leaves Pre-School. Parents still remain liable for fees throughout the notice period. We will only hold your child's place for a maximum of two weeks, after which your child's place will be terminated. In such cases, the parent remains responsible for all outstanding fees.

If after applying for a place at Tippy Toes, you for any reason postpone a start date, we reserve the right to charge from the original agreed start date as stated on the Application Form.

Sickness & Accidents:

In consideration of the other children and staff members it is important that children who are unwell are not brought into Pre-School. If your child has a rash, sore throat, discharge from eyes or nose they should be kept at home until the symptoms have disappeared. In the case of vomiting and diarrhoea your child should be kept at home until they have been symptom-free for 48 hours. The Manager reserves the right to decline access to the Pre-School if they feel in their opinion your child is not well enough to attend.

If your child becomes unwell whilst they are with us, we will make every effort to contact you. Please ensure we have up to date contact details for you within your child's paperwork. We reserve the right to administer basic First Aid treatment when necessary. Should your child be involved in any accident at Tippy Toes, you will be informed and will be required to sign an accident report form. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by Tippy Toes to contact you but failing this, we are hereby authorised to act on behalf of parents and authorise necessary treatment.

We will administer prescribed medicines if you complete a 'Medicine Consent' form; however the first dose of medicine must be given at home and you must take all medicines home at the end of each day.

If your child cannot attend because of illness or another reason it is important that you notify us as soon as possible. In case of illness or holiday, payments for the sessions missed by your child must still be paid.

Personal Property and Belongings:

Although every reasonable effort will be made by our staff to ensure your child's belongings are not lost or damaged, we cannot be held responsible for your child's property (including clothing). Further information on what your child should bring to each session, is outlined in our Welcome Pack.

Insurance:

We have extensive insurance cover - full details are available upon request from the Manager.

Behaviour Management:

We may require parents to withdraw their child from Tippy Toes in the event that the Manager considers the child to be disruptive or displaying inappropriate behaviour. We will not tolerate our staff being spoken to in an abusive or threatening manner by parents, carers or children. Such behaviour may result in the termination of a place.

Complaints:

Tippy Toes aims are to provide high quality Pre-school education for everyone. We believe that children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community and we welcome suggestions on how to improve our service at any time. If you are uneasy about any aspect of Tippy Toes, our complaints procedure will help to make sure you get a satisfactory response and outcome as quickly and effectively as possible.

General Information:

You are requested to inform us of any food, medicine, activity or any other circumstances that may cause your child to have an allergic reaction/allergy within your child’s Registration Form.

If your child requires nappies you are required to supply them along with any wipes or creams you would like us to use. Permission for nappy changing must be provided by signing and dating the Permission Sheet.

It is vital that our records are kept up-to-date. We therefore ask parents to inform Tippy Toes of any changes to all information kept by us as soon as possible.

Further Information:

Further information regarding our setting can be found on our Website (www.tippytoespreschool.co.uk), within our Welcome Pack and in our Policies and Procedures document. Welcome Packs are provided to all parents when their child first starts with us at Tippy Toes, but can be replaced upon request. Our Policies and Procedures are updated annually. A hard copy is kept at Tippy Toes at all times and is therefore available to be viewed by parents/carers upon request. An electronic copy of our Policies and Procedures is kept on our Website.

Parents to tear off the following part and return to Tippy Toes

Agreement:

We reserve the right to update/amend these Terms and Conditions at any time.

I confirm that I have read, understood and agree to the above terms and conditions.

I confirm that I am aware that the Tippy Toes Policies and Procedures document is reviewed annually and that a copy of this document (signed off by all staff members) is kept at Tippy Toes at all times should I wish to read/discuss it with a staff member at any time.

I confirm that I am aware that further information regarding my child’s time at Tippy Toes can be found in the Welcome Pack and on the Pre-School website or of course through discussions with staff members.

Signed: Date: