

Jumping Jakes, Kids United Heygarth & Kids United Heygarth Holiday Club, Terms and Conditions

This document outlines the responsibilities of both Jumping Jakes, Kids United Heygarth, Holiday Club (The Scheme) and parents. It must be read in full and signed by you before your child(ren) attend the setting. You can download a copy of this document - please keep it safe for future reference. This contract is for the duration of your child(ren)'s stay at Jumping Jakes, Kids United Heygarth & Holiday Club.

Obligations on the scheme, we will:

- 1.Aim to provide a safe and inspiring environment for every child to play, learn and develop freely. We are committed to meeting the needs of parents/carers through dialogue and action.
- 2.Provide the children with a healthy breakfast and or a light healthy snack and drink each day, adhering to any dietary requirements.
- 3.provide the childcare facilities at the stated opening times (subject to any days where the scheme is closed), we will provide as much notice as possible if the opening hours are to be changed
- 4.try to accommodate any requests that are made for additional sessions
5. provide priority to any siblings/existing parents when allocating available places, although we cannot guarantee any availability
- 6.Make all policies and procedures available for parents to view upon request and inform you of any changes

Obligations on you the parent/carer, you will:

- 1.Complete and return the admissions form, terms and conditions and £20 non-refundable deposit in order to secure your child's place. The deposit will be refunded onto your account in the first month that your child starts.
- 2.Adhere to school guidelines on parking and school premises.
- 3.Adhere to session times, to collect your child upon or before 5.45pm. Any late collections will incur a late collection fee (see fees and payments). Please inform the scheme if you are going to be late.
- 4.Inform us of any absences from the scheme in advance, before 9am on the day of absence, this includes if your child is absent from school.
- 5.Inform us of any changes to the main carers contact details
- 6.inform us in advance of any dates that your child may not be at the scheme.
- 7.Inform us immediately if your child has any infectious or contagious diseases, and adhere to the schemes exclusion policy
- 8.Inform us of any medical conditions or allergies that your child may have and outline any medication and or support they require
- 9.Complete a medicine form for any medication required by your child.
- 10.Provide us with 4 weeks' notice of any reduction in sessions or to cancel your agreement with the scheme, failure to do this will enable you responsible for the full fees during the period.

Sessions, Fees and Payments

- 1.Session fees are based on a monthly fee, which will be calculated before your child starts, fees may be reviewed at any time and 4 weeks' notice provided.
- 2.Fees are to be paid on a monthly basis, on 1st of the month. Fees are calculated by totalling the weekly session fees by 39 weeks and divided into 11 monthly instalments (September-July), if your child leaves part way through the school year, your account will be revised based on the number of weeks attended, this may result in a balance being owed.

- 3.All fees are payable by standing order, cash (must be agreed in advance) or childcare vouchers (vouchers must be credited to the scheme account on 1st of the month).
- 4.Arranged extra, one off sessions and block bookings must be paid for in advance, (non- permanent sessions are to be agreed in advance).
- 5.If you are unable to collect your child on time, a late collection fee is payable, a £5.00 fee will be charged for every 15minutes or part of.
- 5.If you fail to make your monthly payment or weekly session charge then an admin fee of £10.00 will be enforced.
- 6.No refunds will be given if your child does not attend a session, due to illness or holidays. Although you may contact the scheme 2 weeks in advance to swap to another day of the same week should your normal session fall upon a school inset day (subject to availability).
- 7.If the scheme closes due to circumstances out of our control no refunds or credits will be provided.
- 8.Fees are not charged during school holidays, session or account credits are non- transferable from term time to school holidays.
- 9.Parents/carers are encouraged to speak to a senior member of staff should they have any difficulties in making payments on time, in order to avoid jeopardising their child's place.
10. Holiday club sessions will be invoiced and payment due upon receipt.

Termination and suspension

We may suspend or terminate the childcare service to you and add on 4 weeks' notice at any time if the following instances occur:

- 1.You fail to pay any fees
- 2.You breach your obligations outlined in these terms and conditions and do not put this right within a reasonable period of time.
- 3>Your child's behaviour is unacceptable and deemed dangerous to the staff and or children within the scheme.
- 4.Any parent/carer or other adult's behaviour is unacceptable.

General

- 1.We as a scheme have a duty to report any safeguarding instances, we may do this without consent and without informing you (please see safeguarding policy)
- 2.Parents are encouraged to speak to a senior member of staff regarding any issues or complaints that they may have either verbally or in writing.
- 3.The scheme will not be liable for any loss or damage to any personal property brought onto the premises by either children or parents/carers, we request that no jewellery or valuables are worn by children attending the scheme.
- 4.Parents are advised that under no circumstances are mobile phones to be used within the scheme.
- 5.Under normal circumstances, your child will not be allowed to leave with anyone other than those outlined on the collections list, should you wish anyone else to collect your child please inform the scheme
- 6.Parents are requested not to send their children with any snacks into the scheme (unless discussed in advance and due to medical/dietary requirements), this is due to the ever increasing number of children with nut/other allergies.
- 7.These terms and conditions are liable to change, and parents/carers will be notified in writing.

I have read and understood the conditions outlined and agree to abide by them

