

09.1d Childcare terms and conditions

Wollah Wollah Ltd Terms and Conditions

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

Only a parent/guardian with parental responsibility for a child can register that child for a childcare place with us.

Our details:

Wollah Wollah Ltd

Company number: 10536790

Registered Address: Cawley Priory, South Pallant, Chichester, West Sussex, United Kingdom, PO19 1SY

Telephone: 01428 658 946

Email: anna@wollahwollah.com

Before and After School Club details:

Grayswood CofE Primary School Breakfast and After School Club

URN: 2652274

Grayswood CofE School, Lower Road, Haslemere, GU27 2DR

St Mary's CofE Infant School Before and After School Club

URN: 2653080

St Mary's CofE Infant School, School Lane, Shackleford, Godalming GU8 6AE

Witley CofE Infant School Before and After School Club

URN: 2652249

Witley CofE Infant School, Church Lane, Witley, Godalming, GU8 5PN

Puttenham CofE Infant School After School Club

URN: 2735230

Puttenham CofE Infant School, School Lane, Puttenham, Guildford GU3 1AS

Insurance Details:

Provider: RSA

Policy number: RTT209840

Childcare terms and conditions

The following terms and conditions govern the basis on which we agree to provide childcare services to you.

1.0 Our obligation to you

- 1.1 Once you have registered an account on our KidsClubHQ portal, you'll be able to request a contract and/or ad-hoc sessions. We will approve your request within one week.
- 1.2 Once your request has been approved a deposit of £100 will become due. The deposit will be included on your first invoice/bill. The deposit is refunded on payment of the final invoice at the end of your child's attendance at the setting, so long as there isn't a balance on your account.
- 1.3 We provide agreed childcare facilities for your child during the official opening hours. If we change the opening hours, we will give parents as much notice as possible, and, if necessary, will work with you to agree a change to your child's hours of attendance.
- 1.4 We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.
- 1.5 We will notify parents as early as possible when the setting will be closed.
- 1.6 We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available.
- 1.7 We will not transfer or refund unused sessions. Please see Payment of Fees below.

2.0 Your obligation to us

- 2.1 You are required to register for an account on our KidsClubHQ portal. As part of this registration, you must provide a collection password, contact details for at least two emergency contacts and provide your child's dietary and medical information. You are required to provide all necessary information before your child can start.
- 2.2 You are required to inform us immediately of any changes to your contact details or other changes to the information on your child's account.
- 2.3 Your child's account includes consents (e.g medicine consent and emergency treatment authorisations) which you are required to complete before your child attends.
- 2.4 You are required to 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. We need to protect other children at the setting so you cannot bring or allow your child to attend at these times.

When your child is contagious they pose a risk to other children during normal daily activities.

- 2.5 You are required to inform us of the identity of the person(s) who will be collecting your child. We will require proof of identity and knowledge of your collection password if a person collecting your child is not usually responsible. You should let us know in advance about these changes. If we are not reasonably satisfied that the person collecting your child is expected, we will not release your child into their care until we have checked with you.
- 2.6 You are required to inform us immediately if you are not able to collect your child by the official collection time. You should plan for an authorised person (recorded when you register) to collect your child as soon as possible, informing us of their full name and confirming that they have your collection password to give to staff when asked. A late collection charge will be applied. Please see clause 3.5 below for charge details. If you fail to collect your child by the official collection time and we have reason to be concerned about your child's welfare we will contact the local authority.
- 2.7 You are required to inform us as far in advance as possible of any dates when your child will not be attending. Please note, informing us in advance does not qualify for a refund.
- 2.8 For contract bookings (i.e. if you have booked regular sessions), you are required to provide at least one month's notice of your intention to decrease the number of sessions your child attends and similarly, should you decide to withdraw your child completely and end this Agreement. If you give insufficient notice, you will still be required to pay full fees for one month from the date of notice. If you would like to end this Agreement, please speak to the setting manager.
- 2.9 If your child is the subject of a court order, you are required to inform us and provide a copy of the order on request.
- 2.10 You should read our policies and procedures provided for parents - available for you at the setting.

3.0 Payment of fees

- 3.1 Our fees are based on a sessional charge. Before your child starts, we will notify you of the payment required. We may review the fees at any time but will 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 the Agreement by giving us one month's notice.
- 3.2 Fees are required to be paid monthly in advance and are based on the number of sessions required. Fees are calculated by multiplying the sessional charge by the number of sessions in the charging period (month).
- 3.3 All payments made under this Agreement should be made by BACS, direct debit, Tax Free Childcare or via a childcare voucher scheme. All payments regardless of method shall be made by the parent/guardian in advance of the due date. Late payments will incur a late payment fee of £20.00. In addition, a charge of £20.00 will be made for each late payment letter or email issued to you. If further action is required to recover unpaid fees, additional charges may be made in lieu of any costs of recovery incurred.
- 3.4 If the payment of fees referred to in 3.3 is outstanding for more than 14 days then we may terminate

the Agreement. Once the contract has been terminated, the child shall cease to be admitted, and the notice of termination shall be regarded as a formal demand for outstanding monies.

3.5 If you require additional sessions or have been unable to collect your child by the official collection time, we will inform you of the extra amount payable and add these additional charges to your next invoice. In the event of late collection of your child, we reserve the right to charge a late collection fee of £20 for the first 15 minutes and £10 every five minutes thereafter.

3.6 No refund will be given when children do not attend a session. This includes ad-hoc and contract bookings. Please note that we are closed during school holidays, on bank holidays and inset days (unless we are running an inset day cover). This helps support our team's continuing professional development which benefits the children and families. No refunds are given for these closures as they are already considered when issuing invoices.

3.7 We do not allow sessions to be transferred if your child cannot attend.

4.0 Suspension of a child

4.1 We may suspend providing childcare to your child at anytime if you fail to pay any fees due.

4.2 If the period of suspension for non-payment of fees exceeds one month, either of us may terminate this Agreement by giving written notice. This takes effect on receipt of the notice.

4.3 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 childcare while we try to address these issues with you. It may also be necessary to share our concerns with other external agencies as appropriate. The decision to suspend your child will be made with the agreement of the setting owner.

4.4 During any period of suspension for behaviour-related issues, we may work with the local authority and where appropriate other welfare agencies to identify appropriate provision or services for your child.

4.5 If your child is suspended part way through the month, under the conditions stated in clause 4.3, we will 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.

5.0 Termination of the Agreement

5.1 You may end this Agreement at any time, by giving us at least one month's notice via email to the Childcare Manager. Please note the Childcare Manager does not work during school holidays so emails sent during this time will not be deemed to have been received, and therefore notice will not have been served, until the first day of following half term or term.

5.2 We may immediately end this Agreement if:

5.2.1 You fail to pay your fees.

5.2.2 You breach any of your obligations under the Agreement and you have not or cannot put right that breach within a reasonable period of time.

5.2.3 You behave unacceptably; we do not tolerate any physical or verbal abuse or threats towards staff or other parents.

5.2.4 We take the decision to close. We will give you as much notice as possible in the event of such a decision.

5.3 It may become apparent that the support we can offer your child is not sufficient to meet his or her needs. Under these circumstances we 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.

5.4 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 in a reasonable period after you draw it to our attention.

6.0 General

6.1 If we close or take the decision to close due to events or circumstances beyond our control such as extreme weather conditions, the fee will continue to be payable in full. We will be under no obligation to provide alternative childcare to you. However, if the closure exceeds three consecutive days in duration (excluding any days when we would otherwise be closed), we will credit you with an amount that represents the number of days closed in excess of three days.

6.2 If you have any concerns about the childcare we provide, please discuss them with the setting manager. If your concerns are not resolved to your satisfaction, please contact the owner. Your satisfaction with our service is very important to us and any concerns or complaints will be reported to the appropriate line manager for review.

6.3 From time to time we may take images or video of the children who attend. These images or video may be used by the setting for promotional purposes. If you do not wish your child to be included in these images or videos, you should record this when you register your child on KidsClubHQ.

6.4 While 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. Every effort is made to follow recommended food preparation guidance and to ensure that all setting staff involved in the preparation and serving of food are suitably trained.

6.5 Normally we will seek your consent before sharing information about your child with another professional or agency. We are required to share any information with the local authority and other relevant agencies if there are any safeguarding concerns about your child. In certain situations, we may not seek consent prior to sharing information, or we may, in certain specified circumstances override a refusal to give consent.

1.1 You must avoid making any social media communications that could damage our business interests or reputation, even indirectly or link us to any political movement or agenda.

1.2 You must not use social media to defame or disparage us, our staff or any third party; to harass, bully or unlawfully discriminate against staff or third parties; to make false or misleading statements; or to impersonate staff members of the setting or other related third parties.

6.6 We reserve the right to vary the terms and conditions contained in this Agreement giving at least one

month's notice.

- 6.7 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 the Agreement except to the extent that we vary terms from time to time.
- 6.8 Agreeing to our Terms and Conditions is a requirement of being registered with our before and after school clubs.