

KIDZ ZONE OUT OF SCHOOL CLUB

Childcare terms and conditions for term time and holiday play scheme

The document and the terms and conditions within it govern the basis on which Kidz Zone Out of School Club 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:

Kidz Zone Out of School Club (Kidz Zone Cadbury Time Club)

Company registration number: 03820846

Registered address: Robin Hood Academy, Pitmaston Road, Hall Green Birmingham. B28 9PP

Telephone: 07963419482

Email: kidzzoneone@gmail.com

Ofsted URN:

Insured by: Covea Insurance

Your details:

Full name of parent/guardian (1)

Address

Telephone

Email

Full name of parent/guardian (2)

Address

Telephone

Email

Full name of child

Date of birth

Full Name of child

Full Name of child

School Attending

Class

Our offer for a childcare place for your child:

Expected start date of child's place _____

Booked/As & When _____

	Monday	Tuesday	Wednesday	Thursday	Friday
AM					
PM					

These hours may be altered by filling in a new Term Time Booking Form

We are open:

7.15am – 9am and 3.00pm – 6.00pm Term Time and 7.30am – 6.00pm

Deposit received Yes No First payment due _____

Terms and conditions

1.0 Our obligation to you

- 1.1 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 agree a change to your child's hours of attendance.
- 1.2 We will adhere to the principles of the General Data Protection Regulations (2018) when collecting and processing information about you and your child. We explain how your data is processed, collected, kept up-to-date in our Privacy Notice which is given to you at the point of registration.
- 1.3 We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.
- 1.4 We will notify you as soon as possible of any days we will be closed.
- 1.5 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.
- 1.6 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.
- 1.7 We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regard to the childcare services we provide for your child.
- 1.8 We will provide you with details of our policies and procedures 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.
- 1.9 We will maintain appropriate insurance to cover our childcare activities.
- 1.10 We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available.
- 1.11 We will ensure clean water is available at all times.
- 1.12 We will provide snacks after school.

2.0 Your obligation to us

- 2.1 You will need to complete and return our *Registration Form* (and any other forms required) to us before your child can start with us.
- 2.2 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.
- 2.3 The *Registration Form* includes medicine consent and emergency treatment authorisations which you will need to complete prior to your child attending.
- 2.4 You are responsible for signing your child in and out of each session he/she attends (Covid restrictions may apply)
- 2.5 You will read and abide by our policies and procedures.
- 2.6 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.
- 2.7 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.
- 2.8 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 and the Childs Password. 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.
- 2.9 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. A late payment charge will be applied; please refer to the current fee schedule for details.
- 2.10 You will inform us as far in advance as possible of any dates on which your child will not be attending.
- 2.11 You will provide us with at least two weeks' notice of your intention to decrease the number of hours your child attends or to withdraw your child (and end this Agreement). If insufficient notice is 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 by completing our *Notification of Leaving Date* form which is available on request.
- 2.12 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.

3.0 Payment of fees

- 3.1 The fee schedule will be given 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 two weeks' notice, by completing our *Notification of Leaving Date* form which can be obtained from our setting manager.
- 3.2 Fees must be paid on a weekly / monthly basis, in advance. We calculate the amount payable by you each month by multiplying the Weekly Fee by the number of weeks we are open during a month.
- 3.3 All payments made under the Agreement should be by standing order or direct debit, by cash, cheque or by Childcare Vouchers. All payment, regardless of method, shall be made by you weekly or monthly, in advance on an agreed date. If payment is made by cash or cheque, it is your responsibility to obtain a receipt as proof of payment. Non-payment of account for over one month will incur a £50.00 charge.
- 3.4 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 charge £5.00 per child.
- 3.5 The rates of £6.85 morning fee or/and £7.85 afternoon fee will be charged for any a place that is booked and the child due to illness or holiday does not attend. Extra places booked on a term time week and not used will also be charged.
- 3.6** Child places booked for holiday play scheme must be paid for in advance. **No refunds will be given if the place is not used, nor can the charge for that week be used for another week instead.**
- 3.7 In the event of late collection of your child, we reserve the right to charge £5.00 per child.
- 3.8 Continual late collection of your child/children will incur a £10.00 charge per child per evening.
- 3.9 Continual late collecting will result in the loss of the childcare place.

4.0 Suspension of a child

- 4.1** **We may suspend the provision of childcare to your child at any time if you have failed to pay any fees due.**
- 4.2 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.
- 4.3 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.
- 4.4 If your child is suspended part way through the month, under the conditions stated in clause 4.3 we shall stop charges on your account until resolution.

4.0 Termination of the Agreement

- 4.1 You may end this Agreement at any time, giving us at least two weeks' notice by completing the 'Notification of Leaving Date' form.
- 4.2 We may immediately end this Agreement if:
 - 5.2.1 You have failed to pay your fees;
 - 5.2.2 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;
 - 5.2.3 You behave unacceptably, as we do not tolerate any physical or verbal abuse or threats towards the staff.
 - 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.
- 4.3 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.
- 4.4 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.

6.0 General

- 6.1 If we have to close or we take the decision to close due to events or circumstances beyond our control (e.g. extreme weather conditions) charges will not be made. We will attempt to provide childcare at another venue, if this is arranged then charges will resume.
- 6.2 If you have any concerns regarding the services we provide, please discuss them with the manager. Customer satisfaction is paramount, and any concerns/complaints will be dealt with in line with our *Making a Complaint Policy*.
- 6.3 From time to time we will take photographs of the children who attend. These photographs are used for on-going recording for children's individual development records. They are stored on the camera until printed and then deleted. The photographs are used for your child's records within the setting. If we wish to use any image of your child for training, publicity or marketing purposes, we would always seek your consent for each image we intend to use, as indicated on our *Registration Form*.
- 6.4 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*.
- 6.5 Whilst food and drink are 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.

6.6 Packed lunches packed by parent/carers will be required for Holiday Club. This food must not be shared with other children.

6.7 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 *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.

6.8 This Agreement

7.0 We reserve the right to vary the terms and conditions contained in this Agreement

7.1 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.

7.2 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 above terms and conditions and to confirm your acceptable of a childcare place with us for your child.

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

Parent name 1

Signed

Date

Parent name 2

Signed

Date

Signed on behalf of Kidz Zone Out Of School Club:

Signed

Date

Name

Role