**WBs WrapAround Club**



This document and the terms and conditions within it govern the basis on which WBs WrapAround 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.

We may ask to see your child’s birth certificate, or other relevant documentation, to confirm that you have parental responsibility for the child as part of our registration process.

**Our details:**

Registered childcare provider: **Surrinder Bodhan**

Address: **WBs WrapAround Club, Willow Brook, Keyworth, NOTTS, NG12 5BB**

Telephone: **07903645282**

Email: **wbswraparoundclub@gmail.com**

Ofsted URN: **EY493820**

Day to Day Manager: **Susan Needham**

|  |
| --- |
| **Commencement date of agreement: / /**  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  | Agreed hours: |  |
|  | Mon am | Mon pm | Tues am | Tues pm | Weds am | Weds pm | Thurs am | Thurs pm | Fri am | Fri pm |
| Agreed times of attendance |  |  |  |  |  |  |  |  |  |  |

**Current Fees**

 **B = Breakfast club 7:30am until 9;00am £6**

 **A = end of school – 5:45pm £12**

**Late fee + £15 immediate fee for collection after 6pm and £5 for every 15mins thereafter)**

**WBs WrapAround Club :**

**Terms and conditions**

* 1. **Our obligation to you**
	2. 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.
	3. We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare. (We know parents often need flexible childcare. Amendments can often be made to bookings for the following month **unless invoices have already been sent out**. Please contact us as early as you can.)
	4. We will notify you as soon as possible of any days we will be closed. For example, INSET or Polling days.
	5. We will always treat your child with the utmost respect and dignity. We will never use, or threaten to use, any type of punishment that could adversely affect a child’s wellbeing.
	6. We will provide you with regular verbal updates as to your child’s wellbeing at the club 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.
	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.
	8. We will provide you with details of our policies and procedures, which also 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 through newsletters and Parentmail. We will make ourselves available to discuss or explain our policies and procedures, and/or any relevant changes, at a mutually agreed time.
	9. We will maintain appropriate insurance to cover our childcare activities.
	10. We will keep you informed through half-termly newsletters, sent out by school’s ParentMail system and copies will be filed in the Parent Communications folder available at sign-in or out.
1. **We ask that**
2. You complete and return our *Registration Form* and *Terms and Conditions* to us before your child starts with us.
3. **You notify us immediately of any changes to the information you have provided us and keep us informed of any other necessary information that may affect the childcare that we provide for your child.**
4. You abide by our policies & procedures and read any updates that we will send from time to time as we review and evaluate our practice.
5. You make yourself available, at mutually agreed times, as and when required to discuss the progress of your child or any factor relating to their childcare place with us.
6. You inform us of any injury your child has sustained prior to attending a session and complete a pre-existing injury form before leaving your child in our care.
7. You 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 (and staff) attending you must not allow your child to attend whilst they are contagious and pose a risk to other children during normal daily activities.**

1. You 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 ask for prior warning and will complete an alternative collection log in the diary. **We ask that the person collecting use the password already agreed in the registration pack**. 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. **You inform us immediately on Telephone 07903645282 if you are not able to collect your child by the official collection time. You must arrange for another authorised person to collect your child as soon as possible.**
3. You inform us as far in advance as possible of any dates on which your child will not be attending.
4. **You 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 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.**
5. You inform us if your child is the subject of a court order and provide us with a copy of such order on request.
6. You read newsletters or any other communication from us sent out by school’s ParentMail.
7. **Payment of fees**
8. Our fees are charged on a sessional basis that shall be notified to you in advance of your child starting (‘Sessional Fees’). 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, and by completing our *Notification of Leaving Date* form which can be obtained from our setting manager.)
9. Fees must be paid **monthly,** in advance.
10. All payments made under the Agreement should be by BACS or vouchers unless payment by cheque is agreed with us in advance. All payment, regardless of method, shall be made by you monthly, in advance on the first day of each month (the due date).
11. If you have requested additional sessions, these will be invoiced separately and should be settled as soon as possible.
12. If you have been unable to collect your child by the official collection time and we have provided you with additional childcare facilities, we reserve the right to raise the applicable late collection charges under a separate invoice for payment.
13. **Please note, collection AFTER 6:00pm will ALWAYS incur an additional and immediate charge of £15, because of additional rental charges made to us from the County Council and £10 per 15 minutes after that due to additional staffing costs.**
14. No refund will be given where the place is unfulfilled due to illness or holidays. We are always closed on bank holidays, Polling days when Willow Brook is used as a Polling Station, and for School INSET training days, in order that we can support our continuing professional development for the benefit of children and families. **We accept no liability for other costs which you incur if we are unable to provide childcare for any reason.**
15. If your child wishes to start attending an afterschool club on a day that they are already booked into a session of WBs WrapAround, we request one month’s notice, unless an invoice has already been generated for the following month. **We will always endeavour to swap the session for a different one, dependent on staffing ratios.**
16. **Suspension of a child**
17. We may suspend the provision of childcare to your child at any time if you have failed to pay any fees due.
18. 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.
19. 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.
20. 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.
21. 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.
	1. **Termination of the Agreement**
	2. You may end this Agreement at any time, giving us at least one month’s notice by completing the ‘**Notification of Leaving Date’** form, which can be obtained from the Manager.
	3. 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 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.

* 1. 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.
	2. 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.
1. **General**
2. **If you have any concerns regarding the services we provide, please discuss them in the first instance with your child’s key person. If these concerns are not resolved to your satisfaction, please then contact the manager. Customer satisfaction is paramount to us and any concerns/complaints will be dealt with in line with our *Making a Complaint* *Policy*.**
3. In our registration form we seek your permission to take and use photographs. 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 EYFS children’s individual development records. The photographs are also used for display.
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. Our registration form asks that you give us information about your child’s dietary requirements. 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. It is our usual practice to only provide vegetarian options. 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. Any personal information you supply to us will be collected, stored and used in accordance with the principles of the Data Protection Act and our *Confidentiality and Client Access to Records Policy*. We will 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, and these are recorded in our Information Sharing Policy.
7. **This Agreement**
8. We reserve the right to vary the terms and conditions contained in this Agreement
9. 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.
10. Acceptance of a place will be deemed as acceptance by you of these terms and conditions.

**Data Protection**

WB’S is registered with the ICO and complies with the Data Protection Act 1998.

We will only use your (including your child’s) personal information to provide a childcare service to you.

We will keep your information secure and will never share it without your prior consent, except if required to do so by law.

 **For further information please see our privacy notice and consent form**.

|  |
| --- |
| C:\Users\Susan\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Ofsted_Good_GP_Colour.jpg**WBs WrapAround Club**  **Acceptance of our offer of a childcare place****Child’s name:**Please sign below to indicate that you have read and understood the above terms and conditions and to confirm your acceptance 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  |  |
|  |  |
| Signed |  | Date |  |
| Witnessed and signed on behalf of WBs WrapAround Club:  |  |
| Signed  |  | Date |  |
| Name |  |
| Role  |  |  |  |
|  | (Parent copy to keep) |
|  |  |
| C:\Users\Susan\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Ofsted_Good_GP_Colour.jpg**WBs WrapAround Club**  **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 acceptance 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  |  |
|  |  |
| Signed |  | Date |  |
| Witnessed and signed on behalf of WBs WrapAround Club:  |  |
| Signed  |  | Date |  |
| Name |  |
| Role  |  |  |  |
|  | (WBs WrapAround Club copy to be placed in child’s file) |
|  |  |
|  |  |