

La Maternelle Out of School Care & Nursery Parental Contract

It is important that you read and accept the regulations, policies and procedures before you sign this agreement. Copies of our policy booklets are available both in the Clubs and in the Nursery.

Fees/Invoicing

Out of School Care

Term time invoices will be calculated according to sessions reserved within the calendar month and are payable within the first week. Extra casual sessions taken will be added to your invoice the following month. We require one month's written notice for cancellation of a permanent term time session.

Holiday fees are payable in two installments, one to secure your booking which is non-refundable, and the second on the first day of attendance. Fees will not be charged for Inset days or Bank Holidays.

Nursery

Invoices will be calculated according to sessions reserved within the calendar month and are payable within the first week. Extra casual sessions taken will be added to your invoice the following month. We require one month's written notice for cancellation of a permanent session.

For full day and half day sessions children are entitled to two weeks holiday free of charge, one of which must be taken during the Christmas period. Holiday forms are available in the Nursery. Please complete and return two weeks before your holiday is due to commence. Fees will not be charged for Bank Holidays.

The company reserves the right to withdraw a child's place if the fees are not paid promptly. Parents of children who are not collected at the appointed time will be invoiced for the extra time at the rate of £10.00 per fifteen minutes.

Please note that for casual sessions for out of school care and nursery our cut off date is the 25th of the month i.e. casual sessions taken up to and including the 25th November will be added to December's invoice. Sessions after the 25th of November up to and including the 25th of December will be added to January's invoice. Unless children are commencing sessions at the start of the month these sessions will be classed as casual and therefore invoiced the following month as for the casual sessions.

Any invoice not settled by the end of the month will incur a charge of 10%. We hope you appreciate our reasons for this action.

Absences

If your child will not be attending any session for any reason please telephone your supervisor as soon as possible to inform us of the intended absence. All absences must be paid for.

Reservations

Please note that once a booking has been made with us, either in writing or verbally and the child's name has been entered into our register these sessions must be paid for even if cancelled at a later stage. For holiday reservations the deposit of half payment will be charged to your account should you cancel the session. We hope you appreciate our reasons for this action.

Sickness and Accidents

It is important to make sure that we are fully informed of any changes in your child's health, such as the onset of allergies or any illness which your child may be suffering from. Should your child become ill or incur an injury whilst in our care, every effort will be made to contact the parent/guardian. Emergency medication may be administered with your written consent. Please see enrolment form.

We ask that if your child develops a doubtful rash, sore throat, discharge from the eyes, diarrhoea or anything else that could be passed on to other children you keep him/her at home and inform your G.P.

Sun Cream

Please ensure you have applied sun cream to your child before coming to nursery in the mornings. The staff with your permission will help to reapply sun cream to all children attending half, school and full day sessions.

Security

To ensure the safety of your children if anyone other than the parent or guardian is collecting him/her they must be named on the enrolment form. In an emergency we will issue a password to the parent/guardian which must be passed onto the person collecting. Please note we will not hand over any child to anyone without the password.

Personal Property

We advise that your child has a change of clothing in a named bag whilst in our care in case of an emergency. Whilst every reasonable care is taken the club cannot be held responsible for any loss or damage to a child's property.

The main aim of the care we offer is the safe and happy well-being of your child. If for any reason your child is not happy or has a particular problem please do not hesitate to speak to the supervisor who will do her/his utmost to resolve the matter.

We reserve the right to remove the child where there is a breach of this contract or after the behaviour policy procedure (in place in the facility) has been followed to the extent that the child be deemed to be persistently displaying unacceptable behaviour or one serious incident that could or does result in harm to another child or member of staff. Any decision to exclude a child will be made only after notification by the nursery owner/teacher and supervisor of the facility and the parent. Parents have the right to appeal to the proprietor within five days against any decision made. All our policies are available for parents/guardians. Please ask the staff in the facility at La Maternelle. If a child comes into our care with known behavioural needs we reserve the right to request a trial period of one calendar month with review to further care and consideration of permanent sessions.

I have read, understand and agree to abide by the policies and procedures pertaining to La Maternelle and confirm that I wish my child to attend La Maternelle. Please return this signed copy of your contract with us to your supervisor. You will then receive a copy for your own personal records.

Signed..... Date.....

Name in block capitals.....

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