

PARENT/PROVIDER PARTNERSHIP  
TERMS AND CONDITIONS

**Ad hoc Session only service (Little Willows' families only)**

21. You will be required to pay a non-refundable annual fee of £50 which will be due at the beginning of the academic year.

22. Requested 'ad hoc' session dates must be sent by email to [info@saplingchildcare.com](mailto:info@saplingchildcare.com) no later than 5 working days before the required period. You will receive an email informing you of session availability no later than 5 working days before your requested dates.

23. Short notice requests<sup>1</sup> that are successful will be confirmed by email as soon as practicable.

24. Requests will **not be** actioned out of working hours<sup>2</sup>.

25. A cancellation request must be received by email within 48hrs of the required date. If a request is not received, you will be charged for the session.

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<sup>1</sup> Requests that are made within 5 working days of the required date.

<sup>2</sup> Working hours 9 am to 3 pm Monday to Friday.