

PARENT/PROVIDER PARTNERSHIP

TERMS AND CONDITIONS

1. Sapling Before and After School Club will be open during the school term. We will not be open on inset days.

Parent/Guardian Responsibilities

2. It is incumbent upon you:
 - a. To ensure that the staff at Saplings are made aware of any welfare or health issues affecting your child.
 - b. To advise Sapling staff of any medication your child is using.
 - c. To inform the Owner by email, as and when your contact details change.
 - d. To provide a set of spare clothes for your child. Please note that Sapling Childcare will not take responsibility for any damage to clothes resulting from play/activities.
 - e. To not allow your child to bring any food or toys into Saplings.
 - f. To not bring your child into Saplings if they have been sick and/or had diarrhoea within the previous 48 hours.

Collecting your child

3. It is incumbent upon you:
 - a. To ensure that Sapling staff are informed by telephone as soon as possible if a person other than those stated on the contract will be collecting your child. Your child will only be handed over if Sapling staff have been made aware of the said individual's name, the individual picking up knows your child's password and they have some form of photo identification on their person.
 - b. To ensure that at least one of the carers named in your contract is available to pick your child up within 30 minutes of being contacted by Sapling staff.
 - c. To ensure that an adult over 18 years old collects your child. Authority must be sought from the Owner if you wish for a minor to collect your child. If authority is to be given, the Owner will require written consent from you, detailing the minor's name and date of birth.
 - d. To ensure that your child is collected no later than 6:00 pm. If you believe that you will be late, you must let Saplings know as soon as possible. If your child is not picked up by 6:00 pm, you will be charged a nominal fee of £5.00 and a subsequent fee of £5.00 for every 5 minutes thereafter. If your child is not picked up by 6:30pm, Saplings is legally obliged to contact First Response.

Non-Attendance

4. It is incumbent upon you to inform Saplings by sending a text message¹ to the Setting phone number if your child is not going to attend a session. You must contact Saplings by 8:00 am on the day of the absence if your child will miss a morning session, and by 3:00pm if your child will miss an afternoon session. If you do not notify Saplings, staff will consider your child to be missing, and initiate their 'missing child' procedure. If you fail to inform Saplings about your child's absence on 3 separate occasions, you will incur a financial penalty of £25.

¹ ¹ To ensure that communication is clear, parents are to confirm in writing (text) if a child is going to be absent. Confirmation can be followed up by a phone call.

Charges and Payment

5. You are required to pay a retaining fee of £50.00 to secure one childcare place. £10.00 will be non-refundable and £40.00 will be refunded back to you within 14 days of receiving your bank details. Details must be forwarded by email to the owner and will only be actioned during term time. This fee will be non-refundable if you fail to give at least 28 days' notice to terminate the contract or you fail to take up a place on the agreed date. You will be charged as follows:

Nature	Charge per child
An initial retaining fee (This will be paid back to you within 14 days of your contract ending as long as the Owner has your bank details.)	£50.00
For failing to provide advance warning of your child's absence on 3 occasions	£25.00
For each additional 5 minutes of childcare after 6:00pm. (Maximum of 30 minutes)	£5.00
For late payment, part payment or a bounced cheque	An additional 10% will be added to the invoice figure. For late payment, 10% will be added every 2 days that payment is overdue.

6. Fees are to be paid one month in advance. You will not be reimbursed for pre-paid sessions that your child does not attend.
7. You will be presented with an invoice during the last school week each month, and payment will be expected by the 5th of the month or as stated on the invoice. You will be sent one invoice and one reminder only. If payment is not received by the due date the above charges will apply. Please ensure that the name of your child shows up on any payments that are made by bank transfer or vouchers.
8. At the start of a new school year, you will be invoiced at the end of July. Full payment of September's fees will be required by the 10th of August. This will secure your child's place in September.
9. Sapling prices may be subject to change. The owner reserves the right, with appropriate notification, to change the charges and childcare costs. Any changes will be binding and form part of your contractual agreement.

The Contract

10. The contract between you and the owner is binding until notice to terminate the contract has been received or given. The owner reserves the right to change it at any-time with appropriate notice.
11. You are required to give at least one month's notice (28 days) by email if you would like to permanently reduce or increase the number of sessions² your child attends per week. An increase in sessions will need to be agreed by the owner. Changes will take effect from the beginning of the month that follows the end of the notice period. The owner reserves the right to waiver the 28 days notice.
12. You are required to give at least one month's notice (28 days) by email if you would like to take your child out of Sapling Childcare. Please note that the 28 days will start from the day after the owner has received notice. Notice must be given during term time and will not include half terms, Easter or Summer Holiday

² The number of sessions your child attends will be by agreement.

periods. You will receive an email confirming that the request has been received and the date your contract will end. Your contract will terminate at 11:59pm on the 28th day. If 28 days' notice is not given, the owner reserves the right to retain your retaining fee.

13. The owner will give you at least one month's notice (28 days) in writing or email, and will state the reason for terminating the contract. Sapling reserves the right to reduce the notice of termination if the reason is related to an incident involving you and/or your child that is deemed to have caused Sapling staff, customers or children any distress.

Medication

14. Sapling staff will only give your child their prescribed medication if it is in its original packaging and the details of the child and dose are clearly printed on it. Where possible, medication should be administered at School or at home.
15. Calpol can be given to your child if you have given written consent within your contract and your child is deemed to have a high temperature by a member of staff. Additional consent prior to administering a dose will be sought by telephone.

Ad hoc Session only service

16. You will be required to pay an annual fee which will be due at the beginning of the academic year. Ad hoc sessions will be subject to availability and can only be considered during the month they are required. Additional terms and conditions will be sent to you after registration.

Safeguarding

17. The use of mobile phones or any other device that can take photographs is prohibited within Sapling premises. Exceptions will only be authorised by the manager/owner.
18. If Sapling staff believe that any individual who intends to collect a child, even if authorised, is unfit to do so (eg. due the effects of alcohol or drugs) they will ask you to make alternative arrangements for the safety of the child. Staff will not hesitate to contact the Police if necessary.

General Information

19. To preserve your child's safety and wellbeing, any information about you and your child held by Saplings will be shared with a 3rd party if required. This action will be conducted in accordance with the Data Protection Act 1998.
20. Sapling staff may refuse to accept a child into their care if the child has not received the recommended immunisations. Please refer to parent information file.
21. If a member of Sapling staff provides a baby-sitting service to you, she/he is not doing so on behalf of Sapling Childcare, and your contract with him/her is in no way connected with Sapling Childcare.

