



## **Little Bookham & Effingham Preschool**

### **Terms and Conditions – Updated January 2025**

Your child is offered a place at Little Bookham & Effingham Preschool subject to the following Terms and Conditions. These supersede any other previous arrangement, and will be updated in line with guidance at the time.

### **Opening days and hours**

The preschool is be open from Tuesdays - Fridays

#### **Morning sessions**

9.00am – 12.30pm (children go home before lunch, for under 3s only)

9.00am - 1.30pm (children stay for lunch)

#### **Full days**

9.00am – 3.30pm

9.00am - 4.00pm (later collection with chill out time and afternoon snack)

**Early drop offs** by prior arrangement only from 8.45am on Wednesdays - Fridays (£2.50)

We are open for up to 38 weeks per academic year, and closely follow the Surrey Country Councils school term dates. We are closed for all bank holidays and for when the whole hall is required to be used as a Polling station.

If we change the opening hours of the preschool, or if there are any days that the preschool will be closed we will give you as much notice as possible.

There may be occasions when we need to close the preschool at short notice due to situations beyond our control. This includes closures recommended by Public Health England, and closures if we are short staffed due to staff illness. This could also include severe weather where staff are unable to get to the premises, or for whatever reason we conclude that the premise is unsafe for running a preschool session.

We will not be able to issue refunds or offer alternative sessions for emergency closures which are caused by events beyond our control.

## **Arrivals and Departures**

Children are your responsibility until handed over to a recognised member of staff at the start of their session. At the end of each session they will be handed back to you or your named trustee and they will be signed out by a member of staff.

## **Attendance**

Children starting preschool must attend for a minimum of two sessions across 2 days per week, This is to ensure that the children get the most out of their time at preschool. A morning session must be for a minimum of 3.5 hours, and a 'full day' must be for a minimum of 6.5 hours. Any exceptions must be previously agreed with the Preschool Management.

Children in their last year before school must attend at least one full day per week, plus one other session. Morning sessions are generally reserved for younger children, so children in the oldest year group will generally be offered full days, please be aware that morning sessions for older children are subject to availability.

Please contact the Preschool immediately by either text, email, phone call or voicemail to inform us if your child cannot attend for any reason. If your child has not arrived within 20 minutes of their session start time we will make contact with you.

The expectation is that children will attend preschool on a regular basis. We do understand that there will be occasions that children will be absent from preschool such as a planned family holiday or exceptional circumstances, however we do reserve the right to withdraw the offer of a child's place for significant non attendance.

This includes prolonged absences of more than 3 weeks (exceptions may be made for extended family holidays where we have been informed in advance) or attendance of less than 80% over a term. This does not include illnesses.

We cannot continue to offer a funded place where it becomes clear that parents do not intend to use the hours that they are claiming. Surrey Early Years will be informed of significant non-attendance and funding (and your child's place) may be withdrawn immediately.

Please see our Non-Attendance Policy for more information.

## **Invoices**

We offer payment by either:

- A. Termly invoice split into equal monthly payments across the term. Monthly invoices must be paid on the same day every month
- B. Half termly invoices must be paid at the start of each half-term, and will need to be paid within 14 days of receiving the invoice.
- C. Monthly invoices based on the sessions attending that month. These will need to be paid within 14 days of receiving the invoice.

The preschool cannot maintain your child's place if fees are not paid. A late payment fee of £20 will be charged every 7 days that the payment is overdue. For continued late payment of fees we will take the following steps:

- 1. An email or text reminder will be sent once payment is overdue. It is parents responsibility to ensure that we are given an email address that they check regularly as this is how invoices/reminders will be sent.
- 2. This will be followed up by a second reminder within 7 days. Late payment fees will be added to your invoice during this time from the date your invoice was due.
- 3. If payment is still not received, your child's place will then be paused (they cannot attend sessions during this time).
- 4. If payment is not received within a further 7 days parents will receive a written letter informing them that continued non-payment will result in their child's place being permanently withdrawn from preschool. The letter will state the final date by which outstanding monies must be paid if they want to keep their child's place. Children will not be able to attend during this time, but these sessions will still be charged. If payment is not made by this date, the preschool will permanently withdraw your child's place.
- 5. If payment is still not received we will proceed to making a court claim for outstanding fees.

We understand that at times parents/carers may have or anticipate having difficulty in paying on occasions and it may be possible to arrange an alternative payment date to avoid late payment fees on a one off basis. This must be negotiated with the Preschool Manager, and must be in advance before the invoice is overdue. Any family in this situation should contact the Manager at the earliest opportunity to arrange a confidential meeting. We are not in a position to offer any further credit to parents beyond a previously agreed alternative payment date.

Fees will not be refunded or waived for term time absence through sickness or holidays which are taken without 6 weeks written notice, or if the preschool is forced to close in extreme bad weather conditions or circumstances which are beyond control and the safety of children is at risk. We cannot offer additional sessions in place of sessions missed through illness or closure.

Our Fee structure is usually reviewed annually, but please be aware that increases may be necessary during the academic year. Parents will be given at least one month's written notice of any fee increase.

### **Notice period for reduction of hours, holidays or withdrawal from preschool**

6 term time weeks written notice is required for withdrawal of a child from preschool or fees for half a term are payable at the rate of your child's previously agreed attendance hours in lieu of notice.

6 term time weeks written notice will also be required if parents request any decrease in their child's attendance hours, or fees for half a term are payable at the rate of your child's previously agreed attendance hours.

Any decrease in your child's attendance hours is subject to available sessions as we only have a limited amount of 'morning only' session spaces per day. Please be children still need to attend the minimum amount of sessions per week or we will no longer be able to offer them a place.

If parents wish to take their child out of preschool during term time for family holidays, you will not be charged for these sessions if you are able to give the preschool six term time weeks written notice of the child's absence. If six term time weeks' notice is not given for holiday absences sessions will be charged as normal, including meals.

It is appreciated if you can inform us as far in advance as possible of any dates on which your child will not be attending the Preschool

If the parent for any reason postpones a start date, we reserve the right to charge from the original agreed start date stated on the registration form.

### **Withdrawal of your child's place**

We reserve the right to withdraw your child's place if it becomes clear that we are no longer meeting their needs or the actions of the child are such that they give rise to serious safeguarding concerns. This would arise following detailed evaluation and consultation with the parents and other professionals involved in the child's care. The preschool retains the right to make the final decision.

We reserve the right to withdraw a child's place with immediate effect for continued non-payment of fees, significant non-attendance (less than 80%) or if a parent, guardian, carer or child displays abusive, threatening or otherwise inappropriate behaviour.

Any disruption caused by a parent or child that is deemed inappropriate or not conducive to an early years environment, or undermines the reputation of the preschool, or its staff, will be cause for withdrawal of a child's place at the discretion of the management team.

## **Late Collection of Children**

It is very important that children are dropped off and collected promptly as staff are also responsible for looking after other children and cannot wait at the door for long periods of time. Whilst we appreciate that delays are sometimes unavoidable, unless arranged with staff prior to the child's collection time, we reserve the right to charge £5 per quarter of an hour when parents are late.

For example, if your child was due to be collected at 4.00pm, £5 will be charged for the period from 4.00pm until 4.15pm, and an additional £5 would be charged starting from 4.15pm running until 4.30pm. For the purposes of this example if you arrived 20 minutes late to collect your child £10 would be charged. This will need to be paid within 48 hours.

Parents who are persistently late may have their child's place withdrawn.

## **Health and Wellbeing**

Any child who has, or develops, an infectious illness must be kept at home. This includes conditions such as vomiting, diarrhoea, discharges, conjunctivitis, sore throat and obvious rashes. If a child has sickness or diarrhoea, they must not attend for a period of 48 hours from the last time occurrence. Fees are payable at the full rate during the period of sickness absence from preschool.

If children become unwell during the preschool day, and we feel that they are too unwell to continue, then parents will be contacted and asked to collect their child as soon as possible.

If your child has a contagious disease or infection, we reserve the right to ask you to keep them at home if we feel that there is a risk to other children and staff. Generally our decisions are informed by the government's guidance for schools, but we do have to take into account the age and vulnerability of the children in our care, as well as the fact we are a small setting with a small staff team and it can be difficult to provide additional staff cover when staff are unwell.

Children will not be allowed to attend if they have been given Calpol or any other painkiller as this can mask the symptoms of Covid and other illnesses. We do not administer painkillers to children at preschool and recommend that if they are unwell enough to need Calpol or other painkillers, then they should be at home.

A medicine consent form will need to be completed if you require our staff to administer any medicines to your child such as prescribed antibiotics

In warmer weather parents are responsible for ensuring that their child is wearing SPF sun cream in the mornings.

## **Funding**

We are registered to provide both Universal funding (15hrs for 3 and 4 year olds) and Working Parent Entitlement (up to 30hrs) for 2, 3 and 4 year olds. This means that all children will be eligible to receive 15 Universal hours of funded care per week from the term after they turn 3, and eligible working families can receive up to 30 hours of funded care per week from their child's 2nd birthday. Children can attend for up to 7 funded hours per day.

We are also registered to provide Free Early Education to 2 year olds who meet the criteria set out by Surrey Early Years and Childcare Services. Eligible children will be able to receive up to 15 hours of funded care per week and children can attend for up to 7 funded hours per day. If you are interested in a FEET place please let us know before you start if you think you might be eligible because we only offer a very limited number of FEET places.

For our funded children, we do charge for extras such as food (£2.50 per day). Families who are claiming funding with us are also asked to pay a consumables contribution of £1.50 per funded hour that their child attends. This covers consumables and everything that we offer that goes above and beyond basic provision.

Children in receipt of FEET funding can provide their own lunch if they prefer, or accept the £2.50 daily charge. Packed lunches provided by parents must follow our lunch guidance.

Please inform us if your child is likely to be absent for more than two weeks as we will need to inform Surrey Early Years of any significant non-attendance.

Funded hours must be claimed on a termly basis, at the start of every term. We can make amendments to increase children's funded hours, but we will need 6 term time weeks' notice to decrease children's hours, otherwise fees must be paid in lieu of funding. If you wish to move to a new setting part way through a term the preschool is entitled to keep the funding.

## **Fees**

We cannot offer any refunds/ alternative/additional sessions when your child is off sick, self-isolating or from term time absences without notice.

From September 2024 our fees will be:

Fee paying children: £8.00 per hour

Lunch Fees - £2.00 per day

Snack - £0.50 per day

Voluntary Contributions towards consumables (for funded children) £1.50 per hour.

Parents will be given at least one month's written notice of any fee increase, otherwise fees for the following academic year will be published on our website by June each year.

### **Personal Property**

No responsibility can be accepted for loss or damage to clothing and for this reason we recommend suitable clothing should be worn to preschool. Children are encouraged to wear aprons at messy activities, but clothes may become soiled by paint and outdoor play, although we will try to avoid this. Preschool uniforms are available to purchase, or second hand uniforms can be borrowed for free.

Please do not allow children to bring toys into preschool. Please be aware that we cannot accept responsibility for personal property that children bring in that may get lost or broken.

### **Policies**

Our Preschool policies are available to view on our website  
[www.littlebookhampreschool.co.uk](http://www.littlebookhampreschool.co.uk)