



## Terms and Conditions

Sprouts Childcare is an Ofsted registered childcare Provision. Places are offered on a first-come first-served basis.

If a space is available for AD-HOC bookings and online registration has been completed, an invoice will be sent to you via email. AD-HOC bookings are payable upon booking. Late payment charges of £5 per day per invoice (booking) will be added after this date. Sprouts Childcare reserve the right to refuse childcare due to unpaid invoices. Sprouts Childcare will allow 5 working days for Childcare Vouchers to be received before any late payment charges are added to the account.

Payments for advanced holiday club bookings are not due until the 1<sup>st</sup> of the month prior to the club commencing.

If no places are available, the child's name can be added to the waiting list. As soon as suitable places become available parents will be informed.

### Booking procedure

**AD-HOC** spaces are predominantly for shift workers who do not know their working pattern in advance and are more flexible. They can be booked, if availability allows, and can also be cancelled/amended without charge by giving 7 days' notice.

If ad-hoc places being booked either far in advance or the same days each week, we will switch you over to a contract. If a contracted space is not available, you will be added to the waiting list and will be informed as soon as a space is free.

We would appreciate your cooperation on this as we have a lot of families who are shift workers and they need to know the space is there should they need it.

If you need to amend or cancel an ad-hoc booking, you can do this with 7 days' notice.

**CONTRACT** spaces are for families who require the same sessions each week. Once set up, this will roll on month to month until Sprouts are advised in writing to cancel the contract. (7 days' notice required)

A contract guarantees you the same days each week and these will be held for you. Individual sessions cannot be refunded if the child/ren does not attend. Each month is to be paid in full. No amendments to bookings will be granted.

**HOLIDAY CLUB** spaces are on a first come first serve basis you do not have to commit to a full week, you can choose the days which suit your childcare needs best.

Parents must complete the necessary online forms before their child can attend. If your child is not on the register and dropped off, we will follow our Policy and Procedures.

Once a booking is completed you must give 7 days' notice prior to holiday club commencing for any changes/cancellations. Any refund will be in the form of a credit note for your next invoice. Anything less than 7 days' notice prior to the start of holiday club, you will still be charged for.

Bookings can be made for breakfast club up until 7.25am and up until 3pm for after school club on the day you want your child to attend. Any child who requires a member of Sprouts staff to book them on the system will incur a £10 administration fee for each booking made. If you have any trouble using our online booking system, please contact us before the times stated above and we will be able to help. If a child arrives who has not been booked on the system, they will be sent to the school office and you will be contacted to confirm childcare arrangements.

#### **Fees are paid:**

- CONTRACTS - Monthly in advance – ALL payments must be received by 1<sup>st</sup> of each month.
- AD-HOC – PAYABLE ON BOOKING
- Holiday Club – PAYABLE BY THE 1<sup>ST</sup> OF THE MONTH PRIOR TO THE CLUB COMMENCING
- Fees can be paid variously, please see online our payment options.
- The setting accepts childcare vouchers.
- Fees are charged for booked sessions whether the child attends or not. (unless 7 days' notice of changes)

Payment of fees are reviewed every August for September by the registered person. The setting will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the manager at the earliest opportunity. Any queries regarding fees should be directed to the manager. You will be notified by 15<sup>th</sup> August for any changes.

If fees are not paid, the setting will write to you the parent or carer, requesting payment. If there is no response within 24 hours £5.00 will be added per day, this will continue with email communication for 7 days. If after this time, no communication has been achieved or payment made, Sprouts will write to you informing that legal action will be taken, and childcare will be withdrawn.

If the fees remain unpaid after 14 working days and all the above options have been explored, Sprouts will hand the debt over to the legal team. If this happens, ALL legal fees will be added to your bill, these fees are as follows:

- Full outstanding amount (including late payment charges) +
- £75 – Initial Debt Letter (7 Days to pay and respond)
- £150 – Debt recovery

If you are having difficulty making the payment on time, we recommend that you arrange a meeting with the manager as soon as possible.

### **Childcare Vouchers**

We accept childcare vouchers. Details are on the online booking form.

All vouchers must be confirmed to be on the way to us by the 1<sup>st</sup> of each month, allowing 5 working days to be received.

### **Dropping off and Collection**

Sprouts opens at 7:30am Monday – Friday. Staff are instructed not to accept children before this time.

Sprouts closes at 6pm – Any late pickups will incur a £5 charge every 5 minutes per child. We understand that sometimes we hear of accidents on the motorway and the traffic can become intense. This we understand and we accommodate them the best we can. However, the staff at Sprouts have commitments outside of work and regular late pickups will not be tolerated. Persistent late collection will result in losing your space at Sprouts. \*Please note that Sprouts' staff are **not** permitted to take children off school premises. Please ensure that you leave ample time to collect your child/ren before Sprouts close at 6pm.

During any Holiday Club activities which involve leaving the school will be done with prior written consent and risk assessments.

For Health and Safety please ensure that you use the designated footpath to drop off and pick up. Please DO NOT use the school car park to walk through as this breaks school policy (this differs during Covid – please follow the instruction of the school) Any persistent ignorance on this matter will result in losing your space at Sprouts.

### **Sickness**

If your child is sick, please let us know as soon as you can. Please see the policy for sickness exclusions, should your child become unwell or need to self-isolate. No refunds will be given.

Please contact the manager for information regarding any other conditions that may require different absences from school.

### **School/club closures**

If the schools are closed temporarily i.e., a snow day, no refunds will be given. If the schools are instructed to close by the local authority or government for a longer period, we will hold your places and follow government guidance and communicate with you at the time.

If school is open but Sprouts needs to close for any reason i.e., staff absence, your place will be held, and you will not be charged for the sessions you cannot access.