



Terms and Conditions

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

Whilst we try and be as flexible as possible, please see our terms and conditions below to answer any small print details you may need to know.

Booking procedure

AD-HOC spaces are for flexibility to suit different working patterns. They can be booked (if availability allows), and can also be cancelled/amended without charge by giving 7 days' notice. Once booking has been made, a confirmation email will be sent. This is confirmation that the booking is confirmed and any changes after this must be in line with the '7 days' notice' terms.

If you need to amend or cancel an ad-hoc booking, you can do this with 7 days' notice. Any bookings after the 7 days' will be charged at the full amount owed. No changes will be made.

Please ensure that you have booked the correct school that your child attends, as any changes to the location with our admin team may incur an administration fee of £15.00.

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

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.

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.

1 months' notice must be given for any changes to the contract permanently this includes cancelling a contract.

No pausing of contracts will be possible.

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

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.

Payments for advanced holiday club bookings are not due until the 1st 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 a suitable place becomes available parents/carers will be informed.

Bookings

Any 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. If a child arrives to afterschool club who has not been booked on the system, they will be sent to the school office for them to confirm childcare arrangements. Please ensure that you have completed your booking online and received a confirmation email confirming your space, as sometimes this can be missed meaning your child will not be on the register. Any child who requires a member of Sprouts staff to book them on the system will incur a £15 administration fee.

Once a booking has been made you will then receive a booking confirmation.

Fees are paid:

- CONTRACTS - Monthly in advance – ALL payments must be received by 1st of each month.
- AD-HOC – Payable on booking
- Holiday Club – Payable by the 1st of the month prior to the club commencing.
- Fees can be paid in various ways. Please see our online [payment options](#) on our [website](#).
- The setting accepts childcare vouchers.
- Fees are charged for booked sessions whether the child attends or not. (unless 7 days' notice of changes)
- **CASH PAYMENTS – Cash Payments MUST be made by the parent/carer to a member of Sprouts team. Sprouts WILL NOT accept cash from children. This will be placed back into their bag with a follow up text home. Sprouts do not accept any responsibility for any cash left in a child's possession. The parent/carer will be asked to sign the payments received form and counted to ensure that company policy and procedure are followed.**

Late Payment

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 and contract bookings are due by the 1st. Late payment charges of £7 per day per invoice (booking) will be added after 48 hours of invoice 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.

If fees are not paid, the setting will write and text/phone to you, the parent or carer, requesting payment. If there is no response within 24 hours £7.00 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 7 working days and all the above options have been exhausted, Sprouts will hand the debt over to Small Claims Courts. If this happens, ALL legal fees will be added to your bill, these fees are as follows:

- Full outstanding amount (including late payment charges) +
- £35 – Small Claims fees which will be added the full outstanding amount.
- Possible outcome – CCJ

If you are having difficulty making the payment on time, we recommend that you arrange a meeting with the manager as soon as possible. The setting will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact Sprouts Head Office at the earliest opportunity. Any queries regarding fees should be directed to the manager.

Session Fee Reviews

Session prices are as standard reviewed every January. You will be notified of any changes with 1 months' notice or sooner and changes will be implemented from 1st April by the registered person.

Sprouts Childcare reserve the right to review and change session fees at other times of the year – If this is the case we will give as much notice as possible (minimum 1 month).

Childcare Vouchers

We accept [childcare vouchers](#). Details are on the online booking form and on our [website](#).

All vouchers must be confirmed to being on the way to us by the 1st 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 close at 6pm – Any late pickups will incur a £10 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. If you require someone to collect that a Sprouts team member has not met before, please ensure that they have the password, and you email the team so we can pass on the information. Sprouts staff cannot release your child if the above is not followed due to safeguarding. Please do not be offended

should a new member of the staffing team ask for the password. Whilst we appreciate that you have been attending for a duration of time, they may not know who you are. Your understanding in this matter is greatly appreciated.

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, No transfers of dates 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.