



*With friendship, trust and kindness, we fly!*



## Swallowtail Pre-school Terms and Conditions

The document and the terms and conditions within it govern the basis on which Catfield, Hickling and Sutton Pre-schools agree to provide childcare services to parent(s)/guardian(s) (referred to as 'you').

Only a parent/guardian with parental responsibility for a child can register that child for a childcare place with us. We will ask to see your child's birth certificate, or other relevant documentation, to confirm that you have parental responsibility for the child as part of our registration process.

### **Our details:**

Catfield Pre-school,  
Catfield C of E Primary Academy  
School Road  
Catfield  
Norfolk, NR29 5DA.  
Telephone: 01692 580568  
Email: [office@catfield.norfolk.sch.uk](mailto:office@catfield.norfolk.sch.uk)

Hickling Pre-school,  
Hickling C of E Infant Academy  
Town Street  
Hickling  
Norfolk, NR12 0XX  
Telephone: 01692 598355  
Email: [office@hickling.norfolk.sch.uk](mailto:office@hickling.norfolk.sch.uk)

Sutton Pre-School  
Sutton C of E Infant Academy  
Laxfield Road  
Sutton  
Norfolk, NR12 9QP  
Telephone: 01692 580608  
Email: [office@sutton.norfolk.sch.uk](mailto:office@sutton.norfolk.sch.uk)

<b><u>Your details:</u></b>				
Full name of parent/guardian (1)				
Address				
Telephone		Email		
Full name of parent/guardian (2)				
Address				
Telephone		Email		
Full name of child			Date of birth	

### **Pre-school sessions**

Early Education is offered to families 38 weeks of the year.

### **Funded hours can be claimed-**

- Monday- 6 hours= 8.45am-2.45pm
- Tuesday-6 hours= 8.45am-2.45pm
- Wednesday -6 hours= 8.45am-2.45pm
- Thursday- 6 hours= 8.45am-2.45pm
- Friday-6 hours= 8.45am-2.45pm

### ***Catfield /Hickling/Sutton***

Monday - Friday

Morning session: 8.45am-11.45am.

Afternoon session: 11.45pm-14.45pm. (Lunch cover included.)

Full day session 8.45am-2.45pm.

Funding can be claimed during our lunch period.

### **Funded Places**

Government funding is intended to cover the cost to deliver 15 or 30 hours a week of free, high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables, additional hours, or additional services. The funded entitlement will be delivered consistently so that all children accessing any of them will receive the same quality and access to provision, regardless of whether families opt to pay for optional hours, services, meals or consumables.

Early education is offered within the national parameters-

- No session to be longer than 10 hours.
- No minimum session length (subject to the requirements of registration on the Ofsted Early Years Register)
- Not before 6.00am or after 8.00pm
- A maximum of two sites in a single day

### ***3 Year Olds (15 or 30 hours funding)***

Funding is available for each child from the term following the child's third birthday, for a total of up to 15 or 30 if entitled hours each week during term time. For the purpose of funding, terms are recognised as:

- 1st September – 31st December
- 1st January – 31st March
- 1st April – 31st August

*The school will support you with this and provide termly funding forms.*

### ***3 year old (30 hour funding)***

This is a government initiative that is available to some 3/4 year olds. If your child is eligible they will get 30 hours funded child care and we will offer sessions in pre-school that will be able to support this. In order to qualify, both parents must be working or the sole parent must be working in a lone parent family. There are some exceptions which are outlined on the attached guide i.e. parents on maternity leave. Parents are responsible for applying for this funding and can do so following the below link:

<https://www.childcarechoices.gov.uk/>

*If your child is unable to attend any of these funded sessions, you will need to inform the setting of the reason for their absence and a likely return date. Regular absence without good reason, is likely to result in the funded place(s) being withdrawn.*

### **Non-funded Places**

The following fees apply when families claim a funded entitlement as part of childcare arrangement-

- Additional hours.

Additional hours including those not funded by the Local Authority will be charged at the current session rate.

The current sessions rates are-

£10.50 per 3-hour session.

We provide pre-school wraparound care from 14.45pm until 15:20, at £1.75 per session. This can be claimed for as part of your funding entitlement.

#### Additional services

- Additional services

Charges for additional services such as trips will be agreed in advance with families.

- Cost of meals and snacks

There are no charges for meals or snacks. Families can provide a packed lunch for their child attending during lunch.

There is an option to pay for lunches at the cost of £2.38 a meal if preferred.

- Consumable charge.

There are no consumable charges required at our pre-schools.

- Deposit

We do not charge a deposit to enrol in our settings.

- Registration charge

We do not charge a registration charge in our settings.

- Top-up Fee

- We do not charge a top-up fee for any child to attend our pre-school setting.

If you are unable to pay these charges, please speak with the school secretary to discuss the alternative options available.

The alternative options include-

- Offering trips at a reduced rate.
- Offering your session on a different day if you are unable to fund the school trip.
- Payment plans to be set up.

Other charges-

- Late payments- Pre-school fees are required a month in advance. If you do not pay your fee's before the date specified on your invoice your child/ren will be unable to attend their non-funded sessions.
- Late collection- This fee will be charged when children are not collected on time at the end of their session. We will charge a fee of £0.50p for every 15 minutes.

All fees will be charged unless specific arrangements have been agreed and whilst a childcare contract remains in place. Families wishing to terminate their childcare contract must provide 4 weeks' notice in writing to the school office. Any funding entitlement claimed beyond the notice period is transferrable to your new childcare provider via the Local Authority where the funding criteria is met. Where a child leaves the setting before the end of the agreed notice period, we will seek authorisation from the Local Authority to claim any funding applicable to your entitlement up to the end of the notice period, together with any additional fees which formed part of your child care arrangement and terms and conditions.

Where a time lapse has occurred between the point of enquiry and your child's start date, families should check that the information shared about funding and fees remains current so that any applicable charges can be checked and finalised before you're the childcare arrangement contract is formalised

Changes to children's days and times once agreed can only happen at the beginning of each term.

### **Terms and condition**

#### **Our obligation to you**

- We will notify you as soon as possible of any days we will be closed.
- We will provide you with regular verbal updates as to your child's progress and we will agree times to discuss with you the progress of your child or any other aspects of our childcare services as and when required.
- We will comply with the requirements of the Early Years Foundation Stage in regards to the childcare services we provide for your child.
- We will make available to you our policies and procedures, which can all be found on our website [www.swallowtailfederation.co.uk](http://www.swallowtailfederation.co.uk). Our admission and charging policies are issued to all families as part of the registration process. They are also found on our website.
- We will maintain appropriate insurance to cover our childcare activities.
- We will work in partnership with parents, carers, childcare providers, Local Authority, and other organisations to improve provision and outcomes for children in their setting. Where required we will seek parent/carer consent to collect, share and use your information in accordance with the Data Protection Act and General Data Protecting regulations.
- Our setting has made a Flourish pledge, which means we are working together with the local authority to make Flourish the shared ambition of everyone working to improve the lives of children and young people in Norfolk.
- To ensure smooth transition for your child, we will work closely with families to discuss and agree how a child's care will work in practise where an entitlement is split across different providers, and where possible when families transfer their funding claim to a new setting.
- We are required to have arrangements in place to support children with special educational needs and/or disabilities (SEND). These arrangements should include a clear approach to identifying and responding to SEND.

This means we will-

- Follow the requirements of the Early Years Foundation Stage Statutory Framework to provide an inclusive environment for all children and families, together with the requirements to comply with the Equalities Act and the Special Educational Needs and Disability Code of Practice.
- Monitor and review children's progress and development in partnership with families. Where a child appears to be behind expected levels of development or where a child's progress gives cause for concern a graduated approach will be adopted with 4 stages of action;/ Assess, Plan. Do & Review.
- Provide information to families on how their child's development is being supported and in agreement, consent will be sought to apply for additional funding and request support from outside agencies where necessary.
- Utilise the SEN inclusion fund and Disability Access Fund to deliver effective support.
- Publish our contribution to the 'SEN Local Offer' in Norfolk. This is available on the Norfolk Community Directory to ensure information is available to parents so they can make choices about the right childcare provision for their child with SEN.
  
- We aim to identify all children that may attract any additional funding such as EYPP, DAF SEND Inclusion Fund and any locally available funding streams with a view to submit a claim/application to support and improve their outcomes. This will be in partnership with families and consent will be sought prior to submitting a claim/application.
- We will work with parents to ensure that as far as possible the hours/sessions that can be funded are convenient for parents' working hours.
- Our complaints is issued to all families as part of the registration process. It is also available on our school website.

- When parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the funding agreement and in Early Education and Childcare Statutory guidance for local authorities) a complaint can be submitted directly to the Executive head teacher.

### Your obligation to us

- You will need to complete and return the registration form and other supporting documents before your child can start with us. As part of the registration process, parents/carers will be required to provide documentation to evidence their child's date of birth. This is to confirm they have reached the eligible age for the funded entitlement. A copy will not be retained but may be requested again later by the Local Authority for audit or fraud investigation purposes.
- You must notify us immediately of any changes to the information you have provided to us.
- You will read and abide by our policies and procedures which are available [www.swallowtailfederation.co.uk](http://www.swallowtailfederation.co.uk).
- You must immediately inform us if your child is suffering from any contagious disease, or if your child has been diagnosed by a medical practitioner with a notifiable disease. For the benefit of other children attending you must not allow your child to attend whilst they are contagious (see '*Health Protection Guidance Grid*' which can be found on our website)
- You must keep us informed of the identity of the persons who will be collecting your child. If we are not reasonably satisfied that the person collecting your child is who we were expecting. We will not release your child into their care until we have checked with you.
- You will inform us as far in advance as possible of any dates on which your child will not be attending.
- You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

### Payment of fees

- Our fees are reviewed annually in September. Families will be given at least 6 weeks' notice in writing to inform them of any change, and given the opportunity to discuss their options with the pre-school manager. If you do not wish to pay the revised fee, you may end this Agreement by giving us one month's notice, by completing our **Notification of Leaving Date** form which can be obtained from our school office.

Fees must be paid on a termly basis, in advance. We calculate this by looking at the amount of sessions your child will attend, deduct the funded sessions and the balance to be paid is calculated through any remaining unfunded sessions.

- Invoices are created monthly and need to be paid for a month in advance. The invoice will be itemised to provide clear and transparent information concerning the charges as agreed in the childcare contract. It will allow parents/carers to see that the entitlement is received completely free of charge and understand additional fees that have been applied.
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- All payments made under the agreement must be made on Pupil ASSET. All payment, shall be made by you monthly by the stipulated due date.
- If the payment of fees is outstanding beyond the payment deadline (as indicated on your invoice), your child will **not** be able to attend additional paid sessions.
- No refund will be given for periods where the place is unfulfilled due to illness or holidays on the part of either party. We are open term time only in line with the main school. We accept no liability for other costs which you incur if we are unable to provide childcare for any reason.

### Termination of the Agreement

- You may end this Agreement at any time, giving us at least one month's notice by completing the 'Notification of

Leaving Date' form.

- We may immediately end this Agreement if:
  - You have failed to pay your fees (following written warnings);
  - You have breached any of your obligations under this agreement and you have not or cannot put right that breach within a reasonable period of time after we have drawn it to your attention;
  - You behave unacceptably, as we do not tolerate any physical or verbal abuse or threats towards staff;
  - We take the decision to close. We will give you as much notice as possible in the event of such a decision.
- It may become apparent that the support we are able to offer your child is not sufficient to meet his/her needs. In these circumstances we will work with you, the local authority and other welfare agencies as per our procedures to identify appropriate support, at which point we may end this Agreement.
- You may end this agreement if we have breached any of our obligations under this agreement and we have not or cannot put right that breach within a reasonable period after you have drawn it to our attention.

### General

- If we have to close or we take the decision to close due to events or circumstances beyond our control (e.g. extreme weather conditions) the session fee will continue to be payable in full and we shall be under no obligation to provide alternative childcare to you. If the closure exceeds three consecutive days in duration (excluding any days when we would otherwise have been closed), we will credit you with an amount that represents the number of days closed in excess of three days.
- If you have any concerns regarding the services we provide, please discuss them with your child's key person. If these concerns are not resolved to your satisfaction, please contact the Senior teacher/Executive Head or Deputy Executive Head. Any concerns/complaints will be dealt with in line with our *Complaints Policy*.
- We reserve the right to refuse to admit your child if they have a temperature, sickness and diarrhoea or a contagious infection or disease on arrival at our setting, or to ask you to collect your child if they become unwell whilst in our care, in line with our *'Health Protection Guidance Grid'* which can be found on our website.
- Any personal information you supply to us will be collected, stored and used in accordance with the principles of the Data Protection Act and our *Confidentiality and Client Access to Records Policy*. We will always seek your consent where we need to share information about your child with any other professional or agency. We are required by law to override your refusal to give consent only in specific circumstances where the child or someone in the family may be in danger if we do not share that information.

**PLEASE RETURN TO THE SCHOOL OFFICE BY \_\_\_\_\_**

#### Acceptance of our offer of a childcare place

Please sign and return this slip to indicate that you have read and understood the above terms and conditions and to confirm your acceptable of a childcare place with us for your child.

Parent name			
Signed		Date	

