



Little Oaks
CHILDREN'S NURSERY

Parent/Carer contract and terms and conditions

PART A

This contract is between:

Little Oaks Children's Nursery (trading name), part of A.Horn Ltd. Principal address: Little Oaks Children's Nursery, Upper Fairfield Road, Surrey KT22 7HH (Tel: 01372 877060) ; and

Parent/Carer name:

Parent/Carer Address:

The Terms and Conditions in Part B apply to this contract. Please read them carefully.

Child or Children					
Sessions of attendance (circle as appropriate)	Mon Early start	Tues Early start	Wed Early start	Thurs Early start	Fri Early start
	Late finish	Late finish	Late finish	Late finish	Late finish
	am	am	am	am	am
	pm	pm	pm	pm	pm
	Full-day	Full-day	Full-day	Full-day	Full-day
	Short-day	Short-day	Short-day	Short-day	Short-day
Current fees	Fees payable by the 1 st day of each month.(In advance)				
Charges for late collection of the child	Initial £10 charge after session ends and £10 for every 15 minutes thereafter				
Notice required to terminate this contract	One month (whether it is you or us who wishes the child to stop attending, one month's written notice is required to be given)				
Do you consent to our calling an ambulance in the event of an emergency?	Yes/No				

Signed for and on behalf of **Little Oaks Children's Nursery**

Position in nursery:

Signed - (both parents/carers to sign)

Mother/carers:Father/carers:.....

Date:

Agreement for payment of fees

Child's name.....

Parent's name.....

Person responsible for payment of fees

Name.....

Address.....

.....

.....postcode.....

Telephone:

Day.....

Evening

Mobile

I hereby agree to pay the fees for the above child on the date they fall due

Signed..... Date.....

All Payments to be made to A.Horn Ltd (Trading name: Little Oaks Children's Nursery)

Payment methods available (*please circle*):

- Direct Debit, (Follow the link and complete the direct debit form to authorise payment)
<https://pay.qocardless.com/AL00006566N4JJ>
- Childcare Vouchers
- Tax Free childcare

PART B – TERMS AND CONDITIONS

1. Definitions

1.1 The definitions below apply in these terms and conditions.

“Child” the child or children who are named in Part A;

“You” the person, firm or company who purchases Services from us;

“Services” the services of a daycare nursery during the days or half days indicated in Part A excluding bank and public holidays, together with any other services which we provide, or agree to provide, to you;

“Us” the nursery named in Part A.

1.2 A reference to **writing** or **written** includes email.

1.3 Any requirement in this contract for either party not to do something includes an obligation on that party not to allow that thing to be done.

2. Formation of the contract

- 2.1 A contract for the Services will be formed between you and us once you have given us a signed, fully completed, registration form and a £50 registration fee and £200 Deposit, and we have confirmed to you in writing that your application for a place has been successful.
- 2.2 These terms and conditions govern the contract between you and us for the Services. No other terms apply unless they are in:
 - 2.2.1 Registration form and privacy notice
 - 2.2.2 Fee Structure
 - 2.2.3 A handbook issued to you by us,
 - 2.2.4 A Nursery policy,
 - 2.2.5 A letter that is signed by both you and us.
- 2.3 In the case of any uncertainty as to which terms apply, these terms and conditions will apply.

3. Duration of the contract

- 3.1 The contract shall last until it is terminated by either you or us giving to the other, in writing only, at least one full calendar month's notice. The only exception to this is when your child is in their last year of Pre- school before they leaving for School. The last day a School leaver can attend Little Oaks is the 31st August in their final year before starting school. If you would like additional sessions after this date it is still possible subject to our availability.
However, the contract can, in some circumstances be terminated immediately under clause 18.
- 3.1 You are liable for all fees during the notice period. If you fail to give proper notice or do not pay all fees within your notice period, you will lose your deposit.

4. Suspension of the Services

The Services may be suspended (meaning the Child is temporarily not able to attend the nursery) in the circumstances set out in our Critical Incident Policy or in the circumstances set out in clause 19. If the Services are suspended for a period of more than one month, either of us may terminate the contract by giving the other one month's written notice.

5. Our Obligations

- 5.1 We will use all reasonable efforts to provide the Services to you, in accordance in all material respects with these terms and conditions and any other documents referred to in 2.2 above.
- 5.2 We welcome staff and children from many different backgrounds and ethnic groups. Human rights and freedoms are respected and we will do all that is reasonable to ensure that our culture, policies and procedures are made accessible to children who have disabilities and to comply with their social and moral obligations under the Special Educational Needs and Disability Act 2001 or Equality Act 2010 in order to accommodate the needs of children, applicants and members of staff who have disabilities for which, after reasonable adjustments, we can cater adequately
- 5.3 If we determine, in our sole discretion (after appropriate and reasonable analysis) that reasonable adjustments cannot be made for a Child and as such we cannot continue to adequately provide for that Child (or admit them as the case may be) then the we shall be permitted to request that you to withdraw the Child without being charged fees in lieu of notice.

6. Your obligations

- 6.1 You shall:
 - 6.1.1 Co-operate with us;

- 6.1.2 Provide to us such information as we may reasonably require about
 - 6.1.2.1 The Child (e.g.
 - 6.1.2.1.1 Any known medical condition, health problem, allergy, or diagnosed dietary requirement;
 - 6.1.2.1.2 Any prescribed medication;
 - 6.1.2.1.3 Any lack of any vaccination which the Child would ordinarily have by their age;
 - 6.1.2.1.4 Any family circumstances or court orders affecting the Child;
 - 6.1.2.1.5 Any concerns about the Child's safety); and
 - 6.1.2.2 Your contact details, and those of your authorised persons who may collect the Child.
- 6.2 You must (a) ensure that these details are accurate and (b) keep these details up-to-date, by promptly informing us in writing whenever they change.
 - 6.2.1 As regards arrivals and departure of a child, please refer to the nursery's Arrivals and Departures Policy. Please ask for a copy of it if necessary.
- 6.3 If our performance of our obligations under the contract is prevented or delayed by anything you do (or fail to do), we shall not be liable.
- 6.4 You shall not employ (or attempt to employ) any member of our staff without our consent, until six months from the end of this contract.
- 6.5 If you require a staff member to babysit outside nursery hours. You must follow our babysitting policy and sign a consent form.

7. Charges and payment

- 7.1 You shall pay the charges as set out in Part A.
- 7.2 Charges are due even if the Child is absent.
- 7.3 If you are paying by childcare vouchers either as a part payment or full payment towards nursery fees it is mandatory that a childcare voucher declaration is completed, signed and returned to the nursery manager. Childcare vouchers payments must be sent as a fixed amount each month, given written permission from the nursery manager you will be able to send larger one off payments.
- 7.4 You will still be charge for staff staff training days (2 inset days per year)
- 7.5 VAT is not charged on nursery fees (nursery provision is an exempt supply for VAT purposes).
- 7.6 The quoted charges are per Child, per session and include breakfast, am snack, lunch, pm snack and dinner, were applicable.
- 7.7 Extra hours (or parts of an hour) will be charged for (at the ruling rate) and must be booked and paid for at least 24 hours in advance.
- 7.8 The charges must be paid in advance, by the first day of the month.
- 7.9 All payments for monthly fees must be made by direct debit, childcare vouchers or Tax free childcare only. We may agree to payment by cash or chip and pin for extra sessions only, but it is your responsibility to obtain a receipt from the nursery manager as proof of payment. No payment shall be deemed to have been made until it is cleared into our bank account. If a cheque bounces, or payment fails, we may charge a reasonable administration fee (currently £25).

7.10 We may increase our charges at anytime. We will give you written notice of any such increase one month before the proposed date of increase.

7.11 Without restricting any other legal right that we may have, if you fail to pay us on time, we may:

7.11.1 Make an interest charge of up to 1.5% per cent per month or part month on late payment. Unless otherwise notified to you in writing, interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us the interest together with the overdue amount. In addition we will be entitled to recover from you the full amount of our administrative and other costs incurred in recovering any unpaid sum including legal costs and disbursements on an indemnity basis.

7.11.2 Charge you a reasonable administration fee (currently £25 and a further £50 after 5 days); and

7.11.3 Suspend all Services until payment has been made in full, which will include the suspension of the Child, or even terminate the contract permanently.

7.12 If you owe us any money, and make a claim against us, we may set off what you owe us against what you are claiming from us.

8. Reducing or increasing sessions

Should you wish to reduce or increase the number of sessions your child is due to attend or attends the nursery, we ask you to give the nursery at least one full calendar month's written notice and to fill in a session amendment form. Any reduction in sessions will only commence from the 1st of the month. The nursery manager must then confirm this via email. The days available to be offered to you for the reduced sessions will be at the discretion of the nursery manager and may result in the days of your existing sessions being altered.

9. Free nursery education

9.1 If you wish to take up your funded nursery education, you are required to complete and sign a Parental Declaration on a three-monthly basis, detailing how and when you will take up the free sessions. Please refer to financial support for parent document (Surrey Council guidance).

9.2 Our charges will not be made in respect of the funded sessions as detailed in the Parental Declaration, but we are entitled to make a reasonable charge for meals or additional activities provided during any funded session.

9.3 30 Hour code declaration

Every family that is eligible for the Extended 15 hours funding (30 hours) will be required to apply online at www.childcarechoices.gov.uk, if eligible each family will receive a 11 digit code.

It is the parents/carers responsibility to apply for this additional funding, every three months parents/carers HAVE to re apply. If you do not re verify your codes every three months your eligibility will lapse.

If parents/carers do not apply they will be charged the full nursery fees. If parents/carers have already paid an invoice that has been charged at the reduced funding rate and after which the parents/carers is either not eligible or no longer eligible after re applying, the parents/carers will be required to repay the difference.

Please sign to confirm you understand the terms set out above:

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9.4 When a child leaves at the end or part way through a funded period, additional fees maybe charged:

Funding can only be claimed through Surrey County council on a term time basis, this means the (Stretched) funded hours delivered to you and the funded hours claimed by us may vary.

If your child leaves mid-way through the year they may not have received the number of funded hours that have been claimed. Or if you choose to leave at the end or part way through a funded period, your child may not receive their full year allocation of 570 funded early education entitlement hours (1140 hours if eligible for the extended entitlement).

At certain points of the year, it may be that we have offered you more funded hours than we have been able to claim. In this situation, you will be invoiced for these additional hours. These hours will be charged at our standard rate, this will be calculated using our daily rate (daily rate divided by 10 hours = charge/per additional hour we have been unable to claim). If your child starts during a summer funded period and then leaves at the end of the summer period, more funded hours will have been delivered than the term time hours claimed. These additional hours will be charged as above (daily rate divided by 10 hours = charge/per additional hour we have been unable to claim).

When notice to leave the nursery is given the hours delivered and claimed will be calculated, after which we will issue you an additional invoice. This invoice will be for any the funded hours delivered that we have been unable to claim. This invoice must be paid when it is received and before your child's last day of attendance.

Please sign to confirm you understand the terms set out above:

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10. Welfare of the Child

- 10.1 We will do all that is reasonable to safeguard and promote the Child's welfare and to provide care to at least the standard required by law and often to a much higher standard.
- 10.2 We will respect the Child's human rights and freedoms which must however, be balanced with the lawful needs and rules of our nursery and rights and freedoms of others.
- 10.3 Your consent to such physical contact as may be lawful accord with good practice, and be appropriate and proper for teaching and instruction and for providing comfort to a Child in distress, or to maintain safety and good order, or in connection with the Child's health and welfare.
- 10.4 Parents of Children who are not potty trained must provide disposable nappies
- 10.5 Parents should provide sealed formula milk or pre measured formula powder for bottle fed babies. Bringing in and storing made-up formula milk may increase the chance of a baby becoming ill and should be avoided.
- 10.6 Labelled mother's breast milk will be stored in the fridge and an area will be made available for mothers to breast feed their babies or express milk should they need to do so.
- 10.7 As regards behaviour management techniques and sanctions, please refer to the nursery's Promoting Positive Behaviour Policy. Please ask for a copy of it if necessary.
- 10.8 The nursery uses emergency procedures for accidents, evacuations, incidents and allergic reactions, please refer to the individual policies and procedures and ask for a copy where required.

11. Health and medical matters

- 11.1 If the Child becomes ill during the nursery session the nursery manager will contact you or the emergency contact indicated on the registration form. You must inform us immediately of any changes to these contact details. If your child requires urgent medical attention while under our care, we will if practicable attempt to contact you and obtain your prior consent. However, should we be unable to

contact you we shall be authorised to make the decision on your behalf should consent be required for urgent treatment recommended by a doctor (including anaesthetic or operation, or blood transfusion (unless you have previously notified us you object to blood transfusions)).

- 11.2 If the Child is suffering from a communicable illness, he/she should not be brought to the nursery until such time as the infection has cleared. A full copy of our infection control policy is available from the nursery manager. Please refer to the illness/communicable disease list supplied in your information on minimum periods of exclusion from the nursery.
- 11.3 You must notify the nursery manager if the Child is absent from the nursery through sickness.
- 11.4 If the Child has been sent home from the nursery because of ill health, he/she will not be re-admitted for at least 24 hours. If the Child is prescribed antibiotics, he/she will not be allowed to return to the nursery for 48 hours.
- 11.5 As regards medication, and the administration of it to a Child, please refer to the nursery's Medication Policy. Please ask for a copy of it if necessary.
- 11.6 Please also see clause 6.1.2 on matters we need to be informed about.

12. Food/dietary requirements

- 12.1 We will work with you to provide suitable food for your Child, if they have a special dietary requirement or any allergies as diagnosed by a doctor or dietician. All reasonable care will be taken to ensure that a Child does not come into contact with certain foods with support from parents and external professionals should the need arise.
- 12.2 Menus will be displayed for inspection, and parents and children will be able to feed into the review of these.
- 12.3 No food with the exception of formula milk, breast milk and any specialist dietary milk required for those with allergies to cows milk can be provided by anyone other than the nursery.

13. Reporting of neglect or abuse

We have an obligation to report to the relevant authorities any suspicions we have that your Child has suffered neglect or abuse, and we may do without your consent and/or without informing you.

14. Limitation of liability

- 14.1 This clause sets out our (and our employees', agents', consultants' and subcontractors') liability to you in respect of the contract (including any breach of it, any statement we make to you about it, our termination of it).
- 14.2 All terms implied by law are, to the fullest extent permitted by law, excluded or deleted from the contract.
- 14.3 Nothing in these terms and conditions in any way limits our liability for fraud, or for death or personal injury resulting from negligence.
- 14.4 We shall not be liable for:
 - 14.4.1.1 Any loss or damage to any toys, equipment or bags, clothing etc. you may bring into our nursery;
 - 14.4.1.2 Loss of any profits, or consequential loss; or any other indirect loss; and
- 14.5 Subject always to clause 14.3, our total liability (in contract, tort including negligence or breach of statutory duty, or otherwise) shall be limited to cumulative price paid by you for the Services over the course of the contract.

15. Data protection

- 15.1 You agree that details of your name, address and payment record may be submitted to a credit reference agency, and personal data will be processed by and on behalf of us in connection with the Services.
- 15.2 We may take photographs and/or videos of your Child for promotional or training purposes only. If you do not wish for your Child to be included in such photographs or videos, please inform us by completing the 'permission form' given to you on enrolment, or by writing to the nursery manager.
- 15.3 Any personal data related to You or your Child will be dealt with in accordance with our privacy notice, which can be found on our website, on the parent noticeboard and in a file in the office.

Please sign to confirm you understand the above :

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16. Security

Parents are welcome to visit the nursery, but we will not admit anyone without prior notification. It is your responsibility to ensure that we are aware of who will be collecting your Child. No Child will be allowed to leave the building with any person who has not been notified as an authorised person to collect the Child on your behalf.

17. Complaints and concerns

Please address any complaint or concern to Nursery Manager/ Company Directors in charge, in the first instance, and if the matter is not resolved within a reasonable period, please refer it to the nursery manager. Please also refer to our complaints and compliments policy which shall apply to any complaints received by us.

18. Termination for breach of contract, or bankruptcy/insolvency

- 18.1 Without restricting any other legal rights which the parties may have, either party may terminate the contract without liability to the other immediately on giving written notice to the other if:
 - 18.1.1 The other party fails to pay any amount due under the contract on the due date for payment and remains in default for 10 days or more; or
 - 18.1.2 The other party commits a material breach of any of the terms of the contract and (if such a breach is capable of being remedied) fails to remedy that breach within 30 days of that party being notified in writing of the breach; or
 - 18.1.3 The other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986.
- 18.2 On termination of the contract for any reason:
 - 18.2.1 You shall immediately pay all of our outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, we may submit an invoice, which shall be payable immediately on receipt; and
 - 18.2.2 Any clause in these terms and conditions which implicitly is intended to survive termination shall continue in force.

19. Events that are beyond our control

- 19.1 If any event beyond our reasonable control (e.g. a fire, flood, E-Coli outbreak, strike, civil action, act of terrorism, war etc.) occurs, for which we have business interruption insurance, we may close the nursery without liability to you and we will not charge you for the fees for the time the nursery is closed. We will keep you informed, in such an event.

- 19.2 If it is, in our reasonable opinion, necessary or in the interests of the Child to do so or nursery staff we may close the nursery even though our business interruption insurance will not cover us for the closure. In these circumstances, we will charge you for the time the nursery is closed. For example, we may close because of severe weather conditions such a heavy snow, outbreak of flu, swine flu or other illnesses etc.

Please sign to confirm you understand the terms set out above:

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20. Invalid clauses

If any part of the contract is found by any court or similar authority to be invalid, illegal or unenforceable, that part shall be struck out, but the rest of the contract shall apply.

21. Changes to these terms and conditions

- 21.1 We may change these terms and conditions where such a change arises from changes in regulations or legislation affecting us.
- 21.2 We may change any other terms in these terms and conditions provided we give you at least one month's written notice of our intention to do so.

22. No other terms

Each party acknowledges that, in entering into the contract, it has not relied on anything said or written that is not written in the contract. This applies unless fraud is established.

23. Assignment

The contract is personal to you. You shall not, without our written consent, transfer to anyone else any of your rights or obligations under the contract.

24. Rights of third parties

A person who is not a party to the contract shall not have any rights under or connection with it.

25. Governing law and jurisdiction

The contract, and any dispute or claim arising out of it or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by the law of England. The courts of England shall have exclusive jurisdiction to settle any such dispute or claim.