Next Steps-school of Elms Vale, Church Road, Dover, Kent CT17 9LW

Tel: 01304 226234 Registered Charity No. 1156391

www.nextstepspreschool.co.uk

Terms and conditions of Childcare update 2026

The document and the terms and conditions within it govern the basis on which the preschool agrees to provide childcare services to parent(s)/guardian(s).

Only a parent/guardian with parental responsibility for a child can register that child for a childcare place with the preschool. The preschool 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 the preschool's registration process.

Above are the contact details and further details are:

Ofsted URN: 500822

Insured by: Royal & Sun Alliance

Insurance policy number: RTT209838

1.0 Home Visit

Once you have decided that you are going to bring your child to the preschool, we will arrange a home visit appointment and will bring documents for you to fill in, such as the Registration form or a parent declaration for your Free Early Education.

These need to be completed and brought back to the preschool with your child"s birth certificate so this can be checked by a member of staff.

During the home visit we will take you through what you need to read on our website/ parent app so that you can understand and our happy with our terms and conditions.

We will bring our starting procedure and read though with you about what is happening when bringing in your child when starting at the preschool. You ask any questions at this time and tell us about any health or development concerns you may have about your child.

Then you can read this document on the website or parent app and then you can sign the starting procedure saying that you are happy with our terms and conditions

2.0 Your obligation to the preschool

2.1 You will need to complete and return the *Application to Join* and *Registration Form* to before your child can start with this can been completed by post/outside meeting or phone call with any information, which can be arranged before your child starts at preschool

2.2 You must notify the preschool immediately of any changes to the information you have provided and keep the preschool informed of any other necessary information that may affect the childcare that the preschool provides for your child.

2.3 The *Registration Form* includes medicine consent and emergency treatment authorisations which you will need to complete prior to your child attending.

2.4 You will read and abide by the preschool's policies and procedures.

2.5 You will make yourself available as and when required to discuss the progress of your child or any factor relating to their childcare place with the preschool at mutually agreed times.

2.6 You must immediately inform the preschool 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 and pose a risk to other children during normal daily activities.

2.7 You must keep the preschool informed of the identity of the persons who will be collecting your child. If the person who is due to collect your child is not usually responsible for collecting them the preschool will require proof of identity or a discussed password. If not reasonably satisfied that the person collecting your child is who is expected, the preschool will not release your child into their care until the preschool have checked with you.

2.8 You must inform the preschool immediately if you are not able to collect your child by the official collection time. You must make arrangements for another authorised person to collect your child as soon as possible. A late payment charge will be applied; please refer to the current fee schedule for details.

2.9 You will inform the preschool as far in advance as possible of any dates on which your child will not be attending.

2.10 You will provide the preschool with at least two weeks' notice of your intention to decrease the number of hours your child attends or to withdraw your child (and end this Agreement). If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of notice. If you are ending this Agreement. If you are claiming Free Early Education, you do not have to give any notice, but if you let us know this would be appreciated.

2.11 You must inform the preschool if your child is the subject of a court order and provide the preschool with a copy of such order on request.

3.0 Payment of fee

3.1 The preschool fees are based on a weekly fee that shall be notified to you in advance of your child starting a weekly fee. There is an annual administration fee of £25, which is added to you bill at the being of the Autumn term in September.

The preschool may review these fees at any time but shall inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee, you may end this Agreement by giving the preschool notice, by letting the Manager of the preschool know.
Invoices will be sent to all parents for childcare sessions and wraparound sessions they need to pay for. All parents will have an individual account which will have full details of their payments and hours they are booked for including their free early educational place for their child.

3.2 If the payment of fees referred to in 3.3 is outstanding for more than 14 days, then the preschool may terminate this Agreement by giving you 14 days' notice in writing. Upon termination of this contract the child shall cease forthwith to be admitted, and the notice to so terminate shall be regarded as a formal demand for outstanding monies.

3.3 If you have requested additional sessions or have been unable to collect your child by the official collection time and the preschool have as a result provided you with additional childcare facilities, the preschool will raise the applicable charges under a separate invoice for payment. If you are claiming Free Early Education, working parents eligibility or Free for 2 funding, your child's hours will be limited to the hours you have claimed for, and no additional hours will be allowed until your account is bought up to date.

3.4 No refund will be given for periods where the place is unfulfilled due to illness or holidays on the part of either party. The preschool is closed on bank holidays and for 5 training days per year to support the continuing professional development of staff for the benefit of children and families; no refund is given for this closure as this has already been taken into account when calculating your child's fees. The preschool accepts no liability for other costs which you incur if the preschool is unable to provide childcare for any reason. If fees have been overpaid, then a refund will be given at the end of your child placement if over £25 due to administration costs.

3.5 In the event of late collection of your child, the preschool reserve the right to charge a late payment fee (see policy) on this.

4.0 Suspension of a child

4.1 The preschool may suspend the provision of wraparound childcare to your child at any time if you have failed to pay any fees due.

4.2 The preschool do not support the exclusion of any child on the grounds of behaviour. However, if your child's behaviour is deemed by to endanger the safety and well-being of your child and/or other children and adults, it may be necessary to suspend the provision of childcare whilst the preschool try to address these issues with you and external agencies as appropriate.

4.3 During any period of suspension for behaviour-related issues the preschool will work with the local authority and where appropriate other welfare agencies to identify appropriate provision or services for your child.

4.4 If your child is suspended part way through the month, the preschool shall give you a credit for any fees you have already paid.

5.0 Termination of the Agreement

5.1 You may end this Agreement at any time, giving the preschool at least one month's notice for your wraparound care.

5.2 The preschool may immediately end this Agreement if:

5.2.1 You have failed to pay your fees.

5.2.2 You behave unacceptably, as the preschool do not tolerate any physical or verbal abuse or threat towards me the Manager or staff.

5.2.4 The preschool takes the decision to close. The preschool will give you as much notice as possible in the event of such a decision.

5.3 It may become apparent that the support the preschool able to offer your child is not sufficient to meet his/her needs. In these circumstances the preschool will work with you, the local authority and other welfare agencies as per the preschools procedures to identify appropriate support. This may include changing hours and days over to support your child appropriately with key person support, one to one or direct supervision to meet your child's needs and additional care.

5.4 You may end this Agreement if the preschool have breached any of the preschool obligations under this Agreement and the preschool have not or cannot put right that breach within a reasonable period after you have drawn it to the preschool attention via the Management.

6.0 General

6.1 If the preschool has to close or the preschool take the decision to close due to events or circumstances beyond the preschool control (e.g. extreme weather conditions) the [Hourly/Weekly] Fee will continue to be payable in full and the preschool shall be under no obligation to provide alternative childcare to you. If the closure exceeds three consecutive days in duration (excluding any days when the preschool would otherwise have been closed), The preschool will credit you with an amount that represents the number of days closed in excess of three days.

6.2 If you have any concerns regarding the services the preschool provide, please discuss them with your child's key person or the Manager. [If these concerns are not resolved to your satisfaction, please contact the manager]. Customer satisfaction is paramount, and any concerns/complaints will be dealt with in line with the preschool *Complaint Policy*.

6.3 From time to time the preschool will take photographs and video recordings of the children who attend. These photographs are used for on-going recording of the preschool curriculum and for children's individual development records. They are stored on the preschool's computer/ipads whilst your child is attending the preschool. The photographs are used for display and for your child's records within the setting. If the preschool wished to use any image of your child for training, publicity or marketing purposes, the preschool would always seek your written consent for each image the preschool intends to use, as indicated on the preschool *Registration Form*.

6.4 The preschool 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 the setting, or to ask you to

collect your child if they become unwell whilst in the preschool care, in line with our *Managing Children who are Sick, Infectious or with Allergies Policy*.

6.5 Whilst food and drink is provided on the premises, the preschool is not a commercial kitchen and may not be able to cater for the individual needs of every child. As cross contamination cannot be ruled out, a risk assessment is conducted for children with any known allergies. It is the preschool usual practice to provide both a meat and vegetarian option. Every effort is made to follow recommended food preparation guidance and to ensure that all staff involved in the preparation and serving of food are suitably trained.

6.6 Any personal information you supply to us will be collected, stored, and used in accordance with the principles of the Data Protection Act and the preschool *Confidentiality and Client Access to Records Policy*. The preschool will always seek your consent where the preschool need to share information about your child with any other professional or agency. The preschool 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 the preschool do not share that information.

7.0 This Agreement

7.1 The preschool reserve the right to vary the terms and conditions contained in this Agreement

7.2 This Agreement contains the full and complete understanding between the parties and supersedes all prior arrangements and understanding whether written or oral regarding this Agreement except to the extent that the preschool vary terms from time to time.

7.3 Acceptance of a place will be deemed as acceptance by you of these terms and conditions.