



## Parent contract and terms and conditions

At Kiddicare Nursery we agree to provide childcare services to parents/guardians.

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.

**Commencement date of agreement:** \_\_\_\_\_ **Expiry date of agreement:** \_\_\_\_\_

**Review date:** \_\_\_\_\_

### Our details:

Kiddicare Nursery

28a Love Lane

Pinner

HA5 3EX

Telephone: 02084290571

Email: [info@kiddicarenursery.co.uk](mailto:info@kiddicarenursery.co.uk)

Ofsted URN: 2616870

Kiddicare Nursery

2b The Broadway

Friern Barnet Road

N11 3DT

Ofsted URN: 2753825

### Our offer for a childcare place for your child:

Child Name.....

Start date.....

Agreed hours:.....



	Monday	Tuesday	Wednesday	Thursday	Friday
Agreed times of attendance					
Total daily hours					

Offered over..... weeks per year.

We are open 51 weeks for the children and last week of Christmas will be closed for parents due to staff training. We don't provide childcare on bank holidays.

Registration fee

received

Yes ☐ No ☐

First payment due:

Will the child receive nursery education

funding

Yes ☐

No ☐

Details of any other funding provided by other third parties (e.g. employers childcare vouchers)

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### Meals and Snacks – Optional Charge Agreement

The nursery provides freshly prepared meals and snacks for children attending on funded early education hours.

Government Early Education Funding does not cover meals or snacks. Parents may choose whether to purchase

nursery-provided meals/snacks or to provide their child's own food. Access to a funded childcare place is not conditional on purchasing meals or snacks.



### Optional Meal & Snack Charge

☐ Option A – Nursery-provided meals and snacks (optional charge applies)

I choose for my child to receive meals and snacks provided by the nursery.

- Cost: £62 per month (flat rate), regardless of the number of funded days attended
- This charge contributes towards food ingredients and associated utility costs only
- This charge is not part of the funded childcare entitlement and is separately itemised on invoices

☐ Option B – Parent-provided meals and snacks (no charge)

I will provide my child's own meals and snacks.

- I understand there will be no meal or snack charge under this option

### Important Funding Statement

Early Education Funding is provided free at the point of delivery. Charges for meals and snacks are optional.

Parents may choose to opt out and provide suitable alternatives. Optional charges are not a condition of accessing a funded childcare place and opting out will not affect the funded hours offered.

### Dietary Requirements / Allergies

Please list any allergies, intolerances, or dietary requirements below:

\_\_\_\_\_

Parent/Carer Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Nursery Representative: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### Person responsible for payment of fees

Name.....  
.....



Address

.....  
.....Postcode  
.....

Telephone: .....

Mobile: .....

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

Signed.....

Date.....

Preferred payment method (circle):

Bank Transfer                      Childcare Vouchers                      Tax-free Childcare

Standing Order

Other- specify

We will require you to either set up a standing order or bank transfer.

Bank Details

Kiddicare Nursery LT

Sort Code 010246

Account Number 24305219

## Terms and conditions

### Our obligation to you

1.0            We will inform you as soon as possible whether your application for a place has been successful. You must confirm within one week of receiving notification that you still wish to take up a place. If you do not, then the offer of a place may be withdrawn. Once you have confirmed the place, a deposit payment will be required to hold the place for your child. The monetary value of the deposit will be published as part of our schedule of fees which can be obtained on request. The deposit will be



returned upon payment of the final invoice at the end of your child's attendance at our provision. The deposit will be taken off the amount of the final invoice at the end of your child's attendance.

1.1 We will provide the agreed childcare facilities for your child at the agreed times (subject to any days when we are closed). If we change the opening hours, we will give you as much notice of our decision as possible and, if necessary, will work with you to agree a change to your child's hours of attendance.

1.2 We will adhere to the principles of the General Data Protection Regulations (2018) when collecting and processing information about you and your child. We explain how your data is processed, collected, kept up-to-date in our Privacy Notice which is given to you at the point of registration.

1.3 We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.

1.4 We will notify you as soon as possible of any days we will be closed.

1.5 We will treat your child with the utmost respect and dignity. We will never use or threaten any type of punishment that could adversely affect a child's wellbeing.

1.6 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.

1.7 We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regard to the childcare services we provide for your child.

1.8 We will provide you with details of our policies and procedures, which outline how we satisfy the requirements of the EYFS in our everyday practice; and we will notify you as and when any changes are made to our policies and procedures. We will be available to discuss or explain our policies and procedures, and/or any relevant changes, at a mutually agreed time.

1.9 We will maintain appropriate insurance to cover our childcare activities.

1.10 We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available.

## **2.0 Your obligation to us**



2.1 You will need to complete and return our application to Join and Registration Form to us before your child can start with us.

2.2 You must notify us immediately of any changes to the information you have provided to us and keep us informed of any other necessary information that may affect the childcare that we provide 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 our 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 us at mutually agreed times.

2.6 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 and pose a risk to other children during normal daily activities.

2.7 You must keep us 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 we will require proof of identity. 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.

2.8 You must inform us 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 of £25 for every 15 minutes will be applied; please refer to the current fee schedule for more details.

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

2.10 You will provide us with at least one full month's 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, notice must be given by completing our *Notification of Leaving Date* form which is available on request.

2.11 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.

### **3.0 Payment of fees**

3.1 Our fees are based on a weekly fee that shall be notified to you in advance of your child starting. We 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 us one month's notice, by completing our *Notification of Leaving Date* form which can be obtained from our setting manager.

3.2 Fees must be paid on a monthly basis, in advance. We calculate the amount payable by you each month by multiplying the Weekly Fee by the number of weeks we are open during the year and dividing the total number by 12. This will give 12 equal monthly payments. Fees apply 12 months of the year.

3.3 The quoted charges are per child, per core day (meaning 10 hours, with 5 hours per session) and meals will be chargeable at £62 per month. Where parents are unable to pay for meals, they can provide a packed lunch for their child.

3.4 All payments made under the Agreement should be by standing order (or Bank transfer ). All payment, regardless of method, shall be made by you monthly, in advance on the first day of each month (the due date).

3.5 If the payment of fees referred to in 3.3 is outstanding for more than 14 days then we 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.

3.6 If you have requested additional sessions or have been unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities, we will raise the applicable charges under a separate invoice for payment.



3.7 Extra hours (or part of an hour) will be charged at £7.80 per hour and must be booked and paid for at least 24 hours in advanced.

3.8 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 closed on bank holidays and for 3 inset days/ staff training days per year to support our continuing professional development 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. We accept no liability for other costs which you incur if we are unable to provide childcare for any reason.

3.9 Where we offer a reduced fee rate after a child's birthday, that reduction will take effect from the first day of the following billing period.

3.10 In the event of late collection of your child, we reserve the right to charge for each additional 10 minutes, or part thereof, on a pro-rata basis.

3.11 You are required to give us one month's notice of a reduction in the number of sessions you require.

3.12 If you wish to keep up your free nursery education, you are required to complete and sign a prenatal declaration on a termly basis, detailing how and when you will take up the free sessions.

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

3.14 If you are entitled to claim 15/30 hours of funding for your child, you may be offered a place at Kiddicare. However, we extend the funding entitlement, and you will be entitled to receive 12/25 hours over 45 weeks per year.

3.15 In accordance with Ofsted and government guidance, the nursery may request voluntary consumables charge of £62 per month for meals for children accessing government-funded hours. This contribution helps cover the cost of consumables including, but not limited to, meals, snacks.

3.16 This charge is optional and does not affect your child's access to their funded hours.

3.17 Parents who choose not to pay the consumables charge are required to provide a healthy packed lunch and any necessary items, in line with the nursery's healthy eating and safety policies.





#### **4.0 Suspension of a child**

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

4.2 If the period of suspension for non-payment of fees exceeds one month, either of us may terminate this Agreement by giving written notice, which will take effect on receipt of the notice.

4.3 We do not support the exclusion of any child on the grounds of behaviour. However, if your child's behaviour is deemed by us 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 we try to address these issues with you and external agencies as appropriate.

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

4.5 If your child is suspended part way through the month, under the conditions stated in clause 4.3 we shall give you a credit for any fees you have already paid for the remaining part of that month, calculated on a pro rata basis. This sum may be offset against any sums payable by you to us.

#### **5.0 Termination of the Agreement**

5.1 You may end this Agreement at any time, giving us at least one full calendar months' notice by completing the 'Notification of Leaving Date' form or via email.

5.2 We may immediately end this Agreement if:

5.2.1 You have failed to pay your fees.

5.2.2 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.

5.2.3 You behave unacceptably, as we do not tolerate any physical or verbal abuse or threats towards our staff.

5.2.4 We take the decision to close. We will give you as much notice as possible in the event of such a decision.

5.3 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.

5.4 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.

## **6.0 General**

6.1 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 hourly 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.

6.2 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 manager. Customer satisfaction is paramount and any concerns/complaints will be dealt with in line with our Making a Complaint Policy.

6.3 From time to time we will take photographs and video recordings of the children who attend. These photographs are used for ongoing recording of our curriculum and for children's individual development records. They are stored on our tablets and computer whilst your child is with us. The photographs are used for display and for your child's records within the setting. If we wished to use any image of your child for training, publicity or marketing purposes, we will always seek your written consent for each image we intend to use, as indicated on our Registration Form.

6.4 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 Managing Children who are Sick, Infectious or with Allergies Policy.



6.5 Whilst food and drinks are provided on the premises, we are 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. 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 in the preparation and serving of food.

6.6 No pack lunches supplied by parents will be heated up at nursery, also note that we are a vegetarian nursery so we would not accept packed lunches with any type of meat. We are also a nut-free nursery as we might have children with severe nut allergies, so we are very strict on not allowing any nuts in the nursery. Also note that we promote healthy eating at all times, we would not accept crisps, sweet drinks or any sweets (chocolate bars etc,)

6.7 Any personal information you supply to us will be collected, stored and used in accordance with the principles of the **General Data Protection Regulations (GDPR) (2018)** 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.

6.8 We have CCTV camera indoor and outdoor for health and safety of children and the staff, and recorded videos will be deleted within in few days. We may take photographs and videos of your child for promotional or training purpose 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.

6.9 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 close. We will keep you informed, in such an event.

6.10 If it is, in our reasonable opinion, necessary or in the interest of the child to do so, 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, outbreak of flu, swine flu or other illnesses

6.11 etc. (Also, we close if the owner of the premises closes the premises and denies us access.

We may change any other terms in these terms and conditions provided we give you at least on month's written notice of our intention to do so.

6.12 We are open from 8am however if parents would like to drop off their child 5 minutes early there is additional fee of £5 and this must be booked in advance.

## 7.0 This Agreement

7.1 We 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 relating to the subject of this Agreement except to the extent that we vary terms from time to time.

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

7.4 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.

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

## Acceptance of our offer of a childcare place

Please sign below 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.

For parent(s)/guardian(s) under the age of 18, a guarantor aged over 18, must also sign the contract on your behalf. The contract would therefore be between Kiddicare Nursery Limited, you and guarantor.

Parent name 1

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Signed

Date

---

Parent name 2

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Signed \_\_\_\_\_ Date \_\_\_\_\_

Relationship to the child \_\_\_\_\_

Home address \_\_\_\_\_

Daytime/work telephone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

Signed on behalf of Kiddicare Nursery:

Signed \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_

Role (Director, Manager) \_\_\_\_\_