

## Terms and Conditions

### Registration, Bookings, Notice Periods and Fees

1. To register your child at the nursery we will send you all relevant registration forms and the information you need to read before your child starts. We cannot guarantee your place until the forms have been completed and returned to us.
2. Fees include all snacks (no meals provided), drinks and activities. (Please see our website for an explanation of our fees and the additional cost charged per session)
3. All fees are charged monthly in advance and must be paid by direct debit, bank transfer, tax free childcare or voucher on the first day of the month to which they relate or within 7 days of receipt of your monthly invoice. We are unable to accept cash or cheques.
4. All Fees (Including additional charges) are payable during periods where the child is absent from the nursery, including sickness and any holidays taken outside of the standard holiday period where the setting is still open.
5. We only accept half day or full day places. You reserve the right to bring or collect your child at any time during the session, but you will be billed for the full session. The Forest School is closed 6 weeks of the year and for all bank holidays. You will not be charged for any days the Forest School is not open during our standard holidays and bank holidays
6. A charge of £10 will be made for each occasion a Direct Debit bounces, and an alternative method of payment must be arranged as soon as possible.
7. Late payments and invoices overdue are subject to statutory interest. Children may be excluded from the Forest School if fees remain outstanding more than 14 days beyond the date of the invoice.
8. A charge for late collection will be made if your child is not collected before the end of their session time, at the rate of £5.00 for every 5 minute period.
9. Four weeks' written notice is required if you wish to cancel or reduce the number of sessions required and fees (including additional charges/costs) are payable throughout the notice period. Once a place at the Forest School has been confirmed, the notice period applies, and fees are payable if there is any delay in taking up the place.
10. Attendance may not begin until the first month's fees are paid (unless agreed otherwise).
11. Once you have made your termly funding claim if you wish to withdraw or reduce your claim you are required to provide 4 weeks notice to the nursery and the current claim will still apply during the 4 week notice period. All funding terms and conditions will comply with Wigan Councils own Terms and Conditions which are provided separately in the funding contract you will be asked to sign.
12. We expect all parents/carers to read and adhere to our policies and procedures regarding illness and absence, medication, dietary requirements, safeguarding children, security, behaviour, equal opportunities, complaints, privacy & GDPR among others. All relevant policies can be accessed at the setting or found on the 'Parent Zone' of our website [www.littlesticksforestschool.co.uk](http://www.littlesticksforestschool.co.uk).

Policies are reviewed and updated annually. It is the responsibility of the parent/carer to ensure they review the policies on our website at least once a year.

### **Safety & Wellbeing**

13. If a child becomes unwell whilst in our care then we will contact the parents/carers, or the emergency contact detailed on the registration form. If senior staff feels the child is not well enough to remain at nursery, you may be asked to arrange collection of the child.
14. If a child is unwell, we ask that you contact the Forest School to inform them of the absence. The Forest School must be informed if the child is suffering from any contagious disease to ensure we can effectively communicate to all parents any communicable diseases at the Forest School. For the benefit of other children, we ask you to withhold the child from the Forest School if they are suffering from a contagious disease that could easily infect others.
15. Little Sticks cannot take responsibility or liability for any services provided by our staff outside of our provision (such as babysitting). If you use any of our employees to provide services to you, you acknowledge and agree that this is done entirely at your own risk.
16. We will work with you to cater for specific dietary and medical requirements of individual children. You have a duty of care to notify the Forest School in writing if there are changes to a special diet or medical condition so that we can ensure all paperwork is updated. Any information by a medical professional must be shared with the Forest School.
17. We have a duty of care to ensure that any significant concerns about the children in our care are reported to the local services, and where appropriate, Ofsted. We may note any incident or observation of a child where we deem the child may have been, or may be in the future, at risk of harm or neglect. In exceptional cases this may be done without speaking to a parent/carer until we have sought external advice.
18. In exceptional circumstances there may be an event that triggers the closure of the Forest School which is out of our control. Such events include, without limitation, 'acts of God', extreme weather (wind gusts over 40mph), fire, war, acts of terrorism, strikes or other industrial action, infectious diseases, and epidemics, and Little Sticks will not issue refunds for such forced closures.
19. Little Sticks will not tolerate, under any circumstances, behaviour towards staff which is deemed to be threatening, abusive or violent. Any such behaviour may result in termination of the Forest School place or a refusal to allow the person back on the premises in the future.
20. We may suspend the provision of childcare if your child's behaviour at the Forest School endangers the safety and wellbeing of the other children at the nursery. The suspension shall continue whilst we try and address these problems with you.

### **General**

21. Little Sticks reserves the right to terminate your child's place providing at least four weeks' notice in writing, or immediately in the event of a breach of these T&Cs which (if remediable) has not been remedied within 14 days.
22. Little Sticks reserves the right to change any element of these T&Cs without notice where such a change arises from regulatory or legal requirements, or by providing reasonable notice for non-regulatory or statutory amendments.
23. Little Sticks Forest School does not accept responsibility for accidental injury or loss of property.
24. Our Privacy Notice can be found at: [www.littlesticksfosterschool.co.uk](http://www.littlesticksfosterschool.co.uk)

Name.....

Signed.....

Date.....