



daisyclub00@gmail.com

07914895174

Parent Contract

Terms and Conditions

Child's name _____

Parent or carer's name _____

I consent for my child to attend **Daisy Club Out of School Club**.

I understand that the club has policies and procedures (which are available for reference at the club), and that there are expectations and obligations relating both to the club and to myself and my child, and I agree to abide by them.

I understand that **Daisy Club** is a play setting and that whilst my child is there **Daisy Club** is legally responsible for him/her until collected and signed out by an authorised person.

My child will be provided with a snack and drink whilst at the club unless otherwise requested.

Booking procedure

CONTRACT spaces are for families who require the same sessions each week all year. Once set up, this will roll on month to month until the contract is cancelled. (7 days' notice required)

Fees are paid

Contact place

- **All fees are to be paid in advance - Weekly / Monthly** – ALL payments must be received the first day of the week before childcare begins.
- Fees can be paid by Cash or BASC. We no longer accept cheques
- Account Details – TSB Daisy Club Ltd Sort code -771910 Account Number 00021218
Ref: child's name
- Daisy Club accepts all childcare vouchers.
- Fees are charged for booked sessions whether the child attends or not. (unless 7 days' notice of changes.
- Please notify the club before the start of the session if you will be collecting your child from school on a day you have them booked at club. You will be charged for these booked session
- If you child is going on holiday or going to a school afterschool club you will now need to **pay a retainer fee to hold your place**.
- **This will be at a cost of 40%**. Breakfast club holiday fee will be £1.75 per session
Afterschool club holding fee will be £3.40 per session.

AD-HOC – PAYABLE ON BOOKING

Daisy Club Out Of School Club



- AD-HOC spaces are predominantly for shift workers who don't know their working pattern in advance.
- If ad-hoc places being booked either far in advance or the same days each week, we will switch you over to a contract. If a contracted space isn't available, you will be added to the waiting list and will be informed as soon as a space is free.

We would appreciate your cooperation in this as we have a lot of families who are shift workers and they need to know the space is there should they need it.

If fees are not paid

- The setting will text you the parent or carer, requesting payment. If there is no response within 7 days unfortunately your childcare place will be withdrawn and we will not collect you child from school.
- If after this time if no communication has been achieved or payment made, **Daisy Club** will write to you informing that legal action will be taken.
- If the fees remain unpaid after 14 working days and all the above options have been explored, **Daisy Club** will hand the debt over to the legal team. If this happens, ALL legal fees will be added to your bill, these fees are as follows:
 - Full outstanding amount +
 - cost of Initial Debt Letter (7 Days to pay and respond)
 - £100 – Debt recovery

If you are having difficulty making the payment on time, please do not hesitate to arrange a meeting with the manager as soon as possible. Daisy Club has an open-door policy.

It is YOUR responsibility to keep the club manager informed of any alterations to the information regarding your child (e.g. contact details, medical conditions, etc).

Opening and Closing times

- **Daisy Club opens for breakfast club at 7:45-9.00am Monday – Friday.**
- **Daisy Club opens for Afterschool club at 3.00pm - 5.45pm, last collection 5.40pm.**
- Staff are instructed not to accept children before this time.

If, due to unforeseen circumstances you are going to be late, please contact the manager/deputy as soon as possible on the above number

- If you do not collect your child by 5.45pm you will be charged a late collection fee of £10 for every 15 minutes you are late.

We understand that sometimes we hear of accidents on the motorway and the traffic can become intense. This we understand and we accommodate them the best we can. However, the staff at **Daisy Club** have commitments outside of work and regular late pickups will not be tolerated. Persistent late collection will result in losing your space at **Daisy Club** *Please note that **Daisy Club** staff are **not** permitted to take children off school premises. Please ensure that you leave ample time to collect your child/ren before **Daisy Club** close at 5.45pm.

If you do not collect your child by 6.15pm, and the club has been unable to reach you or any of emergency contacts Daisy Club will follow its **Uncollected Children Policy** and contact Social Care.

Behaviour Management Policy

Daisy Club Out Of School Club

- Please read the club's Behaviour and Management Policy which is on the parent notice board at the club and agree to its terms and appreciate that in some circumstances it may be necessary to exclude your child from the club, and you will be charged for any missed sessions unless otherwise agreed with the manager.



The Daisy Club Do Not Tolerate any form of violence towards the staff and children.

Safeguarding your child

- If there are any accidents or incidents at Daisy Club involving your child, you will be informed and he/she will be treated by a qualified first aider as possible.
- If your child needs urgent medical treatment and you are unavailable, a member of staff from Daisy Club will sign any consent forms necessary for treatment on my behalf, as stated on the club's contact details form medical section.

Information held by Daisy Club regarding your child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, I understand that the club has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.

Pandemic

If the club has to close due to government guidelines, we will require 50% of fees owed for the rest of the term. No refunds will be given for the month of the closure. If after this date the guidelines advise the club to stay closed you will be given the option to secure your place by paying a monthly, non-refundable, retainer of 25%, or giving notice (7 days required). Please note: if you decide to give up your space you will be added to any waiting list that is in place and may not be guaranteed your space back. We understand that everyone's circumstances are different, and we want to assure you will work with you on this situation. Should we be able to open to 'key children' during this time and you feel you come under that category, please contact us and we will discuss your requirements further. You will then be asked to pay the full fees (if not government funded) for the sessions you wish to use, you will be asked to confirm if you would like any contracted days that you are not accessing to be retained at again 50%/25% or if you would like to cancel those sessions – if you are already accessing the contracted hours under 'key workers' full fees will be requested.

Pleas ensure you have read and fully understand this contract.

You will also need to confirm that you have read and understood the Policy, Procedure and Risk Assessment before your booking can be completed to ensure that all safety measures are being met.

If you do not adhere to this your space will be cancelled immediately and no refunds will be given.

This will be constantly reviewed in line with any Government communications.

I have read and understood the above terms and conditions and I agree to abide by them.

Signature: _____

Date: _____