



Inspiring individuals to learn and thrive in a  
nurturing and welcoming environment

## **OXHEY EARLY YEARS CENTRE: TERMS AND CONDITIONS - DAYCARE** January 21

Name of Child .....

Thank you for your interest in a place at OEYC.

Places are allocated in accordance with the Admissions Policy and are dependent on the nature of the place you require and number of hours. Applications for more hours take higher priority on the waiting list.

We will contact you when a place becomes available. Please note that we are unable to guarantee a place upon application and year on year we are unable to predict the nature or time of allocation.

### **Registration and Offer :**

1. If your child is receiving **only Funded Hours**, you will not have to pay an administration fee.
2. You will need to pay a £50 non-refundable fee for daycare sessions. This is not a guarantee but an 'administration' fee to process your application and maintain your place on the waiting list.
3. Within one week of receiving an offer of a place by email or phone, you must confirm in writing that you still wish to take up the place. If you do not, the offer of a place may be withdrawn. Your child's place is confirmed in the offer letter within the offer pack. If you wish to make changes to the offer, we require 2 months notice from 1<sup>st</sup> of the month.

### **Fees:**

1. We require a deposit payment of 4 weeks in hand, 50% of which is payable within 28 days and the balance before your child starts. This will be offset against your final invoice and will be issued once you accept your place.
2. Monthly invoices are payable in advance and are calculated per calendar month. Your first invoice will be issued prior to your child's start date and will require immediate payment. Your child will be unable to start until both deposit and monthly payments are received in full.
3. Thereafter fees are due monthly in advance. Invoices go out in the last week of the month and payment terms are 10 days. Bank transfer is preferable, with your child's name as reference. We also take voucher and taxfree childcare payments. Debit card payments can be made in the office.
4. If an all year round place has been offered and you would like to change it to term-time only, we require **One School Term**, from the beginning of the term, as a notice period for that change to take effect.
5. If your child is unable to commence at the given start date, you will still be required to pay the fees associated with this place in order to retain it. Non-payment may result in the place being offered to another child.
6. Fees are charged at a monthly rate for the 50 weeks of the year that the Centre is open. NB: *You are charged by the calendar month so monthly fees will vary.*
7. Your invoice will inform you of the invoice period.
8. All year round, full-time children (ie. 5 days of 8-6) are entitled to 10% discount on fees in Daycare.
9. No fees are payable when the Centre is closed i.e. 1 week at Christmas, 1 week in August and Bank Holidays.
10. In Service Training Days (INSET) will be chargeable. There are 5 per year plus an 'Occasional Day'. *(This is a Government requirement for all schools and ensures quality and training of all practitioners who work with your children. As an integrated Centre we uphold the same quality standards for all our staff).*
11. In unforeseen circumstances caused by extreme weather conditions or other acts of nature or disaster, fees are still chargeable. No compensation will be paid or refund given if the Daycare has to close due to any reasons beyond the control of the Centre, such as power failures. If we take the decision to close during the day due to events or circumstances beyond our control, the fees will

continue to be payable in full and you will not be able to have another session to compensate for any hours missed.

12. *If OEYC Ltd is instructed to close by the Government, then a 30% of the fees will be charged throughout any closure period.*
13. *Covid 19 – If a child is instructed to Shield, then a 50% credit will be applied to the account for the days missed as a result. Evidence will be required.*
14. Full fees are payable during the **2 month notice period** if you decide to terminate your child's place here. *Please give us a full 2 months' notice of your child's intended leaving date.*
15. Full fees are payable if a child is absent due to illness, occasional days off or for family holidays. You will not be able to have another session to compensate for any hours missed. Meal costs are non-refundable.
16. All Year Round children are entitled to one week holiday (i.e. 5 consecutive days) during the year, chargeable at 33% of weekly fees, provided we are notified in writing, at least one month in advance, from 1<sup>st</sup> of month.
17. Term-time only children who pay fees will be charged 33% of weekly paid hours as a retainer fee during holidays.
18. Term-time only children funded are expected to take holidays out of term-time. For any holiday during term-time your request must be in writing in advance.
19. The Centre will only accept children who are registered for sessions across a minimum of two days per week.
20. A full fee is charged (if applicable) whether or not your child attends the full session.
21. Funded hours: **A maximum of 6 funded hours per day** is allowed. Any additional hours will be charged at the hourly rate.
22. If you would like to book extra sessions during the school summer holidays (end July & August), you will be required to pay for these in advance and a separate invoice will be issued.

#### **Late Payment:**

1. A charge of 10% of your weekly fee for the sessions your child attends will be made for payments not received in accordance with the invoice terms, ie 10 days, with a £5 minimum charge.
2. If your fees are in arrears by more than 2 weeks, we may not be able to guarantee a place for your child until your account has been brought up to date.

#### **Notifications:**

##### **The Centre must be notified:-**

- a) Of planned absences e.g. family holidays (in writing, one month in advance from 1<sup>st</sup> of month).
- b) Of any absence on any day. Please telephone the centre to give reasons for absence. We need to know of absences through illness especially contagious or infectious diseases.
- c) If anyone other than those named on the "Authorisation to Collect" form is to collect your child.
- d) Of any changes to your family details, especially contact numbers as we may need to contact you in an emergency.
- e) If you choose to remove your child from the Centre, 8 weeks' notice in writing is required (payment is required in full for the whole notice period).
- f) If you face any difficulty in making payments.

#### **Changes & Additions to Sessions:**

Additional sessions will be accommodated, subject to availability and must be pre-arranged with the Daycare Manager. These will be billed on the following invoice. Non-payment may result in no further additional sessions being allowed. If an extra session is no longer required, it must be cancelled in writing at least 72 hours beforehand or the charge will still apply.

A reduction in hours can be accommodated but an 8 weeks notice period must be applied. We require 8 weeks notice in writing from the 1<sup>st</sup> of the month for any reduction in days, sessions or termination of your child's place. (email: [manager@oeyc.herts.sch.uk](mailto:manager@oeyc.herts.sch.uk) or [finance@oeyc.herts.sch.uk](mailto:finance@oeyc.herts.sch.uk)). If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of any change.

You may not make more than one request to change the number of days your child attends the Centre in any 6 month period. Any further requests will incur a £25 administration fee. All requests are subject to availability. Extenuating circumstances will be considered in writing, at the discretion of the Daycare Manager. We do not swap sessions in any circumstances.

**Collection of Children / Late Pick-up Charges:**

Parents/Carers are expected to collect their child on time. The Centre closes at 6pm so please allow enough time for collection of your child and to listen to feedback from your practioner before this. If you are going to be late you must let us know as soon as possible. Late collection will be charged at our hourly rate 5 minutes after collection time. For 10 minutes of lateness you will be charged an additional £15 per 10 minutes of lateness.

**Safeguarding:**

We have an obligation of report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

**Sickness:**

In fairness to other children and staff the Centre is unable to take responsibility for sick children. Parents or other emergency contacts will be phoned and are expected to collect their sick child as soon as possible. This is to minimise the spread of infection to other vulnerable young children and their families. If a child has an accident or becomes seriously ill at the Centre, staff may decide in your absence that it is in the interests of the child to seek medical attention. In signing the terms and conditions you are agreeing to this policy. The Centre will inform parents/carers with a notice displayed in the Centre of any known infections with which their child may have come into contact. Please note our Medicines and Sickness Policies. After sickness or diarrhoea 48 hours is required before a child returns to minimise the spread of infection.

**Annual Closure:**

The Centre will be closed annually for up to 1 week between Christmas and the New Year, for 1 week in August and on all the Bank holidays and Centre INSET Days.

**Information Packs:**

These can be viewed on our website - [oeyc.herts.sch.uk](http://oeyc.herts.sch.uk). Please read carefully as they include rules and policies which you are required to abide by.

**Parking:**

Parking on site is very restricted. You may only park in allocated bays. Alternative parking is off site. Please respect these rules to keep everyone safe.

The Centre reserves the right to amend Terms and Conditions subject to prior notification in writing.

**I agree with all the Terms & Conditions as stated.**

I have read & signed the 'Working Together Learning Together' Partnership Agreement and agree to abide by the rules and policies of the Centre.

Signed.....  
(Parent / Carer)

Date.....