



## TANDRIDGE VILLAGE PRE-SCHOOL TERMS AND CONDITIONS

*Please read the information given below carefully and contact us if you have any questions. Please sign one copy of the Terms and Conditions and return to the Administrator to indicate your acceptance. **Terms and conditions are subject to review on a termly basis.***

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### Glossary

Acorns – Our younger children with birthdays on or after the 1<sup>st</sup> September 2023

Oaks – Our older children with birthdays up until the 31<sup>st</sup> August 2023

TVPS – Tandridge Village Pre-School

### Obligations of TVPS

- TVPS will ensure that the premises and staff comply with all relevant legal requirements.
- TVPS will implement a suitable educational curriculum for the children attending.
- TVPS will provide a warm and caring environment, based on equal opportunities.
- TVPS will endeavour to be open at the times published subject to circumstances out of our control.
- TVPS will strictly adhere to guidelines managing personal data and confidential information.

### Obligations of the Parent/s and Carer/s

#### **1. Registration and admissions**

The non-refundable registration fee of £50 should be paid on application to TVPS. This will not apply where your child's attendance is FULLY covered by the Funded Early Education for Working parents, FEET and Universal 3 & 4 year-olds entitlements. Where your child attends for any hours above their entitlement, this fee will apply. If we are unable to offer your child a place at TVPS then the £50 registration fee will be refunded.

#### **Offer of place**

You will be notified in writing if your child has been offered a place. We require you to acknowledge this offer within the deadline set on the placement letter. Failure to acknowledge the offer within this time will result in the place being withdrawn and reallocated to another child on the waiting list.

#### **Tapestry**

We use an online platform called Tapestry at the Pre-School which documents observations and the progress of children within our care. Before a child starts with us an activation link will be sent to parents/carers which will enable them to access their child's Tapestry account. It is fundamental that the 'All about me' section is filled in before a child starts with us to ensure that we have all the correct information to hand and can help them to settle quickly.



### **Admissions start dates**

We have 3 admissions into the Pre-School – September, November and January to align with funding windows. We may be able to accommodate a different start date, please contact us to discuss.

## **2. Private fees**

Fees will be charged at the beginning of each half term and are due by the date specified on the invoice. We request that families speak to the Administrator if there are difficulties paying.

Payment should be made by bank transfer and details are provided on each invoice. Childcare Vouchers are also accepted. A late payment charge of £10 per half term will be applied if payment is not made by the date given on the invoice. Please note that any bank charges incurred by the Pre-School for reversed payments will be passed on to the family.

TVPS reserves the right to suspend or remove a child for long-term non-payment of fees.

Our session fees are as follows:

Session Fee - £25.50 per morning or afternoon, £53.13 for the whole day (inc 15 min changeover fee)

Adhoc session fee - £25.50 per morning or afternoon, £53.13 for the whole day (inc 15 min changeover fee)

Lunch club - £8.50 for the hour (9-1pm)

Early morning drop off £4.25 (8.30-9am)

Late pick up £9.00 (3.15-4.15pm) this includes a consumables charge of 50p per session

## **3. Additional charges**

TVPS have additional charges to cover the costs of consumables, Forest School and for a healthy snack during morning and afternoon sessions. Additional charges are voluntary for families in receipt of funding however these charges are applied to ensure that we can deliver the very best standards for the children in our care. The charges below **will** apply for families paying for private fees and for hours above the funding entitlement and they are only voluntary for funded hours. Details of the additional charges are listed below;

Morning consumables £3 per session

Afternoon consumables £2 per session

Full day consumables charge £5 per day



Forest school fee - £30 per block - charged to the eligible and invited Oak children and will be added to the next nearest invoice. This charge covers the costs incurred to run, insure, maintain and facilitate our professionally led forest school. This charge is voluntary but does ensure that we can run our Forest School effectively and to the highest standard. If you chose to opt out of this charge then your child will remain at Pre-School and not attend forest school.

Forest school - Children's needs and requirements will be looked at on an individual case basis and it is the final decision of both the Manager and the Forest School Leader if these needs can be safely met. We will endeavour to provide this experience for as many children as possible but factors such as behaviour, physical need, appropriate staffing and general safeguarding issues have to be considered. If we cannot offer these sessions safely then no charge for Forest School will be required.

An alternatives list is available upon request from the Pre-School Manager for those families that are in receipt of funding and are questioning the voluntary payments.

All fees are subject to an annual review, however TVPS reserves the right to increase these at any time ensuring that a minimum of **6 weeks' notice** is given to Parents/Carers.

#### **4. Funding**

##### **Universal funding**

We accept Early Years Educational funding for 3 to 4-year-olds which you can use flexibly across the week and share with another provider. Your child becomes eligible for the universal funding the term after they turn three. A declaration form will be provided at the start of each new term and must be filled in, signed by the parent and returned to the Administrator promptly. Proof of a child's ID must also be provided when a child first accesses funding (birth certificate/ passport) to authenticate the funding claim.

##### **Working parents funding for 2-year-olds and 3- to 4-year-olds (30 hrs)**

Parents that wish to apply for the Working parents funding should do so with the Government on the Childcare Choices website. Successfully eligible parents will receive an eligibility code which needs to be added to the childcare eligibility form which is available from the Pre-School Administrator. The Pre-School will then be able to verify a parent's eligibility status on the funding portal.

Parents must re-confirm their eligibility online on the Government website every 3 months and let the Administrator know once this has been done. Checks will be made on the funding portal by the Pre-School to make sure that the funding is in place for the next term. Failure to re-confirm eligibility past the grace period will result in loss of the funding and the Pre-School will charge at the full fee rate for the extra hours.



Parents that fall out of eligibility will be given a grace period by SCC to find further employment, if this is not possible then the sessions at TVPS will be charged at the fee rate.

Parents are able to share their funded hours with another setting and must detail on the declaration form how the split in hours is allocated. Failure to clearly state this information might result in duplication of claims and the funding will be recovered by Surrey County Council. Fees will apply where TVPS cannot claim the funding due to it being used at another setting.

### **FEET funding**

Families with children claiming the Early Years Free Entitlement Inc. FEET must send proof of FEET eligibility to the Administrator. This is normally a letter confirming a FEET funded number. A declaration form will be need to be completed at the start of the funding period (each term). If a funding form is not returned by the set deadline we cannot claim funding and will charge the family for sessions attended. Proof of a child's ID must also be provided (birth certificate/ passport) to authenticate the funding claim.

**Please note that a child's FEET, Universal and Working parents funded hours cannot be used to cover costs for adhoc and lunch club sessions, which are charged at the standard fee rate as outlined in section 2.**

**With regards to FEET and the Working parents funding, it is a parent's responsibility to ensure that they apply for the funding in good time before the start of the next term and funding entitlement. If a funding application is made at the start or mid-term a parent will not be able to claim the funding until the following term.**

### **5. Notice Period**

Notice will **only** be accepted if delivered during term time, we do not accept notice of any request for change during school holidays.

We require **one terms** notice in writing if you would like to:

- Change your child's start date.
- Reduce the number of sessions that your child attends.
- Change your child's funded hours.
- Leave the Pre-School except when your child is leaving for infant school.
- Notify us that your child no longer requires a place.

Failure to give sufficient notification will result in the sessions being charged for until the end of the following term.



Parents are obliged to pay fees during the notice period regardless of whether the child is attending the Pre-School or not.

We have the right to ask parents to withdraw their child from TVPS in the event that the parent has withheld vital information about their child or has provided false information.

## 6. Hours of Opening

TVPS is open during term time only (dates are available on the website) for the following hours:

Tuesday	(early drop off 8.30am) <b>9.00 am – 12.00 pm</b>	<b>12.15 pm – 3:15 pm</b> (late pick up 4.15pm)
Wednesday	(early drop off 8.30am) <b>9.00 am – 12.00 pm</b>	<b>12.15pm – 3.15 pm</b> (late pick up 4.15pm)
Thursday	(early drop off 8.30am) <b>9.00 am – 12.00 pm</b>	<b>12.15pm – 3.15 pm</b> (late pick up 4.15pm)
Friday	(early drop off 8.30am) <b>9.00 am – 12.00 pm</b>	<b>12.15pm – 3.15 pm</b>

The core sessions are from 9-12pm for the morning session and 12.15-3.15 for the afternoon session but parents can choose to drop their child at our early morning wrap around sessions from 8.30am and pick up from our later pick up at 4.15pm.

There is a 15min chargeable/ funded (if within hours) changeover session for those children who wish to use two sessions in one day.

The doors of the Pre-School are locked 15 minutes after opening time and opened again at pick-up time.

Where possible we ask families to try and liaise/meet with staff during opening times. Telephone messages can be left on the Pre-School mobile and emails sent to the Pre-School, but please note that we allow up to 5 days for messages to be responded to unless urgent. Please be aware that during school holidays, the Pre-School mobile is switched off and the email will give an out of office notice indicating the day that the staff will be back at Pre-School and contactable by email. This is to allow the staff to have their contractual holiday without interruption. We recommend you contact the staff well in advance of holiday breaks if you have any queries.

## 7. Sessions

Children are required to start at the Pre-School on the date given unless a different arrangement has been agreed with the Manager in advance (See Notice Period).



It is the Pre-School policy that children in the older group (Oaks) shall attend for no fewer than 3 sessions per week, one of these has to be an afternoon session. Children in the younger group (Acorns) must attend 2 sessions as a minimum increasing to 3 the following year in the Oak group.

It is hoped that children will routinely attend for the full number of hours offered for each session. Families are requested to inform the Pre-School Manager if they would like to reduce their child's session time on a regular basis. This must be in writing (See notice period).

### **Adhoc sessions**

We offer adhoc sessions and a lunch club every day which can be booked with little notice by contacting the Pre-School Manager. These sessions cannot replace a child's regular sessions and swaps are not possible. Adhoc sessions and lunch club are charged at the fee rate of £8.50 per hour. Lunch club is for an hour from 12pm until 1pm and is to be added onto the morning session. Adhoc sessions cannot be included in a child's funding claim.

## **8. Late Collection**

We understand that circumstances may arise that result in late collection of your child from TVPS.

Parents are asked to telephone the setting as soon as possible if they are unable to collect their child on time. We will not allow a child to go home with another parent or carer unless this has been pre-arranged during the drop-off time or if the parent telephones the setting and speaks to a member of staff directly with clear details of the revised arrangements. It is essential that TVPS has up-to-date contact telephone numbers for each child.

Parents/carers will be asked to sign the "Late Collection Book" if necessary. After 3 episodes of repeatedly late pickups a charge will be applied. Charges are £10 for every 5 minutes after our closing times of 12pm for the morning session and 3.15pm for the afternoon session.

If TVPS have been unable to make arrangements with emergency contacts or Parents within 1hr of the end of the session, we will follow our 'Uncollected Child Procedure' and call the Local Authority Social Service Department for further advice.

## **9. Closures**

Planned closures during term time (e.g. polling day) are unusual. Advisement of these will be given to Parents in writing/email with as much notice as possible.



Unplanned closures may occur for a number of reasons, such as (but not limited to) adverse weather conditions or public health emergencies. Parents will receive a telephone call or email from a member of staff or Management Committee informing them of the closure and again when the Pre-School is re-opening.

Usually, sessions will be charged for in the event of both planned and unplanned closures. However, the management and committee may decide to waive or reduce fees in very exceptional circumstances.

## 10. Absences

Please notify the Pre-School if your child is unwell, going away on holiday or absent for any other reason by emailing [tandridgevillagepreschool@gmail.com](mailto:tandridgevillagepreschool@gmail.com) or phoning **07491143833**/sending a WhatsApp message to **07491143833**.

Fees are payable regardless of your child's absence due to sickness, holiday or attendance at appointments.

## 11. Sickness/Feeling unwell

If your child has a contagious condition and/or is unhappy through illness we request that you refrain from sending them to the Pre-School until well. This policy is both to prevent cross-infection and is in the best interest of the child's welfare. Please refer to the Communicable Diseases and Exclusions Timescales document for further information. **We reserve the right to refuse a child's attendance should we feel they are not well enough.**

If your child becomes unwell whilst at the setting, we will contact you on the numbers you provide and may require you to collect them.

Regrettably, all absences due to illness do have to be paid for.

## 12. Administration of medicine

The staff will only administer medication if it has been prescribed by a doctor and is in its original container. The container should be clearly labelled with the child's name, DOB and information on dosage requirements.

While it is not our policy to care for sick children, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from an illness. You must inform us if your child requires medicine prescribed by a doctor and we will need you to complete a Medical Consent form each time the medicines are prescribed. Please do not leave the medication in your child's bag or lunch bag – it must be handed to a member of staff when you drop off your child.



You must inform TVPS of any known allergy that your child has, of medication or treatment required and any training needed to administer the drug/treatment. It is your responsibility to ensure the medicine you give us for your child is clearly labelled with the prescription information and in date.

We keep a written record of all medicines given to your child. This record will show the date and the time the medicine / treatment was given and the amount given. You will be asked to sign this record.

### **13. Behaviour Management**

TVPS aspires to meet the learning, emotional and behavioural needs of all children attending.

We have the right to ask Parents to remove their child from the Pre-School in the event that a child's behaviour is deemed dangerous to themselves, other children or the staff.

We will not tolerate Pre-School staff being spoken to in an abusive or threatening manner by parents, carers or children. Such behaviour may result in the termination of a Pre-School place.

### **14. Personal Property and Valuables**

TVPS cannot accept responsibility for the damage or loss to any personal property (including clothes/toys and jewellery) brought into Pre-School. It is therefore advised that valuable items are not brought in. We also discourage children from bringing in toys unless it is specifically for show and tell. Please also be aware that we cannot take responsibility for items left at Pre-School outside of our opening hours, as the hall is frequently used by other community groups.

### **15. Personal Safety & Security**

TVPS cannot accept responsibility for accidents and or injury before a child enters the Pre-School, or once they have been handed back to the authorised person at pick up – once you collect your child from the setting at pick up time in the hall your child is your responsibility.

In the interest of safety we advise you take care of your children in the busy car park and immediately outside the Pre-School with a busy road so close as you enter and leave the premises.

Any siblings are the parent / carers responsibility at all times.



## **16. Commitment to Safeguarding**

TVPS is committed to safeguarding and promoting the welfare of our children and expects all staff and volunteers to share this commitment. Parents are asked in particular to abide by our Mobile Phone Policy. All our Safeguarding policies reflect the latest Surrey Safeguarding Children Partnership procedures and can be viewed by looking in our Policy and Procedures file on the front table in the entrance hall of Pre-School.

In accordance with our safeguarding policy, if your child is unwell or unable to attend the session please can you telephone, email or text us by 9.30am / 12.45pm or we will have to telephone to check on their whereabouts.

## **17. Using Social Media**

All parents, carers and families of children at TVPS agree not to post any photos or videos taken at our setting on the internet, including social network sites such as Facebook or Twitter

## **18. Committee**

As a committee led Pre School, we rely on parent/carers volunteers to form a committee. Minimum number requirements must be met. If this is not possible then the continued running of the Pre School is at risk. Parents/Carers will always be warned if this were a possibility and a plea for new members would be issued, giving ample warning and trying to ensure the continued running of the Pre School.

## **19. Hire of the Village Hall**

Tandridge Village Hall is available for hire for private parties and functions (details can be found in the entrance hall). Please note that any equipment and furniture belonging to the Pre-School is not for use at these events except by prior arrangement with the Manager of the Pre-School.

The Pre-School tables and chairs can be hired for private parties and functions and a separate hire agreement is available from the Administrator at the Pre-School.

## **19. Policies and Procedures**

Our Policies and Procedures are available to read on our website or at the setting and are updated regularly.

<https://tandridgevillagepreschool.co.uk/parent-information/policies/>



*I/we have read and understood the **Policies and Procedures** of TVPS and agree to abide by them.*

*Name of Child:*

*Signature/s of Parent/Carer:*

*Date:*

*I/we have read and understood the above **Terms and Conditions** and agree to abide by them. I/we understand that the Terms and Conditions are subject to change of which we will be informed in writing.*

*Name of Child:*

*Signature/s of Parent/Carer:*

*Date:*