

# Terms & Conditions

These terms and conditions govern the basis on which we agree to provide child care services.

1. If we change the opening hours we will give 7 days notice of our decision and, if necessary, work with you to agree a change to your child's hours at Caerleon.
2. We will provide you with regular updates as to your child's progress.
3. We will notify you as soon as possible if the section your child attends is for any reason closed in which case we will be under no obligation to provide alternative facilities. In the event of such closure you will be credited for such against future use of Caerleon Child Care.
4. In accordance with the terms of our collection policy your child will not be allowed to leave the premises unless it is with a previously identified person who is over 18 years old.
5. You will immediately inform us of any change to the information provided in the Child Profile.
6. At our discretion we will administer medicines to your child, provided you have completed a medicine consent form.
7. You will immediately inform us if your child is suffering from a contagious illness in which case, for the protection of other children, he or she will not be able to attend until fully recovered.
8. You will immediately inform us of any changes to your contact details.
9. If the person collecting your child is not usually responsible for collecting them we will require prior notice and proof of identity as per the terms of our collection policy. Otherwise we will not release your child.
10. You will immediately inform us if you are unable to collect your child by the collection time, in which case an additional charge of £10 per 15 minutes will be made.
11. You will inform us with at least 24 hours notice of any dates on which your child will not be attending Caerleon. No refunds will be provided.
12. You will provide at least 4 weeks' notice in writing of your intention to reduce the number of hours your child spends at Caerleon 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 4 weeks from the date of any change as if their hours had not decreased.
13. You will if your child will not for whatever reason attend as agreed at Caerleon inform the Duty Manager by 9am the reason for the absence and the expected date of return. If the Manager has not heard from the parent/carer after five days (not including Saturday and Sunday) Caerleon Child Care reserves the right to de-register the child and offer the place to someone else.

## PAYMENT

14. We may at any time and on giving 4 weeks' notice in writing change the fees.
15. Fees are payable in advance at the start of each month. We will notify you by Email of the required direct debit payment at least 1 week in advance.
16. Payments must be made by direct debit – please note 15 above that Caerleon will give 1 weeks notice by E-mail as to the amount of the direct debit payment. For any failed direct debit there will be an additional admin fee of £20.
17. In the event of non-attendance through sickness no refund will be made for the first 5 days. If your child is still sick after 5 days of non-attendance a refund will be available up to a maximum of 14 days, on provision of a doctor's certificate.
18. A child will be suspended and deregistered if any fee is outstanding for whatever reason for more than 14 days after we have sent an E-mail notice as referred to in 15 above.

## SUSPENSION

19. Caerleon reserves the right in its absolute discretion to suspend a child whose conduct is deemed unacceptable. In this event Caerleon will notify the parent in writing and discuss the problem with the parent in the hope of resolving the same.
20. No refund will be made in respect of suspension.

## TERMINATION

21. Caerleon may in its absolute discretion terminate this agreement by giving notice in writing to a parent. In this event Caerleon will refund in full within 14 days of the end of such notice period any payment made in respect of the period beyond such notice.
22. A parent may in his or her absolute discretion give not less than 4 weeks' notice terminating this Agreement in which event any payment made in respect of any period beyond any such 4 week period will be refunded. No other refund will be made.

I hereby declare that I have read and understood the terms of conditions of Caerleon Child Care and agree to abide by them.

Signed

Printed

Dated

