

- 1. Opening hours:** Pre-School is open between 07:45am and 6:00pm, 38 weeks of the year, term time only. We close for all public bank holidays, prearranged inset days in the preschool and school holidays. (School holiday dates can be found on the Surrey County Council website) Holiday club options may be offered during the school holidays. Should the Children's Centre have to close due to matters outside of our control (such as bad weather) fees will be charged at half the normal rate.
- 2. Payment:** You are required to pay Pre-School fees at the agreed rate which are set out in your fee schedule; Fees are payable **in advance** of your sessions on a monthly or weekly basis either by BAC's, cash, cheque, or child care vouchers. If payment is not received on time you will receive a late payment charge of £10 If fees remain unpaid we will withdraw further child care until payment is made and take necessary steps to recover all fees incurred.
- 3. Booking/Extra days/sessions:** We require a minimum booking of 6 hours per week over a minimum of 2 days. There is always an opportunity to book additional session subject to our availability, these are charged at your normal rate.
- 4. Swapping days:** We will do our best to accommodate a request to swap a day; these cannot be guaranteed as they are subject to availability.
- 5. Sibling discount:** We offer a 10% sibling discount on your oldest child's fees. The sibling discount can only be claimed if 2 or more children attend during the same time frame, although they do not have to attend on the same day. Once the sibling/s leaves Pre-School the sibling discount will cease.
- 6. Absence due to holidays or sickness:** There is no reduction in fees if your child is absent due to holidays or sickness however if you pay for hot lunches and inform us of an absence in advance you will not be charged for lunch. We must be informed by 0900 on the day of your child's absence for this to apply.
- 7. Late collection:** Parents are asked to contact Pre-School if they are expecting to be late picking up their child. Persistent lateness will result in a £10 charge per 15 minutes.
- 8. Unwell children:** Children should not be brought into Pre-School if they are unwell, if a child becomes unwell while here, parents may be contacted to collect their child, in line with our policies and procedures. We require parents to notify us by 0900 if their child is not attending due to illness and each day thereafter until they return.
- 9. Reducing/cancelling session:** We require one month's notice in writing should you wish to reduce or cancel your booking.
- 10. Medication:** We are able to administer prescribed medication, providing we have your written consent, it is in the original container with the child's name printed on the prescription label. We reserve the right to refuse to administer certain medication. Please note we are unable to administer paracetamol or ibuprofen (ie calpol/nurofen) and children should not attend preschool if they have needed this prior to their session.
- 11. Learning Journeys:** All children have their own learning journey recording their progress; this is available for you to see at any time. When your child reaches school age this will be passed onto you to keep. Please feel free to discuss your child's progress with their key person at any time. We also offer two parents' evenings per year.
- 12. Child at risk:** The wellbeing and safety of children in our care is our primary concern, we will take appropriate action if we feel that a child is at risk.
- 13. Valuables:** Parents are requested not to bring children into the Pre-School with any valuables (including jewellery, toys or expensive clothing). We cannot accept responsibility for any loss or damage to personal belongings.
- 14. Change of child's details:** It is the responsibility of the parents/guardian to keep Pre-School informed as to any changes of personal information with regards to change of address, telephone numbers, custody arrangements, and emergency contacts details.

15. **Priority of places:** Please note places will be allocated based on set criteria. At any time where there are more applications for places than the number of places available, places will be offered according to the following order of priority;

- i. Looked after/ previously looked after children
- ii. Exceptional social/ medical need
- iii. Sibling attending the preschool at the same time
- iv. Living within the immediate reach area of the Children's Centre
- v. Living outside our reach area but still within Merstham, Bletchingley or South Nutfield
- vi. Children with a sibling at Furzeffield Community Primary School at the time of admission
- vii. Children living outside Merstham, Bletchingley or South Nutfield

If numbers exceed the maximum capacity at any point priority will be given to children living closest to the school determined by the shortest distance measured by a straight line.

These terms and conditions together with The Red Oak Children's Centre policies and procedures form your agreement made by yourself The Red Oak Children's Centre. By signing this agreement you are agreeing to comply with these terms and conditions and the centres policies and procedure. If you would like to read through the policies and procedures please ask a member of the centre staff.

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