



## Terms & Conditions

<b>Name of Service:</b>	Adventure Glen Childcare	<b>Child's Name: (Service User)</b>	
<b>Address:</b>	7 Glen Orchy Court, Craigmarloch, G68 0DH	<b>Name of Parent/ Guardian:</b>	<b>Name of Parent/ Guardian 2:</b>
<b>Telephone:</b>	07734-222-882	<b>Address:</b>	<b>Address:</b>
<b>E-mail:</b>	play@adventurewoodchildcare.com	<b>Telephone:</b>	<b>Telephone:</b>
<b>Registration No:</b>	CS2018365034		
<b>Insured By:</b>	SCMA		

<b>Outing Fees to be paid by:</b>	Adventure Glen Childcare	<b>Permission for outings?</b>	<b>Yes/ No</b>
<b>Childcare Commencement Date:</b>			
<b>Pay date</b> (Please circle or delete):	MONDAYS OR 1 <sup>st</sup> of EACH MONTH		
<b>Special Healthcare/Dietary Needs:</b>			

Days and Sessions to be Specified below:

<b>Monday</b>			
<b>Tuesday</b>			
<b>Wednesday</b>			
<b>Thursday</b>			
<b>Friday</b>			
<b>Saturday</b>			
<b>Sunday</b>			

Pre-School			
Full Day	8am - 6pm	£55.00	per day
Half Session	8am - 1pm	£30.00	per session
Half Session	1pm - 6pm	£30.00	per session
Wrap around care*	8am - Drop Off Nursery Pick up - 6pm	£37.50	per day

Funded hours will be available as of March 2023 with North Lanarkshire Council.

\*We cannot fill the space around your child on a wrap around pre-school space therefore, these spaces are subject to availability.

School Age			
Breakfast Club	8am - 9am includes breakfast	£12.50	per day
After School until 6pm	3pm - 6pm	£17.00	per day
Wrap around care	8am - 9am and 3pm - 6pm	£25.00	per day
School Holiday Club	8am - 6pm	£37.50	per day

Extended Hours			
Before 8am	Includes Breakfast	£8.00	per hr.
After 6pm		£10.00	per hr.
After 9pm - 11.30pm		£15.00	per hr.

Weekend			
Half Day	8am - 1pm or 1pm - 6pm	£37.50	per session
Full Day	8am - 6pm	£65.00	per day

Other			
Pick up & Drop off	May be 7.45am or after 6pm. No pick up or drop off in middle of the day. We may leave at 5.30pm to begin drop off.	FREE	per child
Lunch	Served at 12.15pm	£3.85	per child
Evening Meal	Only available at 6.30pm	£4.50	per meal
Unarranged Overtime	From end of booked session	£15.00	per hour
Due to child's absence		FULL FEE	DAILY
Due to OUR closure	1. 1st week of Easter Holidays 2. Week before schools back Aug. 3. 2 weeks over Xmas & NY	NO FEE	DAILY
Holidays coinciding with AGC		NO FEE	DAILY
Public Holidays	We are open as normal	FULL FEE	DAILY

<b>Retainer Fees</b> (non-refundable unless AGC cancels arrangement)		Half Fees	From place reservation date
<b>Notice period and fees due</b>	Four weeks	Full Fees	

<b>Parents to provide</b>		
<b>Babies up to 3 years</b>	<b>Pre-school to 5 years</b>	<b>School Age</b>
Wipes	Wipes	Wellington Boots
Nappies	Nappies	Base Layers
Formula	Wellington Boots	Gloves
Jarred Food	Base Layers	Any homework
Purees	Gloves	Cold-prepared snack
Cream	Cold-prepared snack (for outings)	Change of clothes (spare socks please!)
	Change of clothes (spare socks please!)	Hat/ Scarf
Hat/ Scarf	Hat/ Scarf	

<b>We Provide</b>		
<b>Babies up to 1 year</b>	<b>Pre-school up to 5 years</b>	<b>School Age</b>
Changing mat	Outdoor Suit	Outdoor Suit
Outdoor Suit	Snack	Snack

### Admissions

Your child will receive a placement once a completed Childcare agreement form, contract and if applicable, a deposit, are received.

### Fees, Invoices, sickness and Holidays

1. You are required to pay Adventure Glen Childcare (AGC), the fees at the agreed rate as set out in your contract. You will be charged for the hours set out in your contract. If you require extra hours or a change of hours this may not be possible due to limited spaces, so please make sure that you cover yourself for enough hours/days. You will be given 4 weeks' notice of any change in the fee policy or any change in these terms and conditions.

2. Invoices will be issued on the Friday of each week showing exactly what is due by the Monday of the following week, this will also include any overtime or late fees incurred from the previous week. If you prefer monthly invoices these will be completed for the following month on the 15th and date at the appropriate date of each Monday for that month. These are issued via an automated recurring system so may be sent at midnight. If we need to make one-off changes to these invoices, we can only do this once they have been issued. We ask that you allow us 2 working days to update an invoice which needs altered due to our holidays or additional fees for overtime etc. They will be re-sent to you once they have been updated.



3. Sibling discounts are discretionary and may be removed at any time.
4. Fees are payable monthly in advance by the Friday before the week of childcare commencing. The preferred method of payment is cash, BACS or childcare vouchers.
5. Late payment of fees will result in a fee of £5 per day. This is strict and will not be a discretionary disregard.
6. If arrears of fees remain outstanding after 7 days you will be notified of the non-payment and you must make payment within 7 days. If fees remain unpaid Adventure Glen Childcare will:
  - a. withdraw further childcare until payment is made in full;
  - b. charge you for any bank charges incurred due to your late payment
  - c. terminate this agreement and take any necessary legal action to recover all fees due and costs incurred in such action.
7. If you are paying for your childcare by tax credits, you must continue to pay as normal (in advance by cash) until these start. Once you have been paid by tax credits, you should ensure your payments are up to date and pay by cash if there is an issue with your tax credits.
8. Please note that if your childcare is paid by Tax Credits and you withhold the childcare element from AGC, you are defrauding the benefits system and it will be reported.
9. Fees are payable for bank holidays and any holiday time or other absence that your child may take away from the childcare setting, unless otherwise agreed in writing.
10. Please let us know as soon as possible if your child is unable to attend the childcare setting for any reason. If your child is observed to be ill during the day we will contact you to collect your child as soon as possible in accordance with the Illness Policy. Please note that you will still be charged if your child is unable to attend due to illness.
11. ILLNESS - what we refuse entry for 48 hours minimum includes, but is not limited to:
  - a. Chickenpox
  - b. Diarrhoea
  - c. Sickness
  - d. Head Lice (At least 48 hours after treatment applied)
  - e. Ringworm (One Week non-attendance required)
  - f. Scarlet Fever
  - g. Foot and Mouth
  - h. Threadworms (At least one week after treatment given)
12. You must notify us in writing (or by telephone in an emergency) if your child suffers from any infectious or contagious disease. If your child suffers from any of the above, they will be sent home as soon as physically possible. We understand the frustration that occurs with having to take time off work due to an ill child but we ask that all parents respect that it is our duty to care for and protect all children that attend our setting from coming to harm through appropriate infection control measures. We also have to clean everything in our setting when a child has any of the above and this is why we reserve the right to refuse entry into our home for these things whereas a different setting may not.

13. SHIFT WORK: We are more than happy to accommodate shift work however if you are on periodic days or weeks off, then payment is still due for those days/ weeks whether your child attends or not. We cannot fill a space for one/ two weeks per month or one/ two weekends per month. We ask that you understand that a space held for your child cannot be used by another child and therefore must be paid for in full.
14. When dropping off your child in the morning you must state what time you are picking your child up.
15. Late drop off does not constitute late collection. Late collection of children will be charged at the rate of £15 per hour. If you know you are going to be late, phone us. If you don't call, the late collection fee will be added.
16. Two weeks payment in advance is required to secure a place. This is non-refundable if you cancel your child's place at any time.
17. Reserving a space for future use can be arranged and will be subject to a retainer fee. This fee is non-refundable and will not be used to offset any normal fee once you commence using my service. The retainer fee will not be refunded if you decide not to take up the place as agreed. You can use your reserved place during the retainer period, provided you give us sufficient notice of your requirement and pay the appropriate fee (i.e. full fees for time booked, and half fees for the remainder of the retainer period). The retainer fee is set at half 4-weekly fees.
18. Retainer fees for school holidays will also be charged at full fees of your normal contractual rate. These are non-refundable and will not be used to offset any normal fees unless otherwise agreed in writing. You may 'bundle' your un-used school hours throughout the school holidays. An example may be 3 after school sessions per week equating to 9 hours per week to use during school holidays – you must use these across either a full or half day session. We do not carry these hours forward annually. If you do not use your school hours across the holidays by the 24th December each year, these are reset for the next year and are lost.
19. If childcare fees are to be paid or partly paid by a third party, e.g. a relative, employer or college then the third-party will also receive a copy of the contract detailing the terms and conditions. Where the parents are the only or co-signatories then all invoices will be addressed to the parent(s) and it remains the parent's responsibility to ensure fees are paid promptly as agreed. It is the parent's responsibility to chase up any reimbursement they may be entitled to from a third party. With regards to college payments, it remains the parent's responsibility to pay during the Easter, October, Christmas, summer holidays and any inset/service days. If a college childcare payment is temporarily or permanently stopped due to low student attendance or other reason, it remains the parent's responsibility to pay all fees.
20. Outings occasionally carry an additional charge and these will be made known to you prior to the trip. This does not apply if you have an All-Inclusive Place, however Special Outings carrying an entry fee of more than £8.00 will be chargeable unless otherwise agreed in writing. We will always consult with you before charging any outing fees.

21. For after school care, charges start at 3pm.
22. Fee increases occur annually each August.
23. Extra one-off sessions can be booked subject to availability. You must give at least 4 weeks' notice to cancel an extra session or we will charge you for the session.

### **Medication & Emergency Treatment**

1. Written consent is required to administer any prescribed medicines. We may make suitable medical decisions and seek medical help if unable to make contact with any of the individuals listed on your emergency contacts form. We reserve the right to refuse to administer certain medication.
2. We reserve the right to administer first aid and any emergency treatment required. Parents will be informed of all accidents and asked to sign the accident book. If emergency treatment at the hospital is required we will make all possible attempts to contact you.
3. Parents must ensure that they have given any new medicine to their child on a day where the child is not due to attend our childcare service. This is to rule out any adverse reactions.
4. Parents agree to adhere to the rules set out in the administering medication policy.
5. Parents agree to provide sun cream and a sun hat for their child, labelled with the Child's name.

### **Opening Times**

Normal opening hours are 8am to 6.00pm Monday to Sunday. Any hours required out with these will incur an extra fee for unsocial hours. Further information can be found in the Fees Policy.

### **Termination of Contract & agreement**

We can end this agreement:

- A. by giving you 4 weeks' notice in writing;
- B. Immediately if you or any person who has responsibility for your child is abusive towards or acts in an inappropriate manner towards or in front of any other child or staff;
- C. The child shows threatening or abusive behaviour towards others
- D. Immediately if any fees remain outstanding as set out in Fees and Invoices.

You can end this agreement by giving 4-weeks' notice in writing. If parents withdraw their child mid-month, fees will be due for that period in addition to the one-months' notice. You must also give us 4 weeks to reduce, increase or change the number of hours/days your child attends or if you choose to defer your child's start date.

### **Personal Property & Belongings**

We will not be liable for damage to any clothing or toys that your child brings to the setting. Every care will be taken but accidents do happen. We also ask that you leave toys belonging to your child at home.



## Appropriate Clothing

Your child is required to have a pair of wellington boots for use at AGC. This is to preserve any school shoes or clothing. We would also request that you refrain from children wearing open toe shoes, sandals or unsecure footwear due to a high risk of an injury occurring outdoors. This is due to our outdoor adventures. Trainers are the most ideal form of footwear since they provide a good range of movement and also grip at the same time. We provide a range of waterproof all-in-one suits for every child to protect their clothing.

## Animals on site

The parent/ guardian agrees they have visited the site and are satisfied with the security of the animals and compatibility with their children. Children will be encouraged to wash hands and be taught about infection control and prevention.

## Liability & Insurance

1. We will not be liable for any loss arising from the closure of our setting or our refusal to accept your child at our setting in accordance with our policies. We will not be liable for any claim for loss of earnings or alternative child care except in the case of death or personal injury caused by our negligence.
2. We hold full public liability insurance. The insurance document can be seen at any time

## Pick up and Drop off

We do not charge for this service to enable us to keep a structured routine for the children and to introduce traffic calming to the area. We can only have a maximum of 6 families attend our home in the morning or in the evening maximum. Part of our planning permission requires us to drop off and collect the additional children as part of traffic calming and noise reduction. If you require to pick up your child or drop them off, please let us know and we will try to accommodate this where possible. We much prefer to pick them up and drop them off as it reduces the amount of disruption to our play time. We ask that you wait at the door and we will bring your child(ren) to you. We may close the door while we get them ready to keep the heat in and as part of our security for all children.

## Child Information

1. All of the children have their own personal file, which contains all the information we hold on your child, you can ask to see at any time. We will always discuss new observations with you and you are invited to discuss your child's progress with us at any time.
2. The safety and wellbeing of a child is our first concern and we will need to take appropriate action if we feel that a child is at risk. Please see our child protection policy.
3. Your child will have a daily diary used to log the progress of your child's day at the Childminders. The parent is advised to read this each evening.
4. The majority of your child's personal plan and timeline will be online via a secure app. The password for this will also be given. This page will be updated each week. This app can also be used to contact us about any issues or any preferences you may have. Data about your child will be stored on our laptop and back up hard drive which are both stored securely and have



passwords. Yours and your child's data contained on this contract, the Child's personal plan and file will only be shared with the Care Inspectorate, Social Services if necessary and the Child's Nursery where appropriate. This information will not be given to any other third party. 5. You will also have access to a group chat on Whatsapp between the Childminders and both parents (or additional carer where required). If you would prefer to have separate chats for each parent, please let us know and we can arrange this for you. We encourage all carers to have an active participation in helping us communicate freely about your child. We are happy to receive pictures from home or updates when your child is not here. This allows us to discuss life at home, while they are with us. We close at 6pm so we do ask if you message after this time, or before 8am, to expect a reply once we are at work at 8am and not before then. We have personal family time before 8am or after 6pm with our families.

These terms and conditions, together with the policies and procedures, form your agreement with AGC. By signing this agreement, you are agreeing to comply with these terms and conditions and with our policies and procedures, which have been made available to you via our website.

By using our service, with or without a signed copy of this contract, you agree to these terms and conditions.

Parent / Carer signed.....

Print:.....

Date:

Place of signing:

Parent/ Carer signed.....

Print:.....

Date:

Place of signing:

Adventure Glen Childcare Signed.....

Print:

Date:

Place of signing: Position:

For Office Use

Payment received: £..... Date.....

Payment for: Retainer / First month's fees Other Special agreements: