



TERMS AND CONDITIONS POLICY

*These terms and conditions apply to:
 Parent Funded Sessions/EYE Funded Sessions/Ad hoc additional
 Sessions/Consumable charges/Meals*

Date ratified: June 2024	
Period: June 2024 – June 2025	
Headteacher Signature: 	Lynsay Falkingham
Chair of Governors Signature: 	Briony Alder
Review: June 2025	

Lanterns Nursery School is a Hampshire Maintained Nursery School. Core hours run from 8.45am to 2.45pm or 3.45pm and the hours outside this operate under our school extended services which means that Lanterns is open from 7.30am – 6.00pm Monday to Thursday and 5pm on a Friday.

The extended service provision is governed by Lanterns Nursery School and Extended Services Governing Body and the overall day-to-day running and staffing of the extended services is overseen by the Headteacher.

Breakfast club runs from 7.30am to 8.45am and includes breakfast.

Home from home club runs from 3.45pm to 5pm or 6pm and includes tea.

Breakfast and tea will be charged as part of accessing our extended day offer regardless of whether these hours are funded as part of Early Years Entitlement (EYE) or are parent funded. EYE funded hours can be used between the hours of 7.30am to 6pm. There is a daily consumable charge to cover the cost of food related experiences and other experiences that support our high-quality provision.

EYE funded hours can be used as part of an agreed attendance pattern but any one off, ad hoc attendance will be charged at the hourly rate, even if there are EYE funded hours are outstanding.

Exceptions to attendance patterns

Attendance patterns for children who attend on an **SEND hub** place will be decided through liaison between parents/carers and our SENDCo. Our funding for SEND Hub places is for 15 hours. Therefore, we may not be able to accommodate any hours above this. It may be appropriate for some children to attend for morning or afternoon sessions instead of day sessions. This will be decided on an individual basis considering parents/carers work commitments, individual needs of the child and the needs of the school cohort. Please arrange to speak to Helen Woodhall our SENDCo if you have any questions.

Children who access provision at **2 years old** and have involvement from a professional such as Speech and Language Therapist, Paediatrician, Occupational Therapist, Physiotherapist etc. may be offered sessional attendance as mornings or afternoons. This will be decided through liaison with our SENDCo.

We offer a 9am to 2pm session 3 days a week for children of unemployed parents in receipt of EYPP. Please speak to the admin team for more information.

Charges in addition to free entitlements

The Headteacher and Governors of Lanterns Nursery School and Extended Services will consider individual circumstances regarding additional charges over free entitlement, such as consumable charges, ensuring that no child is disadvantaged by our terms and conditions. If

you are unable to pay for anything above your funded entitlement of 15 or 30 hours, please make an appointment to see the Headteacher.

We offer a 9am to 2pm session 3 days a week for children of unemployed parents in receipt of EYPP. Please speak to the admin team for more information.

Deposits for a 2, 3 and 4 year nursery place

When a nursery place is offered a deposit of £50.00 per child is required to secure your child's place. This deposit will be used as an admin fee if you access parent funded hours. For those families who only access their free entitlement the £50 will be deducted from your final bill.

Sickness and Other Absence

Fees are payable **at all times** for the contracted hours agreed even if your child is absent for any reason (including but not restricted to, sickness and holiday). This also includes consumable charges.

Fees for hot lunches are payable monthly in advance. Refunds are not given if your child is absent for any reason (including but not restricted to, sickness). Four weeks notice is required if hot lunches are to be cancelled. Alternatively, a £25 admin fee can be paid to cancel hot lunches for the following week with no further charge for the hot lunch.

Children should not come into school if they have a temperature or if they are feeling unwell. If your child has suffered from sickness and/or diarrhoea they should not return to school until 48 hours after their last bout of illness. Lanterns Nursery School reserves the right to ask a Parent/Carer to remove a child if they feel the child is too unwell to attend their session.

Where possible absences due to sickness should be notified on the day. Please phone and leave a message on 01962 860393 option 1. We would also appreciate being notified of any planned or unplanned absences.

Fees will not be charged for Bank Holidays, Home Visit days and In Service Training Days (INSET). You will be notified of these in advance.

We are unable to accommodate session swaps for any sessions that your child is unable to attend due to sickness, appointments or any other circumstances.

Adverse Weather

In the event of adverse weather, we will endeavour to open the provision as normal. If we are open and able to offer the usual service, fees will be charged as usual regardless of whether a child is able to attend. In the event that the Nursery is not able to open because of adverse weather full fees will still be charged and we are unable to offer any refunds.

Notice Periods and changes to attendance patterns

Parents/Carers wishing to make any changes to their childcare provision must notify us in writing and if applicable complete the relevant form. These are available by emailing the admin team. A minimum of four weeks' notice is required for any reduction in attendance hours.

There are several points during the year when changes can be accommodated without charge. These are – the first 2 weeks of term in September, the first week of term in January and the first week of term in April. These weeks are the main admission points in the year and follow the main holiday periods. Any change out of these times will incur a £25 administration charge.

Increases in attendance patterns can be taken as soon as the sessions are available and paperwork completed.

Please note that requests are subject to availability of spaces and changes in sessions will not commence until we have informed you in writing.

A minimum of four weeks written notice during term time is required for the intention of withdrawing your child from the Nursery School or four weeks fees will be charged in lieu of notice. The Headteacher reserves the right to terminate the contract of childcare if all terms and conditions are not adhered to.

Late Payment

The prompt payment of receipts is vital to the effective operation of the Nursery School. If arrears accrue, you will be notified in writing. Failure to make full payment by the specified date will result in a late payment charge of £5.00 for each day any payment remains outstanding.

Payments will be classed as late if the full invoice has not been paid by the invoice due date. Persistent late payment fees may result in the suspension of the childcare place.

Early Drop Off/Late Collection

We politely request that Parents/Carers drop off and collect their children punctually. We may impose a fee of £10.00 for each 15 minute period your child attends before or after the contracted time of collection. After the first hour if your child still has not been collected the charge thereafter will be £15.00 for each 15 minute period. Please also refer to our 'Early drop off/Late Collection Child Policy', a copy of which is available on request.

Children who finish at 6pm should be collected and have left the premises by 6pm.

Fees and Terms and Conditions

Fees and Terms and Conditions will normally be reviewed annually. However, the Headteacher/Governing Body reserve the right to review and amend either at any time. A minimum of four weeks written notice will be given.

These Terms and Conditions must be adhered to at all times. Failure to comply with these may lead to your child's place being suspended. Outstanding debts may be referred to Hampshire County Councils Income Collection Team and could result in legal proceedings through debt recovery.

By accepting or continuing to accept a place for your child, you agree to accept the Terms and Conditions above and any future variations (subject to one months' notice being given of any such changes).

Settling Sessions

Some children will need settling in sessions before they access their normal attendance pattern. Children may receive 3 settling sessions before they start Nursery at no charge. This is a flexible process depending on the needs of the child. The first session will be accompanied by parents/carers. If appropriate your child will stay on their own for these sessions lasting between 1 and 1.5 hours.

After these 3 sessions or once attending a full session (if sooner) Parents/Carers will be charged for their agreed hours as per their offer letter.

Other Responsibilities

Lanterns accepts no responsibility for loss or damage to personal items brought in to school. We also accept no responsibility for loss or damage to vehicles which occur within the grounds of the car park.

We also remind you that you are responsible for the safety of your child/ren when you transfer them to and from your car into the class bases.

Parents/Carers must provide updated home and emergency contact details in case of emergencies. We require at least three emergency contact telephone numbers. Any changes should be notified in writing to The Administration Team.

First Aid

In the unusual event of a child needing immediate first aid treatment, Lanterns Nursery School reserves the right to administer the procedure by a qualified First Aider and/or Paediatric First Aider and will inform Parents/Carers afterwards.

In the event of a child requiring hospital treatment and the parents cannot be contacted prior to attendance, the qualified first aider/paediatric first aider /appointed person/another member of staff will accompany the child to hospital and remain with them until the parents can be contacted and arrive at hospital. If on arrival at hospital parents are unable to be there or are delayed the member of staff will hand responsibility to the Health Care professional at the hospital. Please also refer to our 'First Aid Policy', a copy of which is available on request.

Invoices and Payments

Fees are payable strictly in advance

The first invoice you receive will be at the beginning of the first whole month. It will include any charges for the first part-month, if your child started part way through a month. After this at the end of every month you will receive an invoice in respect of charges for the next month. This will include any charges accrued during the previous month.

Please note that all invoices must be paid promptly and in full by the payment due date on the invoice.

Payment can be made in the following ways:

Debit or Credit card - You can pay at any time with a debit or credit card by visiting invoicepayments.hants.gov.uk/ or by using our automated phone payments service, 0333 555 2221. To use the automated phone payments service, you will need your invoice number, customer account, post code and a valid debit or credit card. The post code should be the one that appears on the invoice or, if you make payments on behalf of a care client, the post code of the client.

BACS or online banking - Please give your bank all our details when making your payment - sort code 62-28-49, bank account 00000000 and quote your invoice number as a reference (see top right corner of the invoice). Should you wish to submit a remittance advice, please email this as soon as possible to "ctibceye@hants.gov.uk". This email address is for remittance information only.

Childcare Vouchers - Please ask for Lanterns account number.

Tax Free Childcare Vouchers – Please do not authorise any payments until you have notified Lanterns of your unique payment reference number provided by HMRC, you will need to do this as soon as possible

By signing this you are agreeing to the terms and conditions set out in this policy, you will also nominate an email address to be used for invoicing.

PAYMENT POLICY AGREEMENT

1. Fees are payable for all contracted hours agreed, even if your child is absent.
2. Four weeks' WRITTEN notice is required for the termination of the contract agreement, including Lunch Club.
3. Fees will be charged for late collection of your child.

Signed Parent/Carer Name: Dated:

Print Parent/Carer Name:

Invoices for your child's additional parent funded hours, breakfast, tea and consumable charges over and above your funded hours are sent via email.

In view of this you need to nominate an email account to receive invoices, please do this by providing your email address below. Your email address will be stored securely and not shared, in line with the new General Data Protection Regulation (GDPR) 2018.

I/we would like our monthly invoices sent to the email account below:

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Parents/Carer signature.....Date.....