



Terms & Conditions

The following Terms and Conditions set out are a contract that will exist between LA Childcare and the Parents/Guardians of a child attending any of the above pre-schools

Opening Hours

The Pre-schools are open from 9am – 3.00pm , Monday – Friday (*term time only*) with sessions as follows:

Morning Session 9am - 12pm

Afternoon Session 12pm – 3pm

All Day Session 9am - 3pm

We are neither registered nor insured outside of these hours

The Pre-Schools will be closed during ALL public, bank & school holidays. (including a few days earlier at Christmas) There will be some occasions when we may need to close early but Parents/Guardians will be informed of such closures in advance.

Funding

15 hours of NEG (Nursery Education Grant funding is available for all eligible 3 and 4 year olds. Working Parent Entitlement (WPE) may be available for qualifying families. This is an additional 15 hours of funding available to working families for 3 and 4 year olds already using the universal funding of 15 hours. 2 year olds may be eligible for up to 30 hours of WPE. You can find further information and check your eligibility here

<https://beststartinlife.gov.uk/>

Parents/Guardians are required to check their eligibility, and if they qualify, they must provide their pre-school with the code issued and their National Insurance number, to enable them to claim the funded hours. **It is your responsibility to re-confirm your eligibility approximately at 3 month intervals.** (You will receive an email reminder from HM Government just before your code expires) Funded hours are available for 38 weeks per year.

Fees/Payments

For any family not eligible for funding, fees must be paid. Please see our Fees Policy for the current hourly rate. Our fees policy is reviewed annually, and is subject to change. Any fees must be paid by the date on the invoice or email. Enrichment charges are invoiced termly 1-6, and must be paid by the date notified on the invoice. Late payment of any monies owed, without prior agreement will be subject to further charges.

From September 2026 there will be an optional enrichment charge in place for all children unless exemptions apply. (*please see our Administration and Enrichment Charge policy for details*)

Payments should be paid via BACS, and your child's initials along with the pre-school (**Acers, Acorns, Apples**) should be used as a reference in any transactions.

Fees remain payable for any absences, including holidays and illness.

Termination/Cancellation

If leaving a pre-school during the academic year, you are required to notify your pre-school manager via email, giving 6 weeks notice. This may affect your ability to claim your funding immediately at a new setting. For fee payers, you will be eligible for any fees charged within the notice period. We do not accept notice in July and August.

We reserve the right to terminate a pre-school place with immediate effect if fees are not paid by the due date or if a parent or child displays abusive, threatening or otherwise inappropriate behaviour. In all other cases, 6 weeks notice will be issued in writing should we wish to terminate a pre-school place for any reason. If a start date is postponed or cancelled we reserve the right to withhold the administration fee paid at registration.

Liability and Insurance

We have extensive insurance cover – full details are on display. We cannot be held responsible for any loss or damage to children's property. Every reasonable effort will be made to ensure children's belongings are not lost or damaged. We accept no responsibility for children whilst they are in the care of their parents/carers and are on pre-school premises, including the outside areas. On occasion there may be circumstances beyond our control (for instance weather conditions, flooding, medical emergencies) that mean the decision has to be taken to close the pre-school. No fees will be refunded in this case.

The pre-school undertakes to maintain those insurances which are prescribed by law. All other insurance is the responsibility of the parent. It is also the Parents/ Guardians responsibility to ensure that no items of value are taken into the Pre-School. No responsibility will be accepted for the loss or damage of such items.

Security

The main entrance doors, and outside gates of our pre-schools will be locked during opening hours. Under no circumstances will a child be allowed to leave pre-school with anyone unknown to pre-school staff unless the Parent/Guardian has made previous arrangements, following our [collection policy](#).

Accidents and Illness

We reserve the right to administer basic first aid and treatment where necessary. Parents will be informed of all accidents and required to sign an accident form. For accidents of a more serious nature, involving hospital treatment, every effort will be made by the pre-school to contact parents but failing this we are hereby authorised to act on behalf of parents and authorise necessary treatment. We will only administer prescribed medicines if parents complete a 'medicine consent form'; however, the first dose must be given at home and medicines must not be left on the Pre-School premises overnight. If your child has been given Calpol, or any other temperature reducing medication, they must not attend pre-school. We do not administer any such medication. Children should also not attend pre-school in the event they require special medical care or attention, if the child is considered too unwell to attend or it is thought the child has an infectious or contagious disease ([See unwell child policy](#)). We accept no responsibility for children contracting contagious diseases/infections but efforts will be made to inform parents of cases of such diseases or infections within the pre-school. We reserve the right to contact parents to collect their child, if at any time if they become ill during pre-school hours. If your child has a reportable illness and may pose a potential serious health risk to other children or staff, we will follow advice from UKHSA (UK Health Security Agency) and we may have no option but to exclude the child until a doctor declares no further risk. Parents are required to inform pre-school if their child is suffering from any illness, sickness or allergies.

Supporting Children at Home

It is parents/carers responsibility to support independence at home with regard to eating, dressing and toileting. Your pre-school will support you with this

Behaviour Management

Children who are demonstrating consistent inappropriate/unacceptable behaviour may be required to be removed by the parents from the pre-school, when all reasonable attempts to manage such behaviour along with the families have been unsuccessful. The pre-school will not tolerate staff being spoken to in an abusive or threatening manner by anyone. Such behaviour will result in immediate termination of your pre-school place.

Late Arrival/Collection of Children

Children should arrive on time for pre-school, unless unavoidable. In this instance it is your responsibility to inform the pre-school immediately. Children will miss out on arrival routines if late. If children are consistently late, this will be monitored, and a conversation will be had with the manager and parent/Guardian. Please note that it is also important for the children and staff that children are collected promptly. Whilst we appreciate that delays are sometimes unavoidable, we do reserve the right to charge for extra staffing hours and any other extra costs ie hall hire ([as per our collection policy](#))

Clothing and Jewellery

Children should attend pre-school in weather appropriate clothing, that they can manage independently, including footwear. Footwear with laces are not permitted, unless the child can tie them independently. All clothing **MUST** be clearly labelled. Children are not permitted to wear jewellery, watches or faith bands for health and safety reasons. Stud earrings however, are permitted ([see our clothing and jewellery policy](#))

Sun Safety

Parents/Guardians/Carers must read and adhere to our [sun safety policy](#)

Tapestry

It is the responsibility of parents/carers to access Tapestry regularly, and should keep notifications turned on. You will be advised of important information regarding your child and the pre-school via this media, in our commitment to sustainability, and to reduce waste.

Policies

Our policies are available to view anytime via Tapestry, and are also available on request

Agreement

We reserve the right to update/amend these Terms and Conditions at any time with one month's written notice.

Terms and Conditions adopted by

Helen Taylor
Director
LA Childcare

Tina Corney
Director
LA Childcare