

# Terms & Conditions

## Registration

- All parents / carers must complete our Registration Form before a child(ren) can be accepted at the Red Roof Nursery & Kids Club, (Clegwell & Hartleyburn Community Hub (CIO). Registration must be done directly on our website [www.clegwellandhartleyburnch.org.uk](http://www.clegwellandhartleyburnch.org.uk) which will take you through a link to <https://redroof.childcare-online-booking.co.uk>
- By registering, the parent / carer gives **Red Roof Nursery & Kids Club** permission to take your child/children off site – this may be for the purpose of, but not limited to, a walking bus or organised trip.
- **Red Roof Nursery & Kids Club** must be notified of any changes in Registration details, as soon as possible, by the parent updating their online account by the parent / carer.

## Booking Sessions

- All sessions requested by parents / carers are subject to availability.
- All sessions booked must be paid for in advance, unless registered with one of our allocated voucher schemes.
- No parent / carer should consider a booking as being accepted until payment has been received by the Club.
- Bookings may be made up to **1 day** before the start of any session. Children will not be able to be booked in after that time.
- Any session booked by the parent / carer for your child(ren) will not be refunded or amended to another date.
- **Red Roof Nursery & Kids Club** will credit all fees charged, if the club is forced to close due to unforeseen circumstances.

## Responsibility for attendance

- It is the parent / carer's responsibility to ensure that their child / children arrive, on time, to any Breakfast or Holiday Club, and are signed in accordingly.
- It is the parent / carer's responsibility to ensure that their child / children are aware that they will be attending any After-School Club.
- It is the parent / carer's responsibility to notify the school if there are late changes made to their child / children's club attendance on that day.
- It is the responsibility for the parent / career to sign out their child(ren) when collecting.

## Penalties for Late Collection

- It is the responsibility of all parents / carers collecting children to do so promptly at the end of the agreed session times. Failure to do so will expose the parent / carer to the payment of a financial penalty and will constitute a breach of the terms and conditions, entitling Buddies Clubs to exclude the child from subsequent session.

## Responsibility for Payment

- The responsibility for payment of all fees, charges and penalties lies at all times with the person who has made the booking.
- Failure by **Red Roof Nursery & Kids Club** to make a written or verbal request for payment of fees does not constitute an excuse or reason for lateness, or non-payment under any circumstances.
- Failure to settle all fees and/or penalties when due may result in the clubs taking action (including legal action) to recover any outstanding sums.
- I understand that if my child does not attend a booked or paid session, No Refund or date change will be given.

## Childcare Vouchers

- We currently accept Childcare vouchers from our current registered providers, Unfortunately, **the Government closed the Childcare Vouchers scheme to new entrants on 4th October 2018**. This means that if you're a parent looking to join Childcare Vouchers for the first time that option is no longer available to you. This is because the Government launched a new scheme called Tax-Free Childcare.

### How do the Childcare Vouchers work?

- Childcare Vouchers **enable working parents to pay for their childcare**, benefiting from savings of about £1,000. Employees buy the vouchers (usually through a salary sacrifice scheme) for up to £55 per week or £243 a month, depending on circumstances. They save money because the vouchers are exempt from tax and NI.

### Can I get childcare vouchers from my employer?

- If you move to a new employer, you will be treated as a new entrant, therefore you will no longer be entitled to receive Childcare Vouchers through your new employer, however **you will still be able to use any Childcare Vouchers** that are in your account to pay for registered childcare.

## Grounds for Exclusion

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see. We have a clear behaviour Management Policy, a copy of which is distributed to all parents and carers: The Club promotes the ethos of care, consideration and respect for everyone attending: children, staff and visitors. We encourage appropriate behaviour through: encouragement of good behaviour; emphasis on cooperative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities. The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases. However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club. See our Suspensions and Exclusions Policy for full details.

## Reservation of Rights

Whilst we try to keep our terms and conditions as brief as possible, nonetheless, because we are caring for children, we are naturally obligated to many rules, regulations and also a good deal of legislation. We take our responsibilities very seriously and we have to be very clear to our parents and carers about the framework within which we operate. Please take time to read the following pages as it will help us provide and maintain the highest standards of care.

The terms and conditions detailed in this document represent the key elements of our booking agreement. However, as you can appreciate there is a significant amount of day-to-day detail which cannot be reasonably contained in one document. Consequently, you are also provided with supplementary information on our website as well as the day-to-day exchange and communication of documentation (hard copy and email), policies, procedures and reports.

Your acceptance of our terms is initiated at the booking and registration stage. Whilst this agreement naturally has legal implications, we always act with fairness and transparency when making decisions. The success of your child's time here at Red Roof Nursery & Kids Club is dependent on the partnership between the Childcare and our parents and carers. Please don't hesitate to let us know if you wish to discuss the terms further.

## Terms

- **“Terms and Conditions”** means our standard terms and conditions relating to the running of our private nursery providing full day care. Nothing within these terms and conditions affects your statutory rights. To enable us to provide and maintain the highest of standards of care we require all parents and carers to be aware of, and abide by the terms and conditions.
- **“We” / “Us” / “Our” / “Childcare” / “Holiday Care” / “Manager” / “The Management”** means Red Roof Nursery & Kids Club, Mountbatten Avenue, Hebburn, Tyne and Wear, NE31 2QP. (Childcare on non-domestic premises, OFSTED Registration EY558102)
- **“Customer” “Parents” “Carers” “You” “Your”** means anyone who requests and is registered for services from us and enters into an agreement or contract.
- **“Service”** means the provision of childcare as specified under the terms of our Ofsted registration and as laid out in our policies, procedures, handbooks and agreements.
- **“Booking, Contract or Agreement”** means the contract between us and the customer covering the supply of services by us to the customer. The agreement includes the booking form, childcare policies, fee schedule, consent forms, care plans and all relevant data held or used in the performance of Red Roof Nursery & Kids Club.

## Legal: Waivers, Exclusions and Jurisdiction

- These terms and conditions are governed by English law and subject to the jurisdiction of the courts of England and Wales.
- **Red Roof Nursery & Kids Club** shall not be liable for any direct or indirect loss suffered by parents / carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.

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<https://clegwellandhartleyburnch.org.uk/red-roof-kids-club/>