

## Nursery and Wrap Around Terms and Conditions.

Services include Nursery, Before and After School Childcare and Holiday Childcare.

By accessing and using this service, you accept and agree to be bound by the terms and provision of this agreement. In addition, when using these particular services, you shall be subject to our policies and rules applicable to such services. Any participation in this service will constitute acceptance of this agreement. If you do not agree to abide by the above, please do not use this service.

- To provide relevant up-to date information regarding your child, to include health requirements, medical information and any allergies that you are aware of.
- To inform staff of any changes in circumstances that may affect your child whilst in our care.
- To inform staff of any change in personal contact details, such as change of address or telephone/mobile phone number; change of contact details at your employment; change of parental responsibilities.
- To collect your child/ren by the end of the appropriate session time. If you are late you will be expected to pay the next session fee or if it's the end of the day you are agreeing to pay the late collection charge of £15.00 per family, and to contact Nursery to inform of any intended late arrival.
- To be prepared to give one months' notice period, in writing, if you wish to cease any/all of your child's/ren's regular sessions at Nursery.
- To pay Nursery fees even if your child/ren does not attend the session they are booked in for, due to holiday, sickness, school clubs or adverse weather conditions. Also, to be aware that we are unable to swap sessions if your child misses any. However, additional sessions can be booked on an adhoc basis, subject to availability through the office.
- To inform the office 72 hours in advance if you are aware that your child/ren will not be attending **Wrap Around Care** (incl. holiday club) so that sessions can be offered to others. Wrap around sessions cancelled 72 hours ahead will be refunded for fee paying sessions.
- Wrap around (incl. holiday club) fees should be cleared on the Arbor system on a monthly basis. Where fees are not cleared, we reserve the right to withdraw the service to these families.
- Nursery fees, above the funded hours, should be cleared on the Arbor system on a termly basis. Where fees are not cleared, we reserve the right to withdraw the service to these families.
- A sibling discount of 20% will be applied to sibling bookings (through a subsequent credit).

Shropshire Gateway Educational Trust reserves the right to change these conditions from time to time as it sees fit. Any changes will be notified to you and your continued use of the services will signify your acceptance of any adjustment to these terms.