

Parental Agreement

Agreement between the childcare provider and staff working with parents and carers to meet the needs of the children, both individually and as a group. A copy of all policies are given to parents at their child's admission.

Bookings, Fees and Notice Periods

Fees for children who attend regularly will be invoiced at the beginning of the month, to be paid to The Ark by 15th of the month; if fees are unpaid by the end of the month then a reminder will be issued with the following month's invoice requesting payment of arrears within 7 days. If this is not possible parents are advised to discuss the situation in confidence with either the Manager or Administrator and a more flexible payment plan can be arranged. If fees remain unpaid for six weeks or more and contact has not been made within the 7 day time frame, then the matter will be brought to the attention of the committee, who may decide that the child be excluded from The Ark, other than for government funded sessions, until payment is received. The committee also reserves the right to charge a penalty if fees remain unpaid for more than three months.

We require one calendar month's notice to reduce sessions, and booked sessions must be paid for, even if your child does not attend e.g. due to sickness. Alternative sessions cannot be booked as swaps for regular sessions in order to avoid additional fees.

Any ad hoc bookings, in addition to regular sessions, will be charged on the next invoice, but if such a session is cancelled within 7 days of the date of the session, the full charge will still be made.

Bookings for children in the Baby Room are year round, but bookings for the Toddler and Pre-school Rooms may be term-time only.

For those children who attend year round only, a reduction of 75% to the fees is applicable for up to two weeks holiday per year. No set amount of notice is required, however if that month's invoice has already been issued then the requisite amount of credit will be added to the following month's invoice.

Ad hoc bookings for Breakfast, After-school or Holiday Clubs for children that do not regularly attend The Ark may be made as long a time in advance as desired. 25% of the fees must be paid at, or immediately after, such a booking and this is non-returnable unless one month's notice is given of cancellation. However if a booking is cancelled with less than 7 days notice the full amount will be charged.

Late Collections

Children should be collected promptly at the end of a session during the nursery day, as late collections have an impact on staffing ratios set by OFSTED to which we are bound to adhere.

If a child is persistently collected late, a fee of £5 per 15 minutes or part thereof will be charged.

Late collections after 6.00pm will incur a discretionary fee of up to £25.00 for the first 15 minutes, followed by £5 per child for every 15 minutes or part thereof.

Illness Guidelines

Please do not bring your child if he/she is unwell and/or has had a temperature above normal within the last 24 hours.

Sickness or diarrhoea – no attendance until 48 hours has passed since the last attack.

High temperature – no attendance until a normal temperature **without medication** for 24 hours

If your child has been prescribed an antibiotic they have **not** had before – he/she should not attend until 24 hours after the first dose was administered to ensure there is no allergic reaction.

If in doubt either seek medical advice, ask one of the staff, keep your child at home or refer to our Health Policy and Procedure for more details.

Safety of Children

Parents/carers are requested not to open The Ark's doors to other parents/carers. Instead they should alert a staff member who will give access to that person.

Children must be signed in and out each day by their parent/carer. Children are not allowed to leave The Ark, unless accompanied by their parents/guardian or nominated other adult.

If a parent/carer is unable to collect their child/children, they must inform the Manager of the nominated other responsible adult to collect. No child will be allowed to leave the premises with person or persons unknown.

Parents are requested to behave in a polite and appropriate manner when dropping off their children. Failure to do so could lead to their children being excluded from The Ark.

Parents are required not to upload photographs and videos showing children other than their own, to websites that are not password protected or to any social media such as Facebook, YouTube etc.

Keeping and Updating of Records

Records will be kept containing details about the child, including relevant health, religion and diet information, parents and emergency contact details, child protection records if applicable and any appropriate signed consent forms. It is the parents' responsibility to update the relevant information as and when necessary i.e. contact details and medication needs. Parents must inform the setting if the child has been given new medication at any point before coming into the setting. Parents have access to all written records about their child/children.

We will pass any records drawn up by us in respect of a child to any Pre-school / school that a child moves on to, providing that the child's parents have given their prior consent to the records being passed on.

All staff are aware of the need to maintain confidentiality about matters concerning families and children.

We will provide you with a privacy notice that details how and why we process your personal information.

Other Information

Parents are invited to participate on the Management Committee.

Any problems which cannot be satisfactorily resolved between parents and staff may be referred to the Management Committee, in line with The Ark's complaints procedure.