

Terms and conditions

TERMS AND CONDITIONS

1 Definitions

1.1 The definitions below apply in these terms and conditions.

“Child” the child or children who are named in Part A

“You” the person, firm or company who purchases Services from us;

“Services” the services of a day care nursery during the days or half days indicated in Part A (*excluding bank and public holidays), together with any other services which we provide, or agree to provide, to you;

“Us” the nursery indicated in Part A

1.2 A reference to **writing** or **written** includes faxes but not email.

1.3 Any requirement in this contract for either party not to do something includes an obligation on that party not to allow that thing to be done.

2 Formation of the contract

2.1 A contract for the Services will be formed between you and us once you have given us a signed, fully completed, registration form and a £60 booking fee, and we have confirmed to you in writing that your application for a place has been successful.

2.2 These terms and conditions govern the contract between you and us for the Services. No other terms apply unless they are in:

2.2.1 A handbook issued to you by us,

2.2.2 A policy issued to you by us,

2.2.3 A letter that is signed by both you and us.

2.3 In the case of any uncertainty as to which terms apply, these terms and conditions will apply.

3 Duration of the contract

3.1 The contract shall last until it is terminated by either you or us giving to the other, in writing, at least one full calendar month's notice (i.e. notice received on the 1st of a month could end the contract on the last day of the month, but notice received on the 2nd of a month, would only be able to end the contract on the last

day of the following month). However, the contract can, in some circumstances be terminated immediately under clause 18.

- 3.2 You are liable for the fee during the notice period.

4 Suspension of the Services

- 4.1 The Services may be suspended (meaning the Child is temporarily not able to attend the nursery) in the circumstances set out in our Critical Incident Policy or in the circumstances set out in clause 19. If the Services are suspended for a period of more than one month, either of us may terminate the contract by giving the other one full month's written notice.

5 Our Obligations

- 5.1 We will use all reasonable efforts to provide the Services to you, in accordance in all material respects with these terms and conditions and any other documents referred to in 2.2 above.

6 Your obligations

- 6.1 You shall:

6.1.1 Co-operate with us;

6.1.2 Provide to us such information as we may reasonably require about

6.1.2.1. The Child (e.g.

6.1.2.1.1 Any known medical condition, health problem, allergy, or diagnosed dietary requirement;

6.1.2.1.2 Any prescribed medication;

6.1.2.1.3 Any lack of any vaccination which the Child would ordinarily have by their age;

6.1.2.1.4 Any family circumstances or court orders which might affect the Child's welfare or happiness;

6.1.2.1.5 Any concerns about the Child's safety); and

6.1.2.2 Your contact details, and those of your authorised persons who may collect the Child.

- 6.2 You must (a) ensure that these details are accurate and (b) keep these details up-to-date, by promptly informing us whenever they change.

- 6.3 As regards arrivals and departure of a child, please refer to the nursery's Arrivals and Departures Policy. Please ask for a copy of it if necessary.

- 6.4 If our performance of our obligations under the contract is prevented or delayed by anything you do (or fail to do), we shall not be liable.
- 6.5 You shall not employ (or attempt to employ) any member of our staff without our consent, until six months from the end of this contract.

7 Charges and Payments

- 7.1 You shall pay the charges as set out in your contract
- 7.2 Charges are due even if the Child is absent, including on a booked holiday.
- 7.3 We will charge for bank holidays, staff training days and unexpected closures, such as adverse weather conditions.
- 7.4 VAT is not charged on nursery fees (nursery provision is an exempt supply for VAT purposes).
- 7.5 The quoted charges are per child, per core day (hourly rate applies). Breakfast and tea are included for non-funded children. If your child is funded, there is then an added cost for food.
- 7.6 Extra hours (or parts of an hour) will be charged for (at the ruling rate) and must be booked and paid for at least 24 hours in advance.
- 7.7 The charges must be paid monthly in advance, by 28th of each month.
- 7.8 All payments must normally be made by BACs, cash, through the Blossom Parent app, childcare vouchers or tax-free childcare, but it is your responsibility to obtain a receipt from the nursery manager as proof of payment. No payment shall be deemed to have been made until it is cleared into our bank account.
- 7.9 We may increase our charges once per year. We will give you written notice of any such increase one month before the proposed date of increase.
- 7.10 Fees are payable monthly in advance, by 28th of each month, although flexible payment arrangements can be agreed individually with the setting directors. A letter should be addressed to the nursery director, India Fear, and a response will be given in writing, either agreeing or disagreeing your request. This letter must state the reason for your request and whether it is permanent or temporary.
- 7.11 Should fees not be paid and alternative arrangements not agreed with the nursery director in writing prior to the due date of 28th, then your account will be reviewed and if you have paid late more than 3 times, a late charge of £50 will be applied to your account once your payment becomes overdue on the 29th. Following this, you must then make the invoice payment within 7 days after the late fee was applied. Entry will be refused until the payment is made. If this payment is not made within 7 days from the overdue date, then entry to the nursery setting will be refused, and your child's place withdrawn immediately.

- 7.12 If you owe us any money, and make a claim against us, we may set off what you owe us against what you are claiming from us.

8 Reducing sessions

- 8.1 You are required to give us one full calendar month's written notice of a reduction in the number of sessions you require.

9 Free nursery education

- 9.1 If you wish to take up your free nursery education, you are required to complete and sign a Parental Declaration on a termly basis, detailing how and when you will take up the free sessions.

- 9.2 Our charges will not be made in respect of the free sessions as detailed in the Parental Declaration, but we are entitled to make a reasonable charge for meals or additional activities provided during any free session. Meals are charged at the rate of £1.25 for breakfast and £2.80 for high tea. You may bring a cold packed lunch for tea instead if you prefer, but we will not heat up food. Packed lunches must be provided from home for all children.

10 Welfare of the Child

- 10.1 We will do all that is reasonable to safeguard and promote the Child's welfare and to provide care to at least the standard required by law and often to a much higher standard.
- 10.2 We will respect the Child's human rights and freedoms which must, however, be balanced with the lawful needs and rules of our nursery and rights and freedoms of others.
- 10.3 Your consent to such physical contact as may accord with good practice and be appropriate and proper for teaching and instruction and for providing comfort to a Child in distress, or to maintain safety and good order, or in connection with the Child's health and welfare.
- 10.4 Parents of Children who are not potty trained must provide disposable nappies and wipes.
- 10.5 Parents should provide sealed formula milk for bottle feeding babies. Bringing in and storing made-up formula milk may increase the chance of a baby becoming ill and should be avoided.
- 10.6 Labelled mother's breast milk will be stored in the fridge and an area will be made available for mothers to breast feed their babies or express milk should they need to do so.
- 1.7 As regards behaviour management techniques and sanctions, please refer to the nursery's Promoting Positive Behaviour Policy. Please ask for a copy of it if necessary.

- 1.7.1 The nursery uses emergency procedures for accidents, evacuations, incidents and allergic reactions, please refer to the individual policies and procedures and ask for a copy where required.

11 Health and medical matters

- 11.1 If the Child becomes ill during the nursery session the nursery manager will contact you or the emergency contact indicated on the registration form. You must inform us immediately of any changes to these contact details.
- 11.2 If the Child is suffering from a communicable illness, he/she should not be brought to the nursery until 48 hours after the infection has cleared. A full copy of our infection control policy is available from the nursery manager. Please refer to the illness/communicable disease list supplied in your information on minimum periods of exclusion from the nursery.
- 11.3 You must notify the nursery manager if the Child is absent from the nursery through sickness.
- 11.4 If the Child has been sent home from the nursery because of ill health, he/she will not be re-admitted for at least 48 hours. If the Child is prescribed antibiotics, he/she will not be allowed to return to the nursery for 48 hours from first taking the antibiotics.
- 11.5 As regards medication, and the administration of it to a Child, please refer to the nursery's Medication Policy. Please ask for a copy of it if necessary.
- 11.6 Please also see clause 6.1.2 on matters we need to be informed about.

12 Food/dietary requirements

- 12.1 We will work with you to provide suitable food for your Child, if they have a special dietary requirement or any allergies as diagnosed by a doctor or dietician. All reasonable care will be taken to ensure that a Child does not come into contact with certain foods with support from parents and external professionals should the need arise.
- 12.2 Menus will be displayed for inspection, and parents and children will be able to feed into the review of these.
- 12.3 No packed lunches supplied by parents for any children will be heated up by us.

13 Reporting of neglect or abuse

- 13.1 We have an obligation to report to the relevant authorities any suspicions we have that your Child has suffered neglect or abuse, and we may do without your consent and/or without informing you.

14 Limitation of Liability

- 14.1 This clause sets out our (and our employees', agents', consultants' and subcontractors') liability to you in respect of the contract (including any breach of it, any statement we make to you about it, our termination of it).
- 14.2 All terms implied by law are, to the fullest extent permitted by law, excluded or deleted from the contract.
- 14.3 Nothing in these terms and conditions in any way limits our liability for fraud, or for death or personal injury resulting from negligence. Subject to this provision,
 - 14.3.1 We shall not be liable for:
 - 14.3.1.1 Any loss or damage to any toys, equipment or bags, clothing etc. you may bring into our nursery;
 - 14.3.1.2 Loss of any profits, or consequential loss; and
 - 14.3.2 Our total liability (in contract, tort including negligence or breach of statutory duty, or otherwise) shall be limited to cumulative price paid by you for the Services over the course of the contract.

15 **Data Protection**

- 15.1 You agree that details of your name, address and payment record may be submitted to a credit reference agency, and personal data will be processed by and on behalf of us in connection with the Services.
- 15.2 We may take photographs and/or videos of your Child for promotional or training purposes only. If you do not wish for your Child to be included in such photographs or videos, please inform us by completing the 'permission form' given to you on enrolment, or by writing to the nursery manager.

16 **Security**

- 16.1 Parents are welcome to visit the nursery, but we will not admit anyone without prior notification. It is your responsibility to ensure that we are aware of who will be collecting your Child. No Child will be allowed to leave the building with any person who has not been notified as an authorised person to collect the Child on your behalf.
- 16.2 As per our CCTV policy, CCTV footage is not viewable by parents/carers or the public

17 **Complaints and Concerns**

- 17.1 Please address any complaint or concern to the supervisor in charge, in the first instance, and if the matter is not resolved within a reasonable period, please refer it to the nursery manager. Please also refer to our complaints and compliments policy.

18 **Termination for breach of contract, or bankruptcy/insolvency**

18.1 Without restricting any other legal rights which the parties may have, either party may terminate the contract without liability to the other immediately on giving written notice to the other if:

18.1.1 The other party fails to pay any amount due under the contract on the due date for payment and remains in default for 7 days or more; or

18.1.2 The other party commits a material breach of any of the terms of the contract and (if such a breach is capable of being remedied) fails to remedy that breach within 30 days of that party being notified in writing of the breach; or

18.1.3 The other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986.

18.1.4 The other party commits threatening behaviour, verbal or physical to any member of staff, child or parent within the setting. It is our priority as a company to ensure that everyone feels safe and secure within the setting. Violent and threatening behaviour will not be tolerated and may result in contracts being terminated with immediate effect for the safety of others.

18.2 On termination of the contract for any reason:

18.2.1 You shall immediately pay all of our outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, we may submit an invoice, which shall be payable immediately on receipt; and

18.2.2 Any clause in these terms and conditions which implicitly is intended to survive termination shall continue in force.

19 **Events that are beyond our control**

19.1 If any event beyond our reasonable control (e.g. a fire, flood, E-Coli outbreak, strike, civil action, act of terrorism, war etc.) occurs, for which we have business interruption insurance, we may close the nursery without liability to you and we will not charge you for the fees for the time the nursery is closed. We will keep you informed, in such an event.

19.2 At Raef Limited, it is our duty to ensure we take Health and Safety seriously. In light of the current Coronavirus pandemic we have put together some advice and information which we hope you will find useful if we were to close in the future due to

COVID-19. We as a nursery are monitoring the situation on a daily basis and will continue to update on new developments.

As per the current guidance, children, staff members or parents are not required to isolate if they have COVID-19. Therefore, children are able to attend nursery as normal and staff members can work too. However, as per the sickness policy, if the child has a temperature, or is showing symptoms which suggest they are not well enough for nursery, then they will be sent home until they are well enough to attend. Staff members must follow the sickness procedure as normal for COVID-19.

However, if in future, the current rules change and as a country, isolation periods are introduced, then we will review our policy and update parents of changes.

Up until February 2022, the policy read as follows:

If we were to close in future due to a confirmed case of COVID-19 with a child or staff member, or another lockdown, then we have come to the decision to charge parents 30% of their expected fees for that period. We will be charging a lesser rate to enable us to stay in business and hold your child's space upon opening. You will not be charged for food, just 30% of your expected session costs.

During the event of a closure, we will be providing all children with activities that will be sent out via Blossom and Facebook daily, that staff will be planning for targeted age groups and topics, just as they would if the setting was open.

If a parent/carer or another household member is isolating, and you decide to temporarily bring your child out of nursery, then you will still be charged 100% of your fees, as per our sickness policy, as we would still remain open as a business. Should the setting have to close as a result of a positive Covid-19 result or a national lockdown is enforced, from this point, all parents/carers will be charged 30%, rather than 100%.

As soon as the setting reopens, all parents/carers will be charged 100% of their expected fees, even if you decide you do not want your child to return at that point. If you would like to give notice on your place during the closure or after, then this would be one calendar month and you are expected to pay your bill up until this point.

- 19.3 If it is, in our reasonable opinion, necessary or in the interests of the Child to do so, we may close the nursery even though our business interruption insurance will not cover us for the closure. In these circumstances, we will charge you for the time the nursery is closed. For example, we may close because of severe weather conditions, outbreak of COVID-19, flu, swine flu or other illnesses etc. Also, we close if the owner of the premises closes the premises and denies us access.

20 **Invalid clauses**

- 20.1 If any part of the contract is found by any court or similar authority to be invalid, illegal or unenforceable, that part shall be struck out, but the rest of the contract shall apply.

21 Changes to these terms and conditions

- 21.1 We may change these terms and conditions where such a change arises from changes in regulations or legislation affecting us.
- 21.2 We may change any other terms in these terms and conditions provided we give you at least one month's written notice of our intention to do so.

22 No other terms

- 22.1 Each party acknowledges that, in entering into the contract, it has not relied on anything said or written that is not written in the contract. This applies unless fraud is established.

23 Assignment

- 23.1 The contract is personal to you. You shall not, without our written consent, transfer to anyone else any of your rights or obligations under the contract.

24 Rights of Third Parties

- 24.1 A person who is not a party to the contract shall not have any rights under or connection with it.

25 Governing Law and Jurisdiction

- 25.1 The contract, and any dispute or claim arising out of it or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by the law of England and Wales. The courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.