# Information Pack



Free Funded 15- & 30-hours available Check for eligibility

Applying for a FT Funded place Parents should use the online HRMC eligibility checking system at www.childcarechoices.gov.uk to obtain an eligibility code. If you are experiencing any problems checking your eligibility, please contact the Customer Interaction Centre on 0300 123 4097.

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Email:info@angelkidznursery.co.uk Web: www.angelkidznursery.co.uk

## Welcome to Angel Kidz

The following information can be used as a guide to inform you on what happens within the settings. It reflect on our mission to work alongside you, in order to ensure that your child is given a happy, healthy, safe and is given a secure start to their education away from home.

#### Our Aims

At Angel Kidz we aim to work in partnership with parents and carers, to ensure that all children feel valued, safe, secure and happy. We provide the opportunity for children to learn, thrive and develop the confidence they need in order to take on many challenges in life. At Angel Kidz we aim to provide high quality care and education for children 3 months to 5 years old. We recognize that parents are the child's first educator, therefore we want to involve you as much as possible, in your child's learning and development. We work in partnership with all our parents to ensure children are happy, so they c an learn and develop to their full potential.

- We aim to provide a safe and stimulating environment.
- Where every child is given generous care and attention, because of our ratio of qualified staffs to children, as well as our supernumerary student helpers.



#### Safeguarding

At Angel Kidz we have a duty under the law to help safeguard children against suspected or actual 'significant harm', part of our policies include strict vetting procedures and police checks on all staffs.

Our employment practices ensure children against the likelihood of abuse in our setting and we have a procedure for managing complaints or allegations against a member of staff, including a whistle blowing procedure (please see policies for more information)

Our way of working with children and their parents ensures we are aware of any problems that may emerge and can offer support, including referral to appropriate agencies when necessary, to help families in difficulties.

#### Safeguarding officers

Marie Allen



#### Get involved!

There are many ways in which parents take part in making the Nursery a welcoming and stimulating place for children and parents, such as:

- exchanging knowledge about their children's needs, activities, interests and progress with the staff; contributing to the progress check at age two.
- sharing their own special interests with the children.
- helping to provide and look after the equipment and materials used in the children's play
  activities; taking part in events and informal discussions about the activities and curriculum
  provided by the setting.
- building friendships with other parents in the setting
- We offer home visits: this is where the key worker will come out and meet you and the child at home, the child will have the opportunity to bond with their key worker, before being put into a new environment

#### Food and nutrition

Offering a varied diet encourages children to experience and enjoy new flavours and textures, giving them the confidence, they need to try new things. A big part of teaching children about the world around them involves planting and harvesting fruits, vegetables and herbs and letting children see the lifecycle in action.

We support this learning by including seasonal produce in our menus, which often means that children can eat the food they have grown and harvested themselves; this also provides them with a healthy, nutritional and varied balance to the food they eat.

We continue to change our menus to make sure we are offering food that children enjoy. Our nursery menus are developed by a group of our 'champion cooks'- a select team of Asquith cooks — and trialled in some of the nurseries. These menus are then sent to an external dietician to make sure we are offering the best nutritional menu that we can, whilst harnessing the goodness of seasonal produce.

We cater for children with allergies and specific dietary requirement.

All our staffs hold at least a level 2 /3 food handlers' certificate

| Break fast  | Choice of cereals and wholemeal toast  |  |  |   |  |
|---|--|--|--|---|--|
| Midmorning snack  | Selection of rice cakes, crackers, bread sticks and fresh & dried fruits with either milk or water |  |  |   |  |
| Silder  | Monday   | Tuesday  | Wednesday  | Thursday  | Friday   |
| Week1<br>Lunch  | Fish cakes with broccoli, potatoes & fresh white sauce  Fresh fruits compote with natural yoghurt  | sweet and sour<br>chicken with<br>rice<br>homemade<br>apple crumble<br>and custard         | Tuna and<br>sweetcorn pasta<br>bake<br>Rice pudding                                  | Shepherd's pie and carrots  Seasonal fresh fruits salad       | Quorn Sausage<br>potatoes with<br>green beans<br>and gravy<br>Carrot cake              |
| Afternoon tea All tea dishes are accompanied by either fresh fruits or vegetable sticks | Vegetable pasta<br>salad   | Beans on toast   | Egg sandwiches   | Ratatouille<br>and Cous<br>Cous                               | Selection of sandwiches  |
| Week 2<br>Lunch   | Fisherman's pie  Fresh fruit  compote with  natural yoghurt  | Pasta<br>ratatouille bake<br>Seasonal fruit<br>salad                                       | Chicken casserole with mixed vegetables and potatoes  Banana bread                   | Spaghetti<br>Bolognese<br>Yoghurt                             | Chicken nuggets, homemade fries and pizzas  Fresh fruit salad                          |
| Afternoon tea All tea dishes are accompanied by either fresh fruits or vegetable sticks | Savoury<br>Vegetable rice  | Vegetable<br>pasta salad   | Tuna Pitta<br>pockets  | Selection of sandwiches                                       | Beans of toast   |
| Afternoon tea All tea dishes are accompanied by either fresh fruits                     | Curry Chicken and white rice  Cake and custard  Section of sandwiches                              | Cottage pie with mashed swede and potatoes and peas  Fresh fruit salad  Tuna pitta pockets | Macaroni and cheese bake  Fresh fruits compote with natural yoghurt  Beans on toasts | Chicken and vegetable cous cous  Banana bread  Egg sandwiches | Quorn Sausage potatoes with green beans and gravy  Carrot cake  Savoury vegetable rice |

Meat & Chicken (Halal)

Vegetarian request is also served



#### Se ling in sessions

Se ling can last up to six sessions depending on the child.

We allow me and give comfort and special care during this me.

We understand that the transi on can be sudden. So, we would like to do it slowly.

First session may last 3-6 hours depend on the child. We may ask that you stay with them for the first hour.

The sessions are £10.00per hour

#### **Settling in**

Within our nursery we want all children to feel safe, happy and relaxed whilst participating in all aspects of the daily routine. We want parents/carers to be confident that their child is always receiving the best possible care and that the welfare of their child is paramount.

#### The length of the settling-in period.

It will usually last from two to six weeks depending on the individual needs of the child and family.

This allows you to get to know your child key worker and allow your child to bond with some of the practitioners before starting. This allows a smooth transition into the nursery world.

#### **Timetables**

The nursery is open all years around (minus bank holidays) We offer space for all children age 3months to 5 years old.

#### **Routine**

Our routine is very flexible, we try our best to adapt to your routine for sleep and mealtime.

An example of our daily routine will be attached to the welcome pack



#### **Payment Policy and Procedure**

Parents/Carers who pay fees to the nursery will be given an invoice before the start of the month. Invoices show sessions booked and how the weekly/monthly payment is calculated. If your child's attendance fees are entirely paid by Nursery Education Funding, you will not receive an invoice automatically, but you can request an invoice at any time.

Payment is due on the first day of the month. Internet banking is available - please ask at the office for more information

One month's notice must be given to change a child's sessions to allow us to book lunches and check staff ratios. Each case will be assessed individually subject to availability.

## One month's notice and payment will be required to withdraw your child from the nursery.

Payment of fees must still be made if your child is absent for any reason, for example, illness or on holiday. If your child is in hospital or is ill for a long period of time it will be at the committee's discretion as to whether you will have to pay Nursery fees during that time. The committee's decision is final.

If you are late collecting your child without prior notice and/or without good reason you will be required to pay a fine of £5 (five pounds). You will be fined every time you are late. Payments can be made at the office at any time. You are required to sign in the front of the invoice folder each time you make a payment and the staff member taking the payment will also sign this sheet.

A £15 fee will be charged for any cheques that bounce and thereafter future payments MUST be made in cash.

Should you fall into arrears? -

- 1. The matter will be discussed with the manager and a payment plan may be set up.
- 2. If the payment plan is not followed, a warning letter will be sent, and arrears will be due by the end of that week along with payment for the next weeks fees
- 3. If fees are still not forthcoming, then your child will be unable to attend them nursery session until full payment has been made or an arrangement with the manager has been agreed.
- 4. Unpaid outstanding fees will then be progressed through the Small Claims Court.

PLEASE SPEAK TO THE MANAGER AS SOON AS POSSIBLE IF YOU ARE EXPERIENCING DIFFICULTIES.

#### Free places for three-year olds'

All children are entitled to 15 hours of free childcare a week starting from the term after they turn three, e.g. if a child has a third birthday in October, they will be able to have their free hours starting in the next term in January.

We will provide you with the form to access these free hours of childcare.

For 30 hours please visit www.childcarechoice.gov.uk

For further information for how to apply

#### Free places for two-year olds'

A two-year-old child is entitled to 15 free hours of childcare a week if one of the following conditions is met:

- 1) receipt of benefits qualifying for free school meals (see below)
- 2) Looked After Child (LAC)
- 3) child subject to a child protection plan/investigation

#### Our fees

Every three- and four-year olds are entitled to receive up to 15 hours free childcare a week. The funding is available the term after the child's third birthday. You can use your 15 hours in the following way:

| 2 Days | 3 Days  | 5 Days     |
|--------|---------|------------|
| 8am -  | 8am-1pm | 8am - 11am |

If you wish to attend all year around, our nursery is open 50 weeks per year. If your child is attending during half terms or for more than the eligible funding, then normal nursery costs will apply

#### Pricing and conditions

|              | Full Day 8am- 5.30pm | Half Day 8am - 1pm |
|--------------|----------------------|--------------------|
| 0-2 Yrs. old | £55.00               | N/A                |
| 2-3 yrs. old | £50.00               | £40.00             |
| 3-5 yrs. old | £48.00               | £36.00             |

#### Weekly rate

| Days   | 0-2 yrs | 2-3 yrs | 2-5 yrs |
|--------|---------|---------|---------|
| 5 Days | £275.00 | £250.00 | £240.00 |
| 4 Days | £220.00 | £200.00 | £192.00 |
| 3 Days | £165.00 | £150.00 | £144.00 |
| 2 Days | £110.00 | £100.00 | £96.00  |

#### Lunch / snack are paid separately @ £3.50 per full day, £2.50 per half day

Uniform fees Polo shirt-£6.50 Sweatshirt-£9.50

#### Non-attendance

If you plan to be absent, please ring the setting and lets us know. Full fees are payable for all periods of absence, including school holidays.

#### Notice

One months' notice is required, and full fees are due during the period regardless of whether the child attends or not.

Opening Times
We are open Monday to Friday - 8 am - 5.30pm



#### Sickness and medication

#### Statement of Intent

We promote the good health of children attending Nursery and take all necessary steps to prevent the spread of infection. If a child requires prescribed medicine, we will obtain information from parents and ensure it is kept up to date. When dealing with medication of any kind in the Nursery, strict guidelines will be followed.

#### Sickness

It is essential that parents notify staff about their child's state of health on arrival: whether the child is suffering or has recently suffered from any illness, in particular a high temperature. We do not expect parents to bring a child who has had a loose motion; or who has been vomiting within the past 48 hours. If you don't tell us the children generally do!

We would be grateful for the co-operation and understanding of parents and carers if your child is unwell. Poorly children need rest and quiet at home and a Carer who they are familiar with to look after them. This produces the best results for all concerned until your child is fully well again. Medications such as antibiotics need time to work in order to prevent further infection and a tired, poorly child will gain nothing from being in a Nursery environment and will take much longer to recover.

Children must be excluded if suffering from any infectious illness until recovered. In cases of diarrhoea and vomiting, the child will need to be kept away from nursery for at least 48 hours since the last evacuation. Children of Nursery school age have yet to develop an immune system and are therefore very susceptible to picking up infections from other children either through airborne transmission or from touching things which poorly children have been playing with. We therefore rely completely on the honesty of our parents if they are poorly outside of Nursery hours. If a child is sick in Nursery, parents will be contacted and asked to collect. If a child has diarrhoea, in the first instance, parents will be contacted and informed. In the second instance the parents will be phoned and asked to collect.

A poster of childhood illnesses and periods of exclusion can be found for consultation in the Nursery Foyer. Parents can also ask the advice of staff over the phone if they are not sure whether to bring their child into Nursery.

#### Medication

Angel Kidz is concerned about the risk associated with administering medicines and worries about the statistical possibility that the more medicines we administer to children the greater the likelihood is that we will get it wrong, even though we have a robust control mechanism, with the associated potentially catastrophic effects.

Although Angel Kidz experienced staff are qualified and competent Early Years Practitioners and the majority are also trained in paediatric first aid, they are not medical practitioners and it is unreasonable to put them into a situation where they could unwittingly be at risk of harming, rather than helping, an unwell child.

It is therefore our policy not to administer any medicine in the Nursery unless the following criterion applies:

- 1. The child has an ongoing medical condition that is not contagious, and which is considered reasonable to be treated within the Nursery
- 2. The medicine is prescribed by a medical practitioner
- 3. The medicine is in its original packaging, particularly the outer container
- 4. We have received a signed medication authorization form from parents/carers
- 5. On the rare occasion where a child's temperature is at a level which causes extreme concern and the parent/carer is not able to get to the nursery quickly a member of staff will ask for your permission over the telephone to administer Calpol which will be supervised by either the Manager or Deputy Manager. This will be the exception and not the norm. We will not administer any non-prescribed medicine on any other occasion. If a child has had a dose of Calpol to see them through a day at Nursery there is a high possibility that we will phone you to come and collect your child once it has worn off. A child who needs Calpol before attending Nursery is probably not well enough to enjoy a busy day with all their friends.

#### All medications are to:

- be stored in their original containers,
- bear the child's name
- be checked that they are still in date
- be kept inaccessible to children, either in the store cupboard or the fridge in the Staffroom.

When medicine is being administered it must be checked by the Nursery Manager/Deputy Manager accompanied by a paediatric first aider to ensure the correct medication and quantity is given as directed on the label attached to the medicine and the label on the outer packaging, plus the signed parental consent form. All children on prescribed medication must have received a dose at least 24 hours before coming to Nursery to ensure there is no allergic reaction to the medicine. This will be recorded on the Medicine Form.

Only qualified members of staff may give medicine to children. The person administering the medicine is responsible for ensuring that the medication form has been completed correctly. This must be signed and verified by the Manager/Deputy Manager.

Measures for High Temperatures

- Take the child's temperature
- Record the child's temperature on the form

- Take layers of clothing off to help reduce the temperature
- Give the child some water to drink
- Call the parent and record the time of the call
- Ask the parent to collect the child
- Comfort the child if upset but try not to cuddle for too long due to own body heat
- Record and monitor every ten minutes

#### Reporting

Any incidents of serious illness, serious accident, injury, hospitalisation, death or food poisoning will be reported to Ofsted by the Nursery Line-Manager. This must be done as soon as possible or within 14 days of the incident. Failure to do so will be considered an offence. The Nursery will inform the MASH team of any serious accident, or serious injury or death



### **Childcare terms and conditions**

#### **Angel Kidz Terms and Conditions**

|  | tions within it govern the basis on which Angel Kidz agree to guardian(s) of |  |  |  |
|--|--|--|--|--|
| Only a parent/guardian with parental responsibility for a child can register that child for a childcare place with us. We will ask to see your child's birth certificate, or other relevant documentation, to confirm that you have parental responsibility for the child as part of our registration process. |  |  |  |  |
| Commencement date of agreement:  |  |  |  |  |
| Review date:   | Expiry date of agreement:  |  |  |  |
| our details:   |  |  |  |  |
| Angel Kidz   |  |  |  |  |
| 53 Cheapside, Luton, Bedfordshire. LU  | 1  |  |  |  |
| 2HN Telephone: 0158272729  |  |  |  |  |
| www.angelkidznursery.co.uk   |  |  |  |  |
| Email: info@angelkidznursery.co.uk   |  |  |  |  |
| Ofsted URN: EY555538   |  |  |  |  |
| Your details:  |  |  |  |  |
| Full name of parent/guardian   |  |  |  |  |
| (1)  |  |  |  |  |
| Address —  |  |  |  |  |
| Telephone  |  |  |  |  |
| Full name of parent/guardian (2)   |  |  |  |  |
| Address  |  |  |  |  |
| <del>-</del>   | Email  |  |  |  |
| Telephone  | Cilidii  |  |  |  |

| Full name of child  |                   |         | Date of birth    |          |        |
|---|-------------------|---------|------------------|----------|--------|
|   |                   |         |                  |          |        |
| our offer for a childcare pla   | ace for your chil | d:      |                  |          |        |
| Expected start date of child  | l's place         |         |                  |          |        |
| Settling in period  |                   |         |                  |          |        |
| Agreed hours:   |                   |         |                  |          |        |
|   | Monday            | Tuesday | Wednesday        | Thursday | Friday |
| Agreed times of attendance  |                   |         |                  |          |        |
| Total daily hours   |                   |         |                  |          |        |
| Offered over [] weeks per y   | year.             |         |                  |          |        |
| OR  |                   |         |                  |          |        |
| We will offer your child a place consisting of between [min hours] and [max hours] hours per week. The hours of childcare provided may vary from week to the next; You will need to provide Us with your weekly schedule at least five days in advance. |                   |         |                  |          |        |
| [Term/holiday] dates:   |                   |         |                  |          |        |
| We are closed on bank holi  | days.             |         |                  |          |        |
| Deposit received Yes  | □ No □            | F       | irst payment due | 2:       |        |
| Will the child receive nurse funding  | ry education      | Yes □   | No □             |          |        |
| Details of any other funding provided by other third parties (e.g. employers childcare vouchers)  |                   |         |                  |          |        |
|   |                   |         |                  |          |        |
|   |                   |         |                  |          |        |
|   |                   |         |                  |          |        |

#### **Terms and conditions**

#### 1.0 our obligation to you

- 1.1 We will inform you as soon as possible whether your application for a place has been successful. You must confirm within one week of receiving notification that you still wish to take up a place. If you do not, then the offer of a place may be withdrawn. Once you have confirmed the place, a deposit payment will be required to hold the place for your child. The monetary value of the deposit will be published as part of our schedule of fees which can be obtained on request. The deposit will be returned upon payment of the final invoice at the end of your child's attendance at our provision/The deposit will be taken off the amount of the final invoice at the end of your child's attendance.
- 1.2 We will provide the agreed childcare facilities for your child at the agreed times (subject to any days when [we are closed). If We change the opening hours, we will give you as much notice of our decision as possible and, if necessary, will work with you to agree a change to your child's hours of attendance.
- **1.3** We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.
- **1.4** We will notify you as soon as possible of any days we will be closed.
- **1.5** We will treat your child with the utmost respect and dignity. We will never use or threaten any type of punishment that could adversely affect a child's wellbeing.
- **1.6** We will provide you with regular verbal updates as to your child's progress and We will agree times to discuss with you the progress of your child or any other aspects of our childcare services as and when required.
- **1.7** We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration regarding the childcare services We provide for your child.
- 1.8 We will provide you with details of our policies and procedures, which outline how We satisfy the requirements of the EYFS in our everyday practice; and We will notify you as and when any changes are made to our policies and procedures. We will be available to discuss or explain our policies and procedures, and/or any relevant changes, at a mutually agreed time.
- **1.9** We will maintain appropriate insurance to cover our childcare activities.
- **1.10** We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available.

#### 2.0 Your obligation to Angel Kidz

- **2.1** You will need to complete and return our *Application to Join* and *Registration Form* to We before your child can start with us.
- 2.2 You must notify us immediately of any changes to the information you have provided to We and keep We informed of any other necessary information that may affect the childcare that We provide for your child.
- **2.3** The *Registration Form* includes medicine consent and emergency treatment authorisations which you will need to complete prior to your child attending.
- **2.4** You will read and abide by our policies and procedures.
- 2.5 You will make yourself available as and when required to discuss the progress of your child or any factor relating to their childcare place with, We at mutually agreed times.
- 2.6 You must immediately inform Us if your child is suffering from any contagious disease, or if your child has been diagnosed by a medical practitioner with a notifiable disease. For the benefit of other children attending you must not allow your child to attend whilst they are contagious and pose a risk to other children during normal daily activities.
- 2.7 You must keep Us informed of the identity of the persons who will be collecting your child. If the person who is due to collect your child is not usually responsible for collecting them Us will require proof of identity. If we are not reasonably satisfied that the person collecting your child is who [we were expecting, us will not release your child into their care until We have checked with you.
- 2.8 You must inform us immediately if you are not able to collect your child by the official collection time. You must decide for another authorised person to collect your child as soon as possible. A late payment charge will be applied; please refer to the current fee schedule for details.
- **2.9** You will inform Us as far in advance as possible of any dates on which your child will not be attending.
- 2.10 You will provide Us with at least one month's notice of your intention to decrease the number of hours your child attends or to withdraw your child (and end this Agreement). If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of notice. If you are ending this Agreement, notice must be given by completing our *Notification of Leaving Date* form which is available on request.
- **2.11** You must inform Us if your child is the subject of a court order and provide Us with a copy of such order on request.

#### 3.0 Payment of fees

- 3.1 Our fees are based on a Monthly fee that shall be notified to you in advance of your child starting. We may review these fees at any time but shall inform you of the revised amount at least [one month] before it takes effect. If you do not wish to pay the revised fee, you may end this Agreement by giving us [one month's] notice, by completing our Notification of Leaving Date form which can be obtained from our setting manager.
- 3.2 Fees must be paid on a monthly basis, in advance. We calculate the amount payable by you each month by multiplying the [Weekly] Fee by the number of weeks Angel Kidz open during the year and dividing the total number by 12. This will give 12 equal monthly payments. Fees apply 12 months of the year. Fees may be paid weekly, in advance, by special arrangement.
- 3.3 All payments made under the Agreement should be by standing order (or direct debit where the facility is available) unless payment by cash, cheque or debit/credit card is agreed with We in advance. All payment, regardless of method, shall be made by you monthly, in advance on the first day of each month (the due date). If payment is made by cash or debit/credit card, it is your responsibility to obtain a receipt as proof of payment. Late payments incur a late payment fee of £20.
- 3.4 If the payment of fees referred to in 3.3 is outstanding for more than 14 days, then We may terminate this Agreement by giving you 14 days' notice in writing. Upon termination of this contract the child shall cease for thwith to be admitted, and the notice to so terminate shall be regarded as a formal demand for outstanding monies.
- 3.5 If you have requested additional sessions or have been unable to collect your child by the official collection time and We have as a result provided you with additional childcare facilities, We will raise the applicable charges under a separate invoice for payment.
- 3.6 No refund will be given for periods where the place is unfulfilled due to illness or holidays on the part of either party. Angel Kidz closed on bank holidays and for [insert reasonable and agreed number] training days per year to support our continuing professional development for the benefit of children and families; no refund is given for this closure as this has already been taken into account when calculating your child's fees. We accept no liability for other costs which you incur if We are unable to provide childcare for any reason.
- **3.7** Where We offer a reduced fee rate after a child's bi rthday, that reduction will take effect from the first day of the following billing period.
- **3.8** In the event of late collection of your child, we reserve the right to charge for each additional 15 minutes, or part thereof, on a pro-rata basis.

#### 4.0 Suspension of a child

**4.1** We may suspend the provision of childcare to your child at any time if you have failed to pay any fees due.

- **4.2** If the period of suspension for non-payment of fees exceeds one month, either of us may terminate this Agreement by giving written notice, which will take effect on receipt of the notice.
- **4.3** We do not support the exclusion of any child on the grounds of behaviour. However, if your child's behaviour is deemed by We to endanger the safety and well-being of your child and/or other children and adults, it may be necessary to suspend the provision of childcare whilst We try to address these issues with you and external agencies as appropriate.
- **4.4** During any period of suspension for behaviour-related issues We will work with the local authority and where appropriate other welfare agencies to identify appropriate provision or services for your child.
- 4.5 If your child is suspended part way through the month, under the conditions stated in clause 4.3

  We shall give you a credit for any fees you have already paid for the remaining part of that month, calculated on a pro rata basis. This sum may be offset against any sums payable by you to Angel Kidz

#### 5.0 Termination of the Agreement

- 5.1 You may end this Agreement at any time, giving We at least one month's notice by completing the 'Notification of Leaving Date' form.
- **5.2** We may immediately end this Agreement if:
  - 5.2.1 You have failed to pay your fees.
  - 5.2.2 You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period after Angel Kidz have drawn it to your attention.
  - 5.2.3 You behave unacceptably, as We do not tolerate any physical or verbal abuse or threats towards [myself or my staff];
  - 5.2.4 We take the decision to close. We will give you as much notice as possible in the event of such a decision.
- 5.3 It may become apparent that the support Angel Kidz able to offer your child is not enough to meet his/her needs. In these circumstances We will work with you, the local authority and other welfare agencies as per our procedures to identify appropriate support, at which point We may end this Agreement.
- **5.4** You may end this Agreement if We have breached any of our obligations under this Agreement and We have not or cannot put right that breach within a reasonable period after you have drawn it to our attention.

#### 6.0 General

6.1 If We have to close or We take the decision to close due to events or circumstances beyond our control (e.g. extreme weather conditions) the [Hourly/Weekly] Fee will continue to be payable in full and We shall be under no obligation to provide alternative childcare to you. If the closure exceeds three consecutive days in duration (excluding any days when We would otherwise have

- been closed), We will credit you with an amount that represents the number of days closed in excess of three days.
- 6.2 If you have any concerns regarding the services We provide, please discuss them with your child's key person. If these concerns are not resolved to your satisfaction, please contact the manager.
  Customer satisfaction is paramount, and any concerns/complaints will be dealt with in line with our Making a Complaint Policy.
- 6.3 From time to time We will take photographs and video recordings of the children who attend. These photographs are used for on-going recording of our curriculum and for children's individual development records. They are stored on our computer whilst your child is with Angel Kidz, the photographs are used for display and for your child's records within the setting. If We wished to use any image of your child for training, publicity or marketing purposes, we would always seek your written consent for each image We intend to use, as indicated on our *Registration Form*.
- 6.4 We reserve the right to refuse to admit your child if they have a temperature, sickness and diarrhoea or a contagious infection or disease on arrival at our setting, or to ask you to collect your child if they become unwell whilst in our care, in line with our *Managing Children who are Sick, Infectious or with Allergies Policy*.
- 6.5 Whilst food and drink are provided on the premises, Angel Kidz not a commercial kitchen and may not be able to cater for the individual needs of every child. As cross contamination cannot be ruled out, a risk assessment is conducted for children with any known allergies. It is our usual practice to provide both a meat and vegetarian option. Every effort is made to follow recommended food preparation guidance and to ensure that [all staff involved in the preparation and serving of food].
- Any personal information you supply to us will be collected, stored and used in accordance with the principles of the Data Protection Act and our *Confidentiality and Client Access to Records Policy*. We will always seek your consent where We need to share information about your child with any other professional or agency. Angel Kidz required by law to override your refusal to give consent only in specific circumstances where the child or someone in the family may be in danger if We do not share that information.
- 6.7 [On occasion, I may leave your child in the sole care of one of my childminding assistants. This will only ever be for short periods of up to two hours where permission from parents has been obtained.]

#### 7.0 This Agreement

**7.1** We reserve the right to vary the terms and conditions contained in this Agreement

- **7.2** This Agreement contains the full and complete understanding between the parties and supersedes all prior arrangements and understanding whether written or oral regarding this Agreement except to the extent that We vary terms from time to time.
- **7.3** Acceptance of a place will be deemed as acceptance by you of these terms and conditions.



Our PreSchool "Be Kind" Area

#### Acceptance of our offer of a childcare place

Please sign below to indicate that you have read and understood the above terms and conditions

For parent(s)/guardian(s) under the age of 18, a guarantor aged over 18, must also sign the contract on your behalf. The contract would therefore be between [name of provider], you and the guarantor.

A copy of this completed and signed contract will be provided to each signatory.

| Parent name 1                    |       |        |      |   |
|----------------------------------|-------|--------|------|---|
| Signed                           |       | Date   |      | _ |
| Parent name 2                    |       |        |      |   |
| Signed                           |       | Date   |      |   |
| Guarantor name (where applicable | e)    |        |      |   |
| Signed                           |       | Date   |      |   |
| Relationship to the child        |       |        |      |   |
| Home address                     |       |        |      |   |
| Daytime/work telephone           |       | Mobile |      |   |
| Email                            |       |        |      |   |
| Sign on behalf of Angel Kidz     |       |        |      |   |
| Signed                           | Name: |        | Date |   |
| Role:                            |       | •      |      |   |