

YMCA ESSEX

Childcare Services – Terms and Conditions

All parents/guardians who are using YMCA Essex Childcare Services must be aware of the following criteria, any breach in these terms and conditions could result in the termination of your child's place.

Registration and deposit

A registration fee of £25.00 is required once a space has been confirmed. Additionally, a deposit equal to two weeks of the confirmed sessions must be paid before your child starts at one of our settings (Deposit is returned upon final invoice being paid). If the placement lasts less than one month, the deposit will not be refunded.

**If your child is receiving government funding and you are not paying for any additional sessions, you are not required to pay the registration fee or a deposit. **

Confirmation of place

We will notify you as soon as possible whether your application for a place has been successful. If accepted, you will receive a welcome email detailing your sessions and fees, along with a link to the Family online platform.

Due to limited spaces at our settings, we maintain a waiting list for busy days and new starters. Priority is given to children who are already attending. Please note that our waiting lists can be especially busy in September, so it is best to apply as early as possible.

Fees and payment

Fees are charged on a calendar monthly basis. Invoices will be sent out at the beginning of the month, and you will have 2 weeks to clear the outstanding balance.

All invoices **must** be paid by the due date stated on the invoice. Failure to make payment on time will result in a **late fee payment of £50** which will be added to the outstanding balance. Continued non-payment may also result in termination of your child's place at YMCA.

All booked sessions, including those on bank holidays, require payment, and sessions cannot be exchanged under any circumstances. Any additional school closures beyond our control remain subject to charges. However, school-imposed inset days are **exempt** from charges.

We reserve the right to discontinue provision for your child if fees are not paid on time. Unpaid fees will trigger our debt collection process, which may involve passing the debt to a collection agency and potentially taking legal action in the County Court. This could result in a County Court Judgment (CCJ) against the parents.

All payments must be made via BACS or childcare vouchers, as detailed on your monthly invoices.

We reserve the right to adjust the fees to reflect increases in our costs of providing our services. We will give you no less than six weeks' prior notice in writing of the fee increase.

Notice period and conditions of booking

Set sessions are permanently booked, and a four-week notice period is required to make any permanent changes.

If you intend to change or terminate your placement, one month's written notice is required to childcare@ymcaessex.org.uk, and fees will be charged for this period. For Nursery please email nursery@ymcaessex.org.uk.

Extra Sessions: We are happy to offer extra sessions and hours if they are available. Please provide as much notice as possible when requesting additional sessions. Please note that any extra sessions booked but not attended will still be payable.

Late collection/Absence: A charge of £10.00 per 15 minutes will be charged, per child, if your child is collected late and this will start 5 minutes after the end of the booked session.

If your child/ren will be absent from a session, then you are expected to notify us at the earliest convenience.

Conditions of contract

Children must be between the ages of 3 months and 5 years for the Nursery, and between 4 years and 11 years for the OOSC.

All parents must complete and sign the registration form, detailing who has parental responsibility. Where applicable, parents/guardians may be asked to prove their right to work and live in the UK.

If children are subject to court orders or residency actions, we must be provided with all relevant information. Additionally, the Nursery/OOSC must be notified in writing if anyone other than the child's parents/guardians will be collecting them.

Parents and guardians must inform us of any changes to their contact details, including changes of job or address.

All parents and guardians must remain contactable while their child attends one of our settings. Failure to be reachable could result in the termination of your child's space. If you anticipate being unreachable, you must provide a nominated emergency contact person.

YMCA Essex will not tolerate verbal or physical abuse towards its staff from parents or children. Such behaviour may result in the termination of your child's space.

We offer a 10% discount for those attending a full week of afternoon sessions at our Out of School Clubs and a full week of full days at the YMCA Nursery. Additionally, we provide a 10% discount for NHS workers at our Nursery.

Bad weather/Closure

Our Nursery and Out of School Clubs intend to operate on normal working days. However, there may be occasions when, after consulting with relevant authorities, we decide to close for safety or other reasons. During bad weather, we will assess the situation daily and make a decision each day.

If we decide to close the Nursery or Out of School Club, we will notify all parents and carers as soon as possible via telephone, Family, or email. You will be expected to collect your child by the specified closure time. Fees will still be payable in the event of a closure.

Sickness/Medication and Emergency treatment

Children must be in good health and free from infectious illnesses or diseases. It is recommended that your child is up to date with their inoculations. We reserve the right to refuse admission to a child due to ill health. If a child becomes ill at one of our settings, every effort will be made to contact you, and you will be requested to collect your child as soon as possible.

All medication must be clearly labelled with your child's name, the required dosage, and the time it needs to be administered. You must enter the medication details along with your signature on a medication form before we can administer it.

In the event of an emergency, we require permission to take your child to the doctor or to receive necessary treatment. Please refer to the registration forms for this consent.

Complaints

Please see our complaints procedure policy. www.ymcaessex.org.uk

Policies and Procedures

All policies and procedures can be found in our parent handbook. If you would like to see any of these please ask the Childcare services manager to obtain these.

Data Protection

At YMCA Essex we are committed to protecting any personal information which is given to us.

For more information on how we use your personal data and your rights in relation to your personal data please see our privacy policy which is available on the YMCA Essex website.

Thank you for taking the time to read our terms and conditions. If you have any other questions or queries then please do not hesitate to contact us, either on 01245 355677 or emailing childcare@ymcaessex.org.uk. For queries regarding the Nursery please email nursery@ymcaessex.org.uk.

I/We accept the above Terms and Conditions and confirm that all relevant information has been read and understood.

Signed parents/guardian

Name Date.....

Signed parents/guardian

Name Date.....