



Carryduff Playgroup & Play Care Centre



Parent Contract

Whilst the links between parents and the centre will be as flexible as possible, in order to avoid misunderstandings this contract outlines the agreement in writing. We advise parents to familiarise themselves with all our policies.

We aim to provide all parents with the necessary information regarding holiday booking forms, accounts, memos etc. To do this we have provided a 'post box' for each family. It is important to regularly check, and read, any communication as it is our system of ensuring all parents receive important information regarding the care of their child/children.

1. Parents must inform the Centre if their child will not be attending, and if their absence is due to illness.
2. Places are not transferrable, and there is no refund or reduction for unattended sessions.
3. When a child is not collected by the end of the booked session, the staff will try to contact the parents or the nominated emergency contact. A fee is charged for late collections. (Please see pricing policy).
4. Care is available during all school holidays, except New Year's Day, Easter Monday & Tuesday, May Day, 12th July, August Bank Holiday, Christmas Day and Boxing Day. To enable us to arrange cover to maintain the correct staff/child ratio and agree staff holidays, you are required to complete and return the appropriate holiday booking form by the date specified, indicating if care is required, or not.
5. Parents are invited to attend the Annual General Meeting and encouraged to become involved either as a committee member or helper, and to support the Fundraising Events organised by the voluntary management committee.

Pricing Policy

Quality care can only be provided by employing and retaining suitably qualified staff. To maintain our standards and remain sustainable the following Pricing Policy is applied:

Fees - Fees must be paid monthly within seven days of the invoice date. Where this puts parents under financial strain, an arrangement can be made for weekly payments. The preferred method of payment is by Standing Order, however childcare vouchers, Cr Card and BACS payments are also acceptable. Currently we do not accept cash or cheque payments. Fees are reviewed annually, with any increase taking effect from September.

Contracted Bookings - Term-time, contracted bookings are places booked and secured for the same days each week throughout the term. This includes half-term holidays and exceptional closures. Two or more contracted sessions per week are charged at a discounted rate. These sessions are not transferrable, and there is no refund or reduction for unattended sessions.

Please Note: Where payment is not made by the due date the account will not continue to attract the discounted rate. Parents are required to give one months notice to cancel a fixed booking.

Casual Bookings - Casual bookings are requests made for care additional to a fixed booking, or care required on an irregular basis. Availability for bookings on a casual basis cannot be guaranteed, and cannot be secured for more than a month in advance. All casual bookings are charged at the full rate and payment is due on booking. There is no refund or reduction for unattended sessions.

School Collections - Parents must inform our Centre by 1pm when we are not required to collect their child from school. Late notifications are charged at £10.

Late Collections - It is important children are collected promptly at the end of a session, 2pm or 6pm, to ensure staff ratios are maintained and to avoid staff being continually late closing at the end of day.

Late collections are charged at £28 per hour. (minimum charge 1/4hr)

Continual lateness will result in the parent being asked to find alternative care for their child/children.

Holidays - Parents are required to complete the appropriate form for each playgroup or school closure, to clarify whether they do, or do not, require care.

Christmas week, Easter week and summer (July & August) holidays are not charged in fixed term time bookings, and care required during these periods MUST be requested on the booking form which we will issue.

All other holidays during term time, e.g Half Terms, St. Patrick's Day etc., are charged in the fixed booking and any additional care during term time closures must be pre-booked.

The discounted rate only applies to bookings received by the date specified on the booking form.



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CONTRACT AGREEMENT

This Contract Agreement dated/...../2020.....

is between: Name

Address.....

and Carryduff Play Care Centre, 20a Church Road, Carryduff, Belfast, BT8 8DT

I have received a copy of Carryduff Play Care Centre's Contract, and confirm that I accept the terms as set out in the Contract Agreement.

Signed (parent/guardian) _____