**Owlets, The Nest and Holiday Club Terms and Conditions**

**General Information for all Children**

In order to provide the best possible childcare, Homerton Early Years Centre works in partnership with parents. To comply with legislation and provide efficient levels of care, it is necessary to implement certain operating standards. We have endeavored to keep the following to the absolute minimum and to ensure that they are fair to both parents/carers and service provider.

**Collection**

You must introduce Owlets and/or The Nest staff to everyone who will collect your child. If another person is to collect your child, please inform a member of staff upon arrival and ensure this is noted. If for reasons beyond your control this is not possible, please inform us as soon as possible. Our staff will not release children, other than to the designated parents/carers, without authorization and identification. Children will not be released to anyone under16 years of age.

**Medical/Health Information**

Sicknesses and diseases are required to be reported to the Centre and a period of absence observed as per the Sickness Policy (available to all parents in the Centre’s office and on the website). Medication will be administered to children at the Centre as per the Medicine Policy and accidents occurring at the Centre will be recorded and treated as per the First Aid Policy. The Centre is required to be notified of any accidents/incidents that occur at home to ensure that side effects can be treated and monitored appropriately.

We do not supply nappies for those children requiring them.

**Absences and Sickness**

Due to staffing and expenses we are unable to refund any fees paid due to a child’s sickness or absence for any reason.

**Opening Times and Closures**

Owlets is open Monday to Friday from 3.45 pm – 5.45pm and from 11.45 am – 3.45 pm on Wednesdays during term times, Monday to Friday 9am – 5pm holiday times, approximately 46 weeks a year. The Nest is open Monday – Friday 8.30am – 5.45pm term times. Children in The Nest join with Owlets for the late session; 4.00 – 5.45 and for the Holiday club. **PLACES IN THE SCHOOL HOLIDAYS MUST BE BOOKED SEPARATELY.**

**Fees/Payment Owlets and The Nest**

A deposit of 2 weeks fees is required for fee paying children**. This** deposit will be refunded in full at the end of a child’s time in Owlets or The Nest unless there are outstanding fees payable, in which case it will be used to offset any outstanding balance. For those children who are attending the 30 hour class we ask for a deposit of £100. For Holiday club fees – please see below. Your deposit is non refundable if your child does not take up the place in Owlets or the Nest except in exceptional circumstances at the discretion of the Head of Centre.

Fees are invoiced on a monthly basis. Invoices are adjusted for any Bank Holidays or Centre closures and are payable in **advance** by cheque (made payable to Homerton Early Years Centre) or cash or bank transfer(bank sort code 20-17-68, account number 10711667 (please put your child’s name as the reference) and must be paid within 7 working days. We also accept employer childcare vouchers.

To retain a place, full fees are payable during a child’s absences due to sickness or holidays. This excludes Bank Holidays and when the Centre is closed. Fees are payable in advance and falling into arrears with payment will place your child’s place at risk. If agreement can not be reached concerning prompt payment of arrears your child’s place may be terminated with immediate effect.

Fees are reviewed annually and at least one month’s notice will be given of changes in fees.

**Fees/Payment Holiday Club**

Fees for Holiday club must be paid in advance and fees for summer holiday club must be paid two weeks before the end of the school summer term.

**Cancellation/Changes to Sessions Owlets and The Nest**

One month’s notice is required to cancel particular sessions or a place in Owlets or The Nest. Requests for additional sessions on a permanent basis or to swap session days can commence with immediate effect if availability allows. All cancellations or requests for permanent changes are required in writing.

**Late Collection**

If you are late collecting your child you will be charged £5.00 per 5 minutes. These charges are imposed at the discretion of the Head of Centre.

**Modification of Terms and Conditions**

Homerton Early Years Centre reserves the right to amend its Terms and Conditions at any time. Such changes will be notified to parents in writing and will supersede all preceding Terms and Conditions.

**Casual Bookings**

You will be able to book your child in for one-off sessions if there is space on the day. Places cannot be guaranteed and will be given on a first come first served basis. Cancellations will incur a charge.

**Employer Childcare Vouchers**

We accept childcare vouchers from employees; please check at the office to find out if we are registered with your employer.