



Quality childcare... where good beginnings never end

WELCOME PACK

EARLY STEPS DUDLEY LTD REGISTRATION FORM & CONTRACT

Childcare for your family for children from
8 weeks up to age 12 years

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www.earlystepschildcare.co.uk
earlystepsdudley@gmail.com

Ver: APR 24



Contract types & terms and conditions

The document and the terms and conditions within it govern the basis on which Early Steps Dudley (referred to here as 'we' / 'our' / 'us' agree to provide childcare services to parent(s)/guardian(s)/carer's (referred to as 'you').

Early Steps Dudley Ltd. Bank Rd, Gornal Wood. Dudley DY3 2NT.

Ofsted URN : EY494273

Insured By: Poundgates See policy displayed in reception

Only a parent/guardian/carers 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.

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Contract type 1

Funded hours contract

- The offer is to 'Stretch' the funding over the whole of the year.
- Set sessions are available to choose from (see 'our session and fees' page)
- 15 hours funded stretched (upto 11 hours per week) must be taken over a minimum of 2 sessions/2 days
- 30 hours funded stretched (upto 22 hours per week) must be taken over a minimum of 3 sessions/2 days
- We close over the Christmas period / bank holidays and one staff training day each year
- All sessions subject to availability and confirmation of eligibility for funding.
- Once funding has been confirmed and claimed by ourselves, this place cannot be terminated until the end of term. We ask for 4 weeks notice to be given before the end of the term to terminate a funded place. (manager discretion may apply)
- You must provide eligibility of funding as applicable
- You must complete the Dudley MBC form for 2, 3, 4, year old funding & EYPP if applicable
- Funding is not available to children who attend full time school or who is of compulsory school age. Funding will automatically cease for compulsory school age children
- There is a limited number of free places.
- We do not have the capacity to store lunch boxes in fridges. We will not prepare individual meals
- You cannot deduct the costs of consumables if your child does not attend for any reason beyond theirs or our control.

Additional charges will apply

- Consumables must be paid for monthly in advance – no refunds given.

Invoicing please note :

- Your invoice will be individualised showing care/consumables/ funding
- Funding will spread equally across sessions (maximum of 10 hours per day can be applied).

Consumable charges for funded places

We will be able to offer two fully funded places at any one time (where by no consumable charges will apply). Please make sure that you explicitly request a fully funded place if this is what you would like to apply for, as these are allocated on a first come, first served basis. We offer our remaining places with a small 'consumable' charge for the many services that we offer you over and above those that we are required to offer.

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- Staff qualified well in excess of that required
- A staff team trained in the delivery of the 'Wellcomm screening' speech & language assessment tool
- A hot, healthy, freshly cooked lunch prepared daily, light teas and snacks
- Online learning journal
- Parent partnership events and child's progress meetings twice per year.
- Additional ratios on outings & visits
- Extra curricular visitors to the nursery

Contract type 2 –

'Daycare' & 'Out of School Club' contract

- ! Daycare must be taken all year round.
- ! Out of school club can be booked during school holidays as required. (no minimum sessions)
- ! Set sessions are available for you to choose, there is a minimum of 3 sessions (see 'our session and fees' page)
- ! All sessions subject to availability
- ! We close over the Christmas period, bank holidays and one staff training day

All contracts

Deposit & payments

Fees payable for each session (all spaces subject to availability) We close over the Christmas period in addition to the bank holidays and one staff training day. We will advise you in advance of these days.

Deposit is required of 1 weeks (equivalent fees) or £100.00 (whichever is greater) to reserve a place. This is non refundable in the event of cancelling a place or will be refunded against any final invoice*.

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Registration fee of £50.00 is chargeable*

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Payment of 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 in the year and dividing the total number by 12 calculated from Sep – Aug each year. Exact dates will be given. This will give 12 equal monthly payments.

If there are any queries, please speak to our staff before the due date. Payments are required by 28th of each month. Payments received after this date will be considered late, late fees will be charged.

We are happy to negotiate and agree alternate arrangements based on individual circumstances.

Payments can be made as follows:

- ! Internet banking / Childcare vouchers / Tax free childcare payments / Student finance

Cash is only accepted in exceptional circumstances. If paying cash, cash must be given in an envelope with your child's name on and state the amount enclosed. This must be checked together with the Nursery Manager or person in charge then the envelope must be sealed.

- ! Please pay by your due date or late charges will be applied to your account. If charges are applied to your account, your payments will be deducted as follows: - Charges deducted first (i.e. late fees, late collections), then remaining fees.
- ! Payments are still due in advance, even if your child is off sick.
- ! Receipts will be logged against our online management software account we hold for you on receiving payment. Please keep your own records of your BACS transfer / Child vouchers as proof of payment.
- ! No refunds are given for care not taken.
- ! We have the right to refuse acceptance of any child due to non payment of fees or if eligibility for funding cannot be gained or failure to follow our policies – we also reserve the right to withdraw the place.
- ! Out of school club bookings will not be guaranteed until full payment received.
- ! Your notice period to end this contract is four weeks from the date it is received in writing. You are liable to full payment even if you decide to leave earlier. Once funding has been confirmed and claimed by ourselves, this place cannot be terminated until the end of term. We ask for 4 weeks notice to be given before the end of the term to terminate a funded place. (manager discretion may apply)
- ! In the event of closure beyond our control no refunds are given. We accept no liability for other costs which you incur if we are unable to provide childcare for any reason.

- ! Nursery is closed on all bank holidays and one staff training day per year. Full charges still apply. However you can book as holiday from your entitlement
- ! Fees are subject to a ,C-")8-)'&BC9C"D)3)E""F-)C')8D659).&+)D&)'&B)EC-%)B&)\$8.)B%"),"GC-"D)9""I).&+):8.)"D)B%C-)7&'B,87B)@.);CGC';)+-)3)E""F-)&BC7")C')E,CBC';H

Occasional childcare terms and conditions

- ! Adhoc bookings may be requested and booked subject to availability.
- ! Full payment only will guarantee the place.
- ! A higher rate will be charged for the additional booking due to administration costs involved.
- ! Adhoc bookings requested 3 consecutive times may be considered a permanent booking and may form part of your contracted days.
- ! No refunds are given for care not taken after booking.

Holidays/ Bank holiday / Staff training day

- ! Each child is allowed 2 weeks holiday per year at 50% of usual fees (pro rota for part time places) (eg 5 sessions booked per week = 10 days / 3 sessions booked per week = 6 sessions);
- For any additional holidays taken, sessions must be paid in full in order to keep the child's place open.
- This must be booked in advance as per holiday procedure
- Bank holidays / staff training days can be booked as holidays from your allowance.

Holiday Procedure

- ! Please email earlystepsdudley@gmail.com with the dates required for your child. Please ensure you receive a response to confirm your holiday. Anyone not emailing a holiday request prior to their holiday will be considered as absent and charged the full rate.
- ! All holidays must be booked giving 4 weeks notice to qualify for the holiday rate. Full charge will apply if this is not booked 4 weeks in advance.)

Other Absence (Charges apply)

- ! Any other leave required that is not holiday i.e sickness or other holiday over your entitlement(see above for holiday charge)
- ! We charge in the case of absence. Consumables are still chargeable for funded places
- ! We charge for all bank holidays/staff training day

Amendments / change of contract / cancellation policy & procedure

- ! ALL amendments to sessions require 4 weeks notice and in writing.
- ! Swapping days/sessions is not allowed.
- ! Cancellation of contract requires 4 weeks notice in writing. If insufficient notice is given, you will be responsible for the full fees for your child for 4 weeks from the date of receiving written notice.
- ! If you have a funded place, once funding has been confirmed and claimed by ourselves, this place cannot be terminated until the end of term. We ask for 4 weeks notice to be given before the end of the term to terminate a funded place. (manager discretion may apply)
- ! Early Steps Dudley will give 4 weeks notice of any amendments to contract / terms and conditions.

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Our Sessions & Fees APR 24

1. Funded contracts

Time for Two's & Early Education funding for 3 & 4 years olds 15/30 hours

Early starts can be added at £4.00 per session – must be booked as a permanent session

Choice of Sessions	Times	Extras costs chargeable per day - Consumables
Morning	8.00am - 1.00pm	£6.50
Afternoon	1.00pm - 6.00pm	£3.50
All Day	8.00am - 6.00pm-	£10.00
Hourly rate charged	All sessions	£6.75 per hour for all additional hours above funded hours
Full time spaces	Mon – Fri 8.00am – 6.00pm	no consumable charges will apply if you book a full-time space

2. 'Daycare' contract & 'Out of School club' contract

Session	Age	Charges	Meals included
Morning 8.00am – 1.00pm	0-4 Full time school	£38.00 £21.00	breakfast, lunch
Afternoon 1.00pm – 6.00pm	0-4 Full time school	£38.00 £21.00	tea
All Day 8.00am – 6.00pm	0-4 Full time school	£65.00 £35.00	breakfast, lunch, tea
All day – full week 8.00am – 6.00pm (Monday -Friday)	0-4 Full time school	£290.00 £160.00	breakfast, lunch, tea
Early Bird 7.30 am – 8.00 am	All	£4.00	N/A

Other charges

£1.50	Breakfast	£3.50	Lunch
£2.00	Tea	£10.00	Duplication of invoices or receipts per request
£15.00 + Hourly rate	Late Collection	£15.00	Late payment charge – <u>due on any fees not received as set.</u>
£100.00 min / 1 week fees (whichever greater)	Deposit required for bookings (non refundable in place cancelled prior to starting / deducted from final invoice)	£50.00 per child	Registration fee (no charge for siblings registered at the same time)
£8.00	Standard set hourly rate		

Minimum session requirements

- ! 15 hours funded stretched must be taken over a minimum of 2 sessions over 2 days
- ! 30 hours funded stretched must be taken over a minimum of 3 sessions over minimum 2 days
- ! Daycare must be taken over a minimum of 3 sessions over minimum 2 days
(a full day is equivalent to 2 sessions)

All fees and places subject to terms and conditons