



St Tudy Pre-school Terms and Conditions

When you use our pre-school, we enter a partnership. The following outlines our contractual relationship.

St Tudy Pre-school will:

- Make sure our premises are suitable, and our staff members are knowledgeable, with relevant training and qualifications.
- Ensure that the pre-school complies with all relevant legal requirements and standards.
- Implement a care and educational programme that is age appropriate, and beneficial for all children attending.
- Open the pre-school between the hours of 8am and 4pm, Monday to Friday, term-time only. The pre-school will close for public and bank holidays (the majority of which fall outside of term time) and 5 INSET days per year, which we will **not** charge you for, even if they form part of your regular booking pattern.

You as parents/guardians will:

- Acknowledge on Family that you have read, understood and agree with these terms and conditions.
- Fully answer all questions set out in our registration documents and advise us immediately of any changes to this information, as this will help us offer the best level of care for your child.
- Inform us via the correct channels and as soon as possible, of any allergies or medical needs of your child.
- Pay the monthly invoices when they are due as explained below.

Fee collection

Pre-school invoices are issued on the 1st working day of each month for that month's attendance (e.g. January's invoice is issued on or immediately after 1 January, for attendance at sessions in January).

Invoices are due to be paid on the 15th of the same month (e.g. 15 January, in the example above).

We encourage families to setup an automatic payment method on Family (Tax-free Childcare, credit/debit card or Direct Debit) to ensure payment is made promptly each calendar month.



Any extra fees (for additional booked sessions) or late collection charges will be added to the following month's invoice. Late/missed payments may result in your child forfeiting their place at the pre-school.

Invoice queries must be raised within 5 working days of issue to allow us adequate time to investigate and respond.

Change of Days

St Tudy Pre-school requires at least one month's written notice of any permanent changes to a booking pattern between 9am and 3pm, including termination of booking pattern and removal of your child(ren) from the pre-school.

St Tudy Pre-school requires at least two weeks' notice for any permanent changes to attendance at wraparound sessions (8-9am and 3-4pm), including termination of booking pattern.

Swapping Sessions

If your child is absent from pre-school for any reason, the session you have missed cannot be swapped for a different date. This is because you are paying to keep your child's space and therefore any additional dates required will be treated as an extra session.

Absences

Parents are still expected to pay any fees due when their child is absent for sickness or other reasons, as you are paying to retain their place.

For holidays of three days or longer, St Tudy Pre-school may, at its discretion, offer a 50% discount on fees payable, provided a minimum of one month's written notice is provided. This discount is not guaranteed and is assessed on a case-by-case basis.

Forced Closure

In the event of the pre-school being unable to open due to circumstances beyond our control (localised power failure, flooding, snow, staff sickness etc) the following will apply:

For parent-paid sessions:

- St Tudy Pre-school may, at its discretion, choose to issue an account credit on Family equivalent to fees charged on the affected day(s)
- Discretionary factors considered include duration of closure, advance notice possible, availability of alternative arrangements, and individual family circumstances
- Alternative sessions cannot be offered due to capacity constraints



For funded sessions:

- We will work with the local authority (Cornwall Council) regarding funded hour arrangements during forced closures
- Alternative sessions cannot be offered due to capacity constraints

General principles:

- All forced closure decisions are reviewed on a case-by-case basis
- We aim to be fair and reasonable while managing operational constraints
- Alternative session provision is not guaranteed due to our limited capacity

Discounts

For families with twins or multiples, there is a 25% discount for the child attending pre-school for the fewest paid hours. The discount will be applied to the balance after funding has been deducted (if applicable). Any additional charges i.e. consumables or extra sessions outside of the regular booking pattern cannot be discounted.

Refunds

Refunds or reductions in fees are not automatically granted and are considered only at the discretion of St Tudy Pre-school management. We reserve the right to decline refund requests that do not meet our criteria. Any agreed refunds will be processed in a timely manner as a credit to your account on Famly and confirmed in writing.

If you owe us money

If for any reason you cannot pay your invoice, or are finding it difficult to pay in full, please contact us to see if we can help you arrange a payment plan. If we do not receive prompt payment for your invoice, a member of the management team will contact you with a reminder and will ask you to pay the outstanding amount as soon as possible. If your account is in arrears by more than 60 days, your child's place may be withdrawn until payment is made. If you do not pay the outstanding amount when asked, we will commence the process to settle the debt via the Money Claims Service. You will be liable for any further costs incurred & this may affect your credit rating.



Payment disputes

Disagreement with policies or charges does not constitute grounds for withholding payment. Any disputes should be raised through the proper channels while maintaining current payment obligations.

Notice Period

We ask you to give one month's written notice if you wish to cancel your child's place. If you leave without settling your account in full, we will write to you and follow the same procedure that is set out above.

Late Collection

If you drop your child off before 9am (and they are not booked into breakfast club/early drop off), or you are late collecting your child at the end of the day (and they are not booked into after school club/late drop off), appropriate additional charges (£3 for early drop off/late pick up or £6 for breakfast club/after school club) will be added to your next invoice.

Staff members must be able to leave the premises promptly after 4pm, so if you are more than 10 minutes late collecting a child from after school club, a £10 charge per child will be applied to your account to cover our additional staff costs.

Late collection monitoring

We maintain records of late collections, and persistent late collection may result in additional discussions regarding your booking arrangements.

Fee increases

Fees will be reviewed annually, and an increase may be made each year. You will be given at least one month's notice of this increase.

Termination of Contract

St Tudy Pre-school reserves the right to terminate this contract without notice on a case by case basis.