



## TERMS AND CONDITIONS

The Terms and Conditions below relate to The Lime Trees CIC. By booking and attending our club you understand and accept the terms and conditions and they will form part of the contract between us. Please ensure that any queries you may have are cleared up before signing the registration form and attending The Lime Trees. The Lime Trees reserves the right to vary these terms and conditions at any time.

### **Registration & Consent Forms**

These must be completed in full and signed before your child/children can attend The Lime Trees. Please ensure any changes to your details, ie contact numbers, address etc are communicated to us as soon as they occur. Please complete all sections on the form and write n/a if not applicable.

### **Payments**

Parents will be provided with an invoice confirming their allocated places for the complete month in advance (excluding Bank Holidays and school inset days or holidays). Please note payment must be received by the date stated on your invoice in order to secure these places. All invoices are delivered by the 10<sup>th</sup> of the month. Please do not alter your invoice in any way as refunds and additions (to the current month) will be calculated on the next invoice. If you have a query with your invoice, please contact us on 01159 313 562 within 2 days of receipt to clear up any queries.

We accept bank transfers, cheques and child care vouchers. Please ensure you write your child's/children's names on the reverse of cheques and use your child/children's names as a reference if paying via BACS. Please note we do not accept any cash payments at the club.

We would like to communicate with you by email. Please let us know if you do not wish to communicate with us in this way.

The Lime Trees reserves the right to refuse any child entry into the club if payment is not received.

Failure to comply with the above may result in an administration fee of £25.00.

Continual late payment may result in your place being terminated. The Lime Trees has a 3-step approach to recover any outstanding debts. Please be aware that if this procedure is unsuccessful, we may give your name and address to a third party in order to collect any money due.

## **Termination of places**

Once your child/children have been allocated places you must give one full calendar months' notice if you wish to cancel this agreement. Any places within this month must be paid for in full.

## **Refunds**

Places are refunded if your child is absent from school through illness. Please notify the club on the first day of absence. Please give one months' notice if you are taking your child out of the club for a holiday. No refunds are given for unused places.

## **Attendance**

Please ensure you sign your child in and out of the club at each session and record the time. If a child fails to attend for 4 consecutive sessions without notice, The Lime Trees CIC has the right to terminate these sessions.

## **Absence**

Please inform the club if your child/children will not be attending The Lime Trees CIC for any reason, as strict safeguarding procedures must be followed.

## **Holiday Club**

All payments must be made at the time of the booking. **All sessions are non-refundable.** Sessions can be swapped, like for like, if spaces are available, and must be used during the same holiday period. We are unable to refund unused places as numbers will have already been catered for.

## **Collection Policy**

Parents and carers must agree to make appropriate arrangements for their child to be collected at the stated finish time.

Parents and carers must appoint a responsible person to collect their child and those responsible persons must be named on the registration form and be over the age of 16.

Please be aware that we operate strict opening and closing times. Due to strict staff to child ratios, it is important that you arrive and collect your child at the stipulated session time. If you arrive or collect your child outside the session time you may be charged for an additional session as we will have to provide extra staff coverage. Please phone your club to notify staff if you may be late collecting your child/children. Please be aware that late collection will be charged at £10.00 for 15 minutes.

### **Mobile phone policy**

The Lime Trees operates a 'No mobile phone/devices' policy. If children are found to be carrying or using such devices, they will be confiscated and given back to the parent at the end of the day.

Parents/carers using mobile phones or devices within the vicinity of children within the Lime Trees care will be asked to either take the call off the premises or stop using the device immediately.

### **Safeguarding**

The Lime Trees is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in 'working together to safeguard children (2015) and NSCB procedures. Please refer to our Child Protection policy for further information.

### **Medication**

Only prescribed medication can be administered by a Lime Trees member of staff. A medication form must be filled in full.

### **Babysitting policy**

The Lime Trees would strongly discourage babysitting arrangements between the Lime Trees members of staff and families. The Club is not responsible for any private arrangements or agreements made between individual staff members and families

### **Camera/Social Media**

The Lime Trees uses social media as a platform to market our services, however, at no times will a recognisable photo of children be used.

Lime Trees staff cannot follow or accept requests from children or parents on any social media platforms. So as a polite request, please do not request any member of staff.

When attending any functions at The Lime Trees, ie sports days, stay and play dates, we have a strict no camera policy.

### **Data Protection**

The Lime Trees is registered with the ICO and complies with the Data Protection Act 1998. We will only use your (including your child's) personal information to provide a childcare service to you. We will keep your information secure and will never share it except if required to do so by law.

For further information please see our privacy notice and consent form.