



**Spilsby Playgroup**  
C/O Spilsby Primary School  
Woodlands Avenue  
Spilsby, Lincolnshire, PE23 5EP  
Tel: 07385163071



### Parents/Carers Contract, Terms and Conditions

To be read in conjunction with playgroup policies available via our website

<https://www.spilsbyplaygroupnursery.co.uk>

To enable us to provide and maintain the highest standards of care, and to ensure there is clarity about the contractual relationship between parents and the playgroup, we set out below our standard conditions:

#### Admission:

Children will be considered for entry to the playgroup once our registration forms have been completed and returned to us.

Your child's birth certificate is to be shown on admission to ensure you receive the correct funding entitlement. A copy will be taken and stored under GDPR regulations.

#### Welfare of the Child.

- We will do all that is reasonable to safeguard and promote your child's welfare. Our playgroup will work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life.
- Where a child is not fully potty trained, parents of that child must provide sufficient nappies, nappy bags and wipes for each day and spare clothes in named bag whilst potty training. These will only be used on your child.

#### Disclosures

- In order to ensure your child's welfare and happiness, the parent/carer must disclose any medical condition, health problem or allergy affecting the child, any concerns about the child's safety or wellbeing, or any family circumstances or court order which may impact on a child's safety and or welfare.

#### Health and Medical Matters

- Parents / carers are required to notify the playgroup if their child is absent from the playgroup through sickness or any other reasons.
- If your child becomes ill during a playgroup session, the manager/deputy will contact you or the emergency contact indicated on the registration form to arrange collection of the child whilst they are poorly. Parents must keep the playgroup informed of any changes to these contact details.
- If your child is suffering from a communicable illness, they should not be brought to playgroup until such time as the infection has cleared. Parents/carers are asked to refer to the [Illness/Communicable Disease List](#). This guidance refers to public health exclusions to indicate the time period an individual should not attend a setting to reduce the risk of transmission during the infectious stage. If you would like a paper copy, one can be provided upon request from playgroup.

## Free Entitlement

- Spilsby Playgroup is registered to provide free childcare for all eligible children. Parent/carers should check what funding they may be entitled to via [Childcare Choices](#) and for further information please check our [Early Years Entitlement Policy](#) for a full explanation of the funding you may be entitled to for your child.
- Please note, all 3- and 4-year-olds are eligible for funding the term after they become 3 years of age. 15 hours per week for 38 weeks of the year.

## Fees

- All fees are charged each 3 or 4 weeks (twice in a half term) and must be paid within 7 days of receipt of the invoice. Fees will be invoiced to the person(s) named on the registration form. Fees are payable during periods of absence from the playgroup, including sickness and any holidays taken when the playgroup is open. Any queries to your invoice should be notified by email to [spilsbyplaygroup@gmail.com](mailto:spilsbyplaygroup@gmail.com) /or brought to the attention of the Manager.
- Fees are reviewed annually and so any increases will only occur once during the year. Any such increase will be notified by the playgroup at least one half-term in advance of the increase being applied.
- If you no longer require your child's place within our setting, four weeks written notice is required. Until that notice has expired, fees are payable.
- Fees will not be refunded or waived for absence through sickness or any other reason. This rule is necessary so that the playgroup can properly budget for its own outgoings which continue whether or not all children are present and to ensure that the costs of another individual do not fall on other parents.
- If a child has a long-term illness where they are unable to attend for over 3 weeks, playgroup will work with the family to arrange an agreement relating to fees.
- If the playgroup has to be closed due to any reason beyond the control of the setting, such as power failure or adverse weather conditions we would do our utmost to provide you with replacement sessions where possible.

## Unpaid Fees.

- If fees remain unpaid and go into arrears, the playgroup have the right to deny the child a place at the playgroup.
- For dishonoured cheques/payments, bank charges apply, which will be added to the fees sought from the parent.

## Late Collection of Children

- Spilsby Playgroup arranges staffing to cover normal playgroup hours. That staffing does not provide cover outside the normal working hours of the setting. Whilst the playgroup seeks to provide some cover due to emergencies, an additional fee will be charged if children are persistently picked up late.

## Belongings.

- Spilsby Playgroup does not accept responsibility for accidental damage or loss of property. Parents are requested to keep their child's personal items to a minimum and label clearly all belongings. Parents are requested to send the children to playgroup in clothes and shoes suitable for play and painting. Jewellery, small hair clips, heels and flip flops etc restrict a child's movement and can present a risk of injury. Parents are strongly advised against these items and must take responsibility for accidents caused by belongings or clothes which the children have been sent to playgroup with.

## Insurance.

- Spilsby Playgroup undertakes to maintain those insurances required by law. Copies of the current Employer's Liability and Public Liability Insurance Policies are displayed in the main hall/foyer at the playgroup.

## Parent/Carer Contact Information

- Our Parental/Carer permission form, which is completed at enrolment, provides Spilsby Playgroup with contact details/phone numbers and key personnel information to help us keep your child safe. Parents/carers must inform Spilsby Playgroup of any personal changes i.e. change of address/ phone numbers/emergency contacts/who is authorised to collect your child, plus, any changes to your child's medical condition

## Communication with home

- Parents need to recognise that our main form of communication is electronic, via email, website and Facebook, this is to save costs and to ensure messages arrive with you quickly irrelevant of if your child has attended on any particular day.
- Parents should familiarise themselves with our website : <https://www.spilsbyplaygroupnursery.co.uk> to find updates/newsletters and other useful information.
- Messages can be given face to face to a member of staff at playgroup, alternatively, parents can contact playgroup via, email [spilsbyplaygroup@gmail.com](mailto:spilsbyplaygroup@gmail.com)  
Telephone - 07385163071

## Safeguarding Children.

- Spilsby Playgroup is under obligation and has a duty of care to report to the relevant authorities any incident where we consider a child may have been abused or neglected. Primarily, this will be done in conversation with a parent/carers. However, if applicable to the situation and to ensure a child's safety a report can be made to the relevant authority without informing the parent/carers.

## Confidentiality.

- The General Data Protection Regulation (GDPR) May 2018 is in place to protect the rights and privacy of individuals, and to ensure that data about them is not processed without their knowledge and is only processed with their consent as in our [GDPR Policy](#) on our website
- Any information given by a parent or carer regarding their child will be treated with the utmost confidentiality. Information will only be shared with external agencies in the best interests of the child to ensure a child's health and welfare are maintained.

- Staff will only hold conversations with parents /carers regarding children for whom the parent/carer has specific responsibilities.
- If staff are engaged in any private, out of playgroup hours, childcare work with parents/carers that have children at the setting, Spilsby Playgroup does not take any legal responsibilities.
- Parents/carers and staff will not discuss details pertaining to their own or other children and the playgroup on any social networking site or in social environments. Privacy for children is essential. Parents/carers are requested to respect this and not ask a staff member to deviate from this rule.
- During visiting/helping or settling your child at Spilsby Playgroup parent/carers are not permitted to use cameras, mobile phones or any other electronic device which takes images. Bags/belongings must be left out of reach of children in a designated area.

### Security

- Parents / carers are welcome to visit the playgroup, however, we will not admit anyone without prior notification.
- It is the parent/carer's responsibility to ensure that staff are aware of who will be collecting your child.
- No child will be allowed to leave the building with anyone, known or not, without prior notification and without the correct password.
- The password system is in operation to ensure your child remains safe, please do not be offended if a member of staff refuses to release your child if either you have not notified us as to who is collecting your child and/ or that person is unable to provide the correct password.

### Complaints

- Any question, concern or complaint about the care or safety of a child must be made in the first instance to the manager. The complaints policy and procedure is available for your information via the [playgroup website](#). Spilsby Playgroup will do their utmost to ensure all concerns/complaints are resolved quickly and through joint discussion.

### Legal Contract

- The offer of a place and its acceptance by parents gives rise to a legally binding contract based on the terms within this contract and the policies and procedures of the Spilsby Playgroup, which can be found on our website and also upon request from the playgroup manager. It is important that parents and staff adhere to these terms and conditions. Any queries about them should be raised with the playgroup owner via email at [spilsbyplaygroup@gmail.com](mailto:spilsbyplaygroup@gmail.com) .

Thank you for reading this contract.

Please sign and return the slip below and keep the main body of this document for your future reference.

# Spilsby Playgroup - Parent/ Carer Contract Agreement

I have read and agree to the Terms and Conditions of the Spilsby Playgroup parent/carers contract.

Signed: .....

Date: .....

Print name: .....

Child's name .....