

Terms and Conditions September 2024 - July 2025

- **Enrolment** - A registration form must be completed and a non-refundable enrolment fee of £10.00 per family is to be received before a place can be allocated. The parent/carer who signs our registration form is responsible for paying all invoices and updating us on any changes to contact details and other information.
- **Email addresses** – Our office team may reply to any email address used to contact us.
- **Discounted Prices** - A monthly booking and payment must be received by the 1st of each month to receive our discounted prices. Discounted sessions are offered on a first come first serve basis.
- **One off, ad-hoc sessions** - Ad-hoc sessions must be pre-booked with a leader or through the Tree top childcare office before your child is allocated a place. Ad-hoc sessions are charged at a higher rate due to administration. These sessions can be booked and paid for at short notice if there is availability. An enrolment form must have been completed.
- **Funding options** - Families can claim up to 85% towards the cost of Tree top childcare clubs by visiting: www.childcarechoices.gov.uk.

At Tree Top Childcare, we accept tax-free childcare, various voucher schemes, and college grants. Our staff are pleased to assist with filling out forms or providing a letter to help you claim towards the cost. We do not charge for this service if your request is within the first month of claiming. If you require back dated information, an administration fee will apply.

- **Fees and absence** - Fees are to be paid for the sessions your child is booked for, regardless of whether your child attends or not. It is not our policy to care for unwell children who should be at home until they are well enough to return to the setting. If your child becomes unwell during the session time an agreed parent or carer will be contacted by a member of our team. Your child must then be collected promptly from the setting. Discounted sessions cannot be swapped or refunded. If the school closes through no fault of Tree top childcare prebooked sessions cannot be swapped or refunded.
- **Settling in period** – There will be a settling-in period for children before additional sessions are offered.
- **Food choices** - We offer a healthy variety of different food at each of our sessions. Please ask our staff for more details.
- **Food from home** - An arrangement must be made with a Tree top childcare leader if families wish for their children to eat food from home. Tree top childcare does not permit nuts or seeds from home.
- **Collecting your child from the setting** - For the safety of your child, we require a collection password and contact details of the people you are agreeing can collect your child from our setting. People listed must be over 14 years old.

In circumstances where you require an alternative person to collect your child, (someone who you have not listed on your enrolment form.) a member of our team must be notified. You will be required to provide the person's full name. They must be over 14 years old, known to your child, have identification, and must know your chosen collection password.

Parents/ carers must arrive 5 minutes before the end of the session to collect their children. This is due to children needing to be out of the building, as the building must be locked. Parents/ carers who collect their children late from the setting will incur a late charge. This is to cover the cost of staffing and other overheads. Continuing late collection could put your child's place at risk.

- **Medicines** - Medicines can only be administered if the correct paperwork has been completed and agreed by a Tree top childcare staff member. Families must make a separate arrangement with the school.
- **Electronic devices** - Families are not permitted to use mobile phones or any other electronic device near the setting.
- **Items from home** - Prior arrangements must be made with a member of staff if bringing or collecting a bike / scooter where access is required. Bikes and scooters should be locked. It is not permitted that children bring their own toys from home. This is because they may get lost or damaged. Tree top childcare does not take any responsibility for items brought in from home.
- **Letters and information** - Parents and carers are responsible for checking emails and their child's book bag for daily letters and information. If you would like to review our employees qualifications etc., please contact us for electronic copies to be emailed or shown to you at the setting.
- **Contacting us** - It is not always possible for the Tree top childcare mobile phone to be answered. Please leave a message if your call is important. Our office staff are happy to assist through email, please allow time for a reply.
- **Changes to club fees** - Prices are subject to change, we will endeavour to give families good notice.
- Please look on our website or contact our office for up-to-date information and prices.

www.treetopchildcaremk.com / treetopchildcaremk@gmail.com