

Terms and Conditions

- **Enrolment** - A registration form must be completed and a non-refundable enrolment fee of £10 per child is to be received before a place can be allocated. The parent / carer who has signed our registration form is responsible for making sure invoices are paid, and informing us of any changes to contact details and other information.
- **Discounted Prices** - A completed monthly booking form 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. If the club has to close because of circumstances beyond our control, we will not be able to refund fees or swap the pre-booked discounted sessions.
- **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.
- **Help towards the cost of your children's clubs** - Tree top childcare accepts tax-free childcare, various voucher schemes and college grants. Please see our website or email our office for more details. We are happy to fill out forms or provide a letter so you can claim towards the cost. We do not charge for this service if your request is within the first month of claiming. After this time an administration fee will be charged. Payments cannot be refunded once they have been received.
- **Over payments** - In the event where an overpayment has been made in respect of an invoice, the credit balance will be used to offset the balance on your next invoice. A processing fee may 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.
- **Breakfast club** – If you would like your child to eat breakfast before school, please ensure they arrive at least 20 minutes before the end of the session. We offer a selection of cereal, toast and on selected days crumpets, scotch pancakes and croissants etc.
- **After School club**
Food choices - We offer a variety of different food snacks 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, they must know the collection password and have identification.

Parents/ carers must arrive by **5:55pm** to collect their children. This is due to children needing to be out of the building by 6:00pm, 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 two staff members 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 electronic devices 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 do not take any responsibility for items brought in from home.
- **Letters and information** - It is the responsibility of parents / carers to check their child's book bag for daily letters and information.
- **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.
- **Changes to Fees** - Prices are subject to change within the school year, we will endeavour to give families good notice. Most working families can claim towards the cost of their childcare. Please look on our website or contact our office for up-to-date information and prices.