

Flying Start Pre-School Terms and Conditions

Terms & Conditions – Updated 19/11/2025, effective from 01/01/ 2026

Admission

A completed Childcare Agreement Form and Registration fee are required to secure your child's place.

Registration

Fee

The registration fee of £50 covers a polo-shirt and settling sessions.

Fees and Invoices

Childcare fees are payable half a term in advance, invoices will be issued in the term preceding the start of the new term and will be due for payment by the end of the first week of when pre-school returns back after the half term. If payment is not received within 7 days of the invoice due date, a late payment charge of £5 per day will be applied to the outstanding balance. This charge will continue to accrue daily until the full amount has been settled. Families are encouraged to contact the preschool as soon as possible if they are experiencing financial difficulties, so that appropriate support or a payment plan can be discussed prior to charges being applied.

All booked sessions must be paid for regardless of child's attendance, no refunds are given due to sickness or holidays or unavoidable pre-school closure. Bank Holidays will not be charged.

If you expect to be late collecting your child please notify the pre-school as soon as possible. If notified, the additional time will be charged at the standard hourly rate. Un-notified late collection will be charged at a rate of £5 per quarter hour to cover staffing and other arrangements.

In case of a default on payment the nursery reserves the right to apply a £50 administration fee for preparation of court papers and interest will be charged accordingly. The pre-school is not responsible for collection of fees from any third parties except in the case of statutory nursery education funding allowance. The pre-school will give parents and carers three months notice of increase in fees which will normally be reviewed in April to commence in September of that year.

Opening

times

The pre-school sessions run from **9.00am-12.30pm or 9.00-2.30pm**. The nursery is open term time only and closed for one Bank Holiday per year which normally falls in May.

Termination, cancellation and change of sessions

A half a terms notice is required by either party for any change of sessions or termination of agreement. If parents choose to leave prior to the end of their notice, fees are non-refundable. If the notified start date is changed by the parent, we reserve the right to charge from the original start date notified on the agreement form.

The pre-school reserves the right to terminate the agreement with immediate effect in case of non-payment of fees, or if a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause. Intimidation or abuse of our staff will not be tolerated and may result in immediate termination. In all other cases the standard notice period of half a term will apply.

Insurance

The pre-school has extensive insurance cover for nursery based activities. Details of the insurance may be requested from the Pre-school Manager. The certificate is displayed in the cabinet on the wall in the cloakroom.

Personal property and belongings

The pre-school cannot be held responsible for any loss or damage to any parent's, carer's or child's property or belongings. Every reasonable effort will be made by the nursery staff to ensure that property or belongings of any

parent, carer or child is not damaged. Please ensure your child's clothing is clearly labelled and we suggest that all toys, books and equipment are left at home.

Liability

The pre-school accepts no liability for any losses suffered by parents arising directly or indirectly, as a result of the pre-school being temporarily closed or the non-admittance of your child to the pre-school for any reason. We accept no responsibility for children whilst in their parent's care on pre-school premises. We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parent's property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind.

Accidents and illness

The pre-school reserves the right to administer first aid and any emergency treatment as required. Parents will be informed of all accidents and will be asked to sign an accident record form. If emergency treatment at hospital is required the nursery will make all reasonable attempts to contact the parents but if this is not possible we are authorised to act on behalf of the parents and authorise any necessary emergency treatment.

We will administer prescribed medicines only if parents have completed a medicine consent form.

We may require parents to withdraw their child from pre-school in the event that they require special medical care or attention which is not available or refused by the parent, or it is considered that the child is not well enough to attend pre-school. We may also ask parents to withdraw their child from the pre-school if we have reasonable cause to believe that the child is suffering from or has suffered from any communicable disease or infection and there remains a danger that other children may contract such a disease or infection. Parents must inform the pre-school if the child is suffering from any illness, sickness or allergies before attending the pre-school. Flying Start will follow the guidance on infection control in schools and other childcare settings from the Public Health Agency for exclusion periods from nursery.

Parent Partnership and Conduct

We believe that a strong partnership between parents and the pre-school is essential for each child's development and well-being. Parents and carers are expected to work collaboratively with the setting, including supporting any additional help or interventions that the pre-school identifies as beneficial for their child. Respect for staff, children, other families, and the premises is fundamental to maintaining a safe and nurturing environment. We expect all adults and children to behave in a manner that upholds our values of kindness, inclusion, and mutual respect. Inappropriate behaviour, including aggression or disrespect toward staff or others, will not be tolerated and may result in further action.

Exclusion

If, in the reasonable opinion of the pre-school manager or another person in a similar position of authority, the continued attendance of the child is considered detrimental to the health, safety, or well-being of the child, other children, staff, or the setting as a whole, the pre-school reserves the right to serve immediate notice to the parents or guardians requiring the child's removal. In such circumstances, the pre-school may terminate this agreement with immediate effect.

Examples of behaviour or issues that may lead to such action include, but are not limited to, consistent violent or disruptive behaviour, health risks that cannot be reasonably managed within the setting, or situations that pose a serious risk to others.

The decision will be made based on reasonable judgment and, where appropriate, will be supported by relevant observations or documentation.

While immediate removal may be necessary in certain cases, the pre-school will aim, where practicable, to discuss the concerns with the parents/guardians in advance and explore supportive strategies or interventions before reaching the point of termination.

This clause is intended to ensure the safety and well-being of all children and staff and will be exercised in accordance with applicable early years regulations and safeguarding protocols.

Behaviour management

If a child's behaviour is considered to present a risk to the safety or well-being of others, and all steps outlined in our Behaviour Policy have been followed, we will seek guidance from the local authority and invite the parents or guardians to a meeting to discuss the concerns and explore available options.

Our current Behaviour Policy is available on our website and can also be requested from the Pre-School office.

If a parent or guardian does not support the pre-school in engaging with relevant external professionals or agencies (such as the local authority, SEND support services, or behaviour specialists), we reserve the right to terminate this agreement with immediate effect. In such circumstances, the pre-school will no longer provide care for the child. Any pre-paid fees for sessions not yet received will be refunded.

Agreement

These terms and conditions represent the entire agreement and understanding between the parents (including other carers) and the pre-school. Any other understandings, agreements, warranties, conditions, terms and representations, whether verbal or written, expressed or implied are excluded to the fullest extent permitted by law. We reserve the right to update / amend these terms and conditions at any time. One month notice will be given of any changes made.

I have read and understand these Terms and Conditions and agree to be bound by them.

Signed (parent)..... Print name:

Date: