



Melbourn Playgroup Terms and Conditions

Introduction

This contract forms a formal agreement between the Committee and Management of Melbourn Playgroup and Out of School Club and the parent(s)/carer(s) of any child attending the setting. The contract comes into effect from the child's first day of attendance and remains in place until the child leaves the setting.

Please read the terms and conditions outlined below carefully. By clicking the button at the bottom of this document, you confirm that you have read, understood, and agree to the terms and conditions of the contract.

Opening Times and Closures

Session Times

Early Bird drop-off is available between 8.00am and 9.00am.

Our core session times available to book are: 9.00am–12.00pm, 12.00pm–3.00pm and 9.00am–3.00pm

Late Owl collection is available between 3.00pm and 4.00pm.

On Fridays, we offer an additional Friday Lunch Club option. This allows your child to stay for lunch and be collected at 1.15pm, rather than the usual 12.00pm collection.

Term Dates & Closures

We are a term-time setting and follow the term dates of Melbourn Primary School.

We close in line with Melbourn Primary School and may also close occasionally for staff training or special events for the children.

Should there be any additional closure days or changes to our usual opening times, we will notify parents and carers as soon as possible.

Booking and Changing Sessions

We will always do our best to accommodate requests for sessions or additional sessions, subject to availability.

Early Bird and Late Owl sessions can be booked in advance or on an ad hoc basis. All session requests should be made by email.

If your child is leaving the setting, we require a minimum of four weeks' written notice.

Collection

Collection Times

Please ensure that your child is collected promptly at the agreed collection time. If you are going to be late, please inform the setting as soon as possible.

Where persistent late collection occurs, the setting reserves the right to charge parents/carers £5 for every 10 minutes beyond the agreed collection time.

Authorised Collection

At the end of each session, your child will only be released to you or to a person authorised to collect them, as recorded on the registration form. If someone else needs to collect your child, we must receive your verbal or written consent in advance.

Site Rules

Please be aware that the setting is a non-smoking and non-vaping site. For the safety and wellbeing of everyone, dogs are not permitted on the premises.

We ask that all parents, carers and visitors treat our staff with respect, courtesy and consideration at all times. We are committed to maintaining a positive, welcoming and respectful environment for children, families and staff.

Mobile Phones

When your child is brought out to you at the end of their session, please refrain from using your mobile phone. This allows staff to communicate any important messages or information regarding your child.

Please also note that mobile phones should not be used inside the playgroup, except on special occasions where permission has been given by a member of staff, such as during our Graduation Ceremony. In this event any photographs or videos containing children other than your own must not be shared or posted on social media or any other public platform.

Fees and Funding

Playgroup fees are £8 per hour and Friday Lunch Club £11.50 per session. Our fees are reviewed regularly.

We accept 2-, 3 and 4-year-olds government funding. If you are eligible for funded hours, these can be used Monday to Friday, between 8.00am and 4.00pm. Please note that Friday Lunch Club is not included in funded hours and must be paid for separately. Additional hours beyond funding entitlement are charged at our standard rate.

Payment Terms:

Fees are payable in advance. Invoices will be issued at the beginning of each half term and must be paid within 14 days of the invoice date. A £30 late payment charge will be added to any invoice that remains unpaid after this period.

Please note that we are unable to offer refunds for sessions missed by your child, or where the playgroup has to close due to circumstances beyond our control.

We reserve the right to terminate a child's place if fees remain unpaid.

Accidents and Injuries

If your child has an accident while attending playgroup, we will inform you at the end of the session and ask you to sign the accident record.

First Aid will be administered by qualified staff.

If your child has a serious accident or injury, we will contact a parent/carers immediately to inform you and discuss any necessary action.

Please also let us know if your child arrives at playgroup with an existing injury. This should be recorded using the existing injury form, which can be found on the notice board outside the playgroup or requested from a member of staff.

Absence

Please notify the playgroup as soon as possible if your child is unable to attend a session, including the reason for their absence. You can let us know by phone or email.

Illnesses

Please keep your child at home if they are unwell. Your child may return to playgroup once they are symptom-free and/or have met the following guidance:

Fever: At least 24 hours after their temperature has returned to normal without the use of fever-reducing medication.

Vomiting or diarrhoea: At least 48 hours after the last episode.

Other illnesses: In line with the relevant exclusion periods outlined in the [Government Public Health exclusion guidance](#).

If your child becomes unwell during a playgroup session or develops a temperature of 38°C or above, we will contact you and ask that you collect your child as soon as possible.

If your child has required or been given paracetamol (e.g. Calpol) due to feeling unwell or having a temperature, we strongly advise that they remain at home until they have recovered. If your child does attend playgroup after being given paracetamol, please inform a member of staff at drop-off and let us know when the medication was given and why.

Medication

We are able to administer medication at playgroup; however, a Medication Administration Form must be completed by you beforehand.

All prescribed medication must be provided in its original packaging, clearly showing the child's name, with the GP's instructions attached.

A bottle of paracetamol syrup is also kept at the setting for emergency use only. You will always be contacted by telephone and your consent sought before paracetamol is administered.

Property and Belongings

Please ensure your child brings everything they need for playgroup, with all belongings clearly named. Please dress your child appropriately for the weather. We recommend simple, comfortable clothing and footwear that they can manage independently.

Please note that we are unable to dispose of nappies at playgroup. Any used nappies will be bagged and returned to you for disposal.

Children should not bring toys from home to playgroup unless we have specifically asked them to do so.

Policies

We will review and update our policies and procedures regularly.

Our policies can be found on [Melbourn Playgroup Website](#) or we are able to provide a paper copy if requested.

Child's Progress and Tapestry

We will keep you regularly updated on your child's progress, learning and development through Tapestry, our online learning journal, as well as through verbal and written feedback.

You are welcome to request a Key Person Chat at any time. Please speak to a member of staff or contact us by email to arrange a convenient date and time. Key Person Chats can take place either in person or over the phone.

Tapestry and Photographs

The photographs and information shared on Tapestry are intended to be viewed by your child's family only. Please do not share, copy or upload any photographs from Tapestry onto social networking sites or other public platforms.

If photographs from Tapestry are shared on social media or elsewhere, access to Tapestry may be withdrawn.

Insurance and Liability

We will maintain appropriate public liability insurance; our Certificate of insurance is on the parent/carers noticeboard and is available on request.

We are not liable for any loss or damage, except where caused by our negligence.

Data Protection

We will adhere to the principles of General Data Protection Regulations when collecting and processing information about your child.

I confirm that I will read the [Privacy Notice](#) which is available on our website. A paper copy of the privacy notice can be provided upon request. By agreeing to these terms and conditions, I acknowledge and agree to the privacy policy.

Data is stored securely and only accessed by authorised staff.

Parents have the right to access their child's records.

Safeguarding

We have a legal duty to safeguard all children.

All staff are DBS checked and regularly trained in safeguarding.

Our full [Safeguarding Policy](#) is available on our website, or a paper copy can be provided by request.

Notification of Changes

Please ensure the playgroup is informed of any changes to your child's information, including contact details, address, allergies, or any medical or health needs.

Complaints

Initial complaints should be raised with the Playgroup Managers, either in person or by email at manager@melbournplaygroup.org.uk.

If the matter cannot be resolved by agreement, please refer to our [Complaints Policy](#) which can be found on our website for further guidance on how to proceed.