

Terms & Conditions

Registration

- All parents / carers must complete our Registration Form before a child can be accepted at a Fireflies childcare limited. Registration must be done directly on our website; www.fireflieschildcare.co.uk
- By registering, the parent / carer gives **Fireflies childcare limited** permission to take your child/children off site – this may be for the purpose of, but not limited to, a walking bus or organised trip.
- **Fireflies childcare limited** must be notified of any changes in Registration details, as soon as possible, in writing by the parent / carer.

Booking Sessions

- All sessions requested by parents / carers are subject to availability.
- All sessions booked must be paid for in advance.
- No parent / carer should consider a booking as being accepted until payment has been received by the Club.
- Bookings may be made up to **five days** before the start of any session. Children will not be able to be booked in after that time.
- **Fireflies childcare limited** will credit all fees charged, if the club is forced to close due to unforeseen circumstances.

Responsibility for attendance

- It is the parent / carer's responsibility to ensure that their child / children arrive, on time, to any Breakfast or Holiday Club, and are signed in accordingly.
- It is the parent / carer's responsibility to ensure that their child / children are aware that they will be attending any After-School Club.
- It is the parent / carer's responsibility to notify the school if there are late changes made to their child / children's club attendance on that day.

Withdrawal from fireflies childcare

- Notice to withdraw from Fireflies childcare sessions must be received in writing by the Club manager or director, with at least one month's notice, or sessions will be charged for.

Verbal notification is not acceptable

Penalties for Late Collection

- It is the responsibility of all parents / carers collecting children to do so promptly at the

end of the session. Failure to do so will expose the parent / carer to the payment of a financial penalty and will constitute a breach of the terms and conditions, entitling **Fireflies childcare limited** to exclude the child from subsequent sessions.

Responsibility for Payment

- The responsibility for payment of all fees, charges and penalties lies at all times with the person who has made the booking.
- Failure by **Fireflies childcare limited** to make a written or verbal request for payment of fees does not constitute an excuse or reason for late, or non-payment under any circumstances.
- Failure to settle all fees and/or penalties when due may result in the club taking action (including legal action) to recover any outstanding sums.
- **Bookings for After School Club will be cancelled if invoices are not paid in full within the stated time period.**
- If you are having difficulty making the payment on time we recommend that you arrange a meeting with the club coordinator as soon as possible.
- Where there is no explanation for repeated late payment, you will be contacted to discuss payment options. We may issue a formal warning, informing you that continued late payment will result in your child's place at the Club being withdrawn.
- If the fees remain unpaid after all the above options have been explored, the Club will cancel the child's place.
- **Payment Methods**
- Payment may be made by cheques made payable to 'Fireflies childcare limited', Cash, or by bank transfer using the bank details below;

Sort Code: 09-01-29

Account number: 59730244

Childcare Vouchers

- Childcare vouchers are an acceptable manner of payment. Please contact us at Fireflieschildcare@outlook.com for an extensive list of available vouchers.

• **Credits and Refunds**

- There will be no refund for non-attendance due to the child being absent for any reason including sickness, weather conditions or unavoidable school closures; this includes due to absences related to Covid-19.
- If your child is advised to self-isolate, then your child is NOT able to attend Fireflies sessions.

If the School remains closed for a period of more than two weeks, you will not be charged

for sessions missed (after the initial two weeks) and your space will be held until the School reopens. If you no longer require your space when the School reopens, it is expected that you will follow the withdrawal from fireflies childcare section in this policy and provide the designated notice period.

Legal: Waivers, Exclusions and Jurisdiction

- These terms and conditions are governed by English law and subject to the jurisdiction of the courts of England and Wales.
- **Fireflies childcare limited** shall not be liable for any direct or indirect loss suffered by parents / carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.