



Parent Agreement

Enrolment Terms & Conditions

The Legal Contract:

First Friends Limited (FFL) is a company registered in England and Wales under Company Number 06952385, which has its registered office at Hampstead House, Upper Basildon, RG8 8PH.

These terms and conditions form FFL's Agreement with you for the provision of pre-school care and education of your child. Throughout this Agreement FFL may be referred to as "we" or "us" or "our" and the Parent(s)/Legal Guardian(s) of children in our care may be referred to as "you" or "your". Our nurseries and pre-schools are referred to as the "setting" or "settings".



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Securing your *child's place*



To request a place for your child at one of our settings, you must complete our digital Child Enrolment Form and make the appropriate payment.

Enrolment Fees:

	If you are booking more than Government-funded hours:	If you are booking Government-funded hours only:
Enrolment Fee	£70	£0
Enrolment Deposit	£30	£30
Total Fee to be paid at Enrolment	£100	£30
Requirements:	- The £30 deposit will be refunded on your first invoice, provided your child starts with us on the agreed start date, including any revised start date agreed by us in writing, and there has been no reduction to the original booking pattern. - If you need to delay your child's start date by more than eight weeks from the agreed start date, you will be required to complete a new enrolment and pay the applicable deposit or enrolment fee again. Your first enrolment fee will not be refunded. Any new place will be subject to availability, and First Friends cannot guarantee that a place will remain available following a delayed start. - If your child does not start at First Friends for any reason, the enrolment fee and deposit are non-refundable. - Your first invoice will be sent to you one month before your child's start date. Childcare fees are payable one month in advance. This Agreement is not binding until you have received written confirmation of your enrolment from us.	



Payments & fees

	Key Dates	Outcome
1 st of the month	Fees are charged on a calendar monthly basis and are payable on the 1 st of the month in advance.	Thank you 
5 th of the month (<i>Grace period</i>)	We ask that monthly invoices be paid in full by 9 am on the 5th of each month.	Thank you 
Late Payment	Payment must be received by 5 pm on the 4 th of each month. Any payment not received by 9 am on the 5 th is a late payment.	If you are late paying your invoice, we will charge you £25 , which will be added to your next invoice.
Late Payment	If payment hasn't been received by 5 pm on the 10th of each month.	We may need to temporarily suspend your child's place.
Late Payment	If payment hasn't been received by 5 pm on the 20th of the month.	Your child will be permanently excluded

- Payments may be made by Standing Order, BACS or the Government childcare payment scheme. Cheques and/or cash are not accepted.
- We reserve the right to recover balances outstanding beyond the 20th of the month, plus costs and interest, through due legal process.
- If you ever have any difficulties with payments, please speak to the Nursery Manager as soon as possible.
- We reserve the right to review our fees from time to time. If there are any changes to the fees, we will give you **eight weeks'** written notice, which may be by direct correspondence, newsletter, or other means as we deem satisfactory to provide the notice.

Payments *& fees*



Holidays & Bank Holidays

First Friends does not charge fees for Bank Holidays or our annual Staff Training Day, which takes place each July.

Our nurseries also close earlier on Christmas Eve and remain closed over the Christmas and New Year period, reopening in January. Details of all planned closure dates will be communicated to families well in advance to support planning.

Families will not be charged for any planned nursery closure days.

Fees remain payable where a child is absent due to family holidays, illness or any other reason. No refunds or credits will be given for these absences.

Please notify the Nursery Manager of any planned holidays or absences at least **four weeks** in advance.

Where the required notice is provided, families will not be charged for the Premium Package or food during periods when their child is absent due to a family holiday.

For the purposes of this policy, a holiday absence is defined as a period of seven consecutive calendar days during which your child is absent from nursery due to a family holiday.

A holiday absence does not need to run from Monday to Sunday. For example, a holiday from Wednesday to Tuesday is considered one full week of holiday absence.

The holiday absence applies to the full seven-day period, regardless of which days your child is normally booked to attend nursery.

Late Collections

If you are late collecting your child, we will charge a late pick-up fee of **£1 for every minute after the booked session end time**. This will be included in your next invoice.



Payments *& fees*



Sibling Discounts

Where there is more than one child from the same immediate family (where the children are brothers and/or sisters) attending the same setting, a **discount of 5%** will be applied to the eldest child's fees. The discount will not apply to children that receive government funding in part or in whole.



Packed Lunch & Food Provided

Due to allergy considerations and to protect the health and safety of all children, families are not permitted to bring food or packed lunches from home into the nursery.

Meals and snacks are provided by First Friends and are charged at an additional fee on top of the hourly rate.

Families who are accessing funded hours and prefer not to include meals and snacks within their funded sessions may choose an alternative booking pattern. Details of these session options are available on our website.



Payments *& fees*



Events Outside Our Reasonable Control

First Friends will not be liable for any failure, interruption or delay in providing childcare services, and no refund or reduction in fees will be due, where this results from an event or circumstance outside our reasonable control.

Such circumstances may include, but are not limited to, acts of God, fire, war, terrorism, strikes or other industrial action, infectious diseases or epidemics, severe or extreme weather conditions (including heatwaves, snow, flooding or other weather-related events), unforeseen repairs or damage to nursery buildings or grounds, or the failure, interruption or disruption of public or essential services, including water, heating, electricity, gas or essential road access.

Where an event outside our reasonable control requires a nursery to close temporarily, reduce its services or operate differently from normal, First Friends will notify affected families as soon as reasonably practicable.

In the case of an urgent or unplanned closure, families will be contacted by email and/or telephone using the contact details held on our records.

First Friends will take reasonable steps to resume normal nursery operations as soon as it is safe and reasonably practicable to do so.



Booking pattern & sessions

A session is either all morning or all afternoon, as defined by each setting.

Available sessions are permanently booked, and any reductions you wish to make to your booked sessions can only be made by giving us eight weeks' notice in writing.



The minimum attendance of any child is **two sessions per week**. Additional whole sessions can be booked at any time subject to availability and written agreement between you and the setting.

Extra sessions

From time to time, we offer extra sessions at fees which will be confirmed at the time of booking. Extra sessions booked but not taken are not refundable or transferable unless agreed in writing between us.



Leaving nursery

If you need to cancel your nursery place, you must provide **eight weeks'** notice.

If your child is currently attending our nursery and you provide less than eight weeks' notice, your fees will remain payable for the child's normal booked sessions until the end of the eight-week notice period.



We reserve the right to terminate your child's place with immediate effect and without notice if you do not abide by this Agreement or if you are in breach of our Threats and Abuse Towards Staff Policy, which is available on our website.

Notice periods for termination are effective from the date on which this Agreement becomes binding.

School Leavers

For children leaving us to go to school, we will issue a 'Leavers Form' to you on or around May 1st in their leaving year. Unless you tell us by May 31st following receipt of the Leavers Form that your child is leaving on a specific date, we will assume that your child's last day will be August 31st of their leaving year. This clause does not apply to term-time-only children, whose final day of attendance will be the last day of the school term.





Premium *Package*

At First Friends, we believe children deserve more than simply meeting the minimum requirements of the Early Years Foundation Stage (EYFS).

We go beyond the EYFS to provide enriching experiences, opportunities and resources that support every child's development, wellbeing and learning. This is provided in what we call the 'Premium Package.'

Our **Premium Package** is available to every child in our care and is designed to give children an inspiring foundation for learning, helping them to explore, discover and develop through a wide range of experiences.

The Premium Package, which is only provided as a complete set of services and cannot be purchased separately, comprises weekly:



Earth Explorers Programme - our outdoor learning programme. Through child-led outdoor play, children develop independence, curiosity, and a connection with nature, while learning to care for the environment in a safe and supported way.



Movement & Mindfulness Programme - supports children's physical, social, and emotional development. Activities are age-appropriate, inclusive and adapted to individual needs to promote overall well-being.



Thoughtful Food Programme - supports children in understanding where food comes from, exploring different ingredients, making healthy choices, and developing practical life skills through cooking, food preparation and self-serving.



Makaton Programme – introduces children to Makaton, combining speech with signs and symbols to support understanding, language development and confidence for all children.



Premium *Package*

Items provided as part of our Premium Package



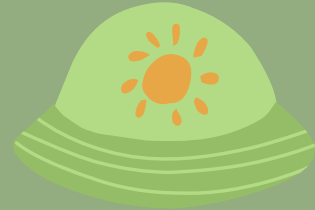
**Toothbrush
& toothpaste**



T-shirt



Sun cream



Summer hat



If you require us to provide nappies, an additional charge will apply.

Premium Package Charges

The Premium Package is charged per booked session. Current Premium Package charges are detailed on our website and may be subject to change.

For families accessing government-funded hours, participation in the Premium Package is optional. See page 11 for further details.





Funded sessions & Premium Package

- We offer government-funded places for children aged 9 months up to school age.
- We offer stretched funding, which means that the total funded hours are distributed over up to 51 weeks. This allows parents to access their entitlement consistently throughout the year.
- Government funding covers the delivery of your child's statutory Early Years Foundation Stage (EYFS) entitlement. At First Friends, we provide a 'Premium Package' that goes beyond the EYFS, that support children's learning, wellbeing and development. These additional benefits are not covered by government funding.
- A separate charge applies for our Premium Package. See our fees on our website. This charge will never exceed 25% of the applicable government funding rate per funded hour.
- Participation in the Premium Package is optional. Families may choose to opt out of the Premium Package charge for funded sessions. Where a family opts out, First Friends will continue to provide the funded Early Years Foundation Stage (EYFS) entitlement. However, the additional services, resources and experiences included within the Premium Package may not be provided during those funded sessions.
- For sessions attended under a government-funded childcare entitlement, 8 weeks' notice is required for any changes to a child's booked funded sessions or their participation in the Premium Package. Changes will take effect once the required 8 weeks' notice has been given.

	Government Funded Hours Only	Non-Government Funded Hours
Premium Package	Optional Charge	Charged
Nappies & Wipes	Optional Charge	Optional Charge
Term-Time Only (3-5 years only, excludes Holybourne) * Limited Places*	Optional	Optional
No Food *Limited Places*	Optional	Not Available

Welfare *of your child*



Absences from nursery

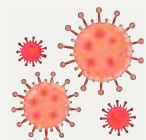
Please let the nursery manager know by telephone or email as soon as possible if your child will be late or will not be attending nursery for any reason.

We reserve the right to refuse entry to any child that any member of our staff may deem to be not well enough to attend the setting, particularly if a child shows symptoms of a contagious illness or infection.

This is for the welfare of your child and the welfare of the other children attending the setting. In the case of a child becoming unwell whilst at the setting, you and/or your emergency contacts will be contacted by any means we have on record to arrange to take that child home.

In the case of an infectious condition, the recommended exclusion times apply, as stated in the public health agency's current guidance on infection control.

We have the right to call an ambulance in an emergency and accompany your child in the ambulance and to await your arrival. Any decisions regarding your child's care will then be made by the emergency department of the hospital.



Sun safety

We will apply sunscreen to your child before going outside when the UV risk factor is recorded as medium or higher. Please refer to our Sun Care Policy on our website for more details.

If you wish to supply your own sunscreen, it must not contain any allergens which may cause risk to other children and it must be approved by the Nursery Manager before it is brought into the nursery.

You may request in writing for the setting not to apply sunscreen, however, your child cannot go outside.



Out and about

It is common practice for our educators to take children on walks, bus rides, local outings or other activities within the local area. Your consent for your child to participate in these activities will be sought by your Nursery Manager.

Depending on the type of event or activity, we may also seek separate, specific consent where additional content, permissions or arrangements are required.



Welfare *of your child*

Sleeping at nursery



First Friends operates a Safe Sleep Policy that specifies the “back to sleep” position. If a dummy forms part of your child’s sleep routine, we will use it at sleep times (if supplied). Please refer to our Safe Sleep Policy on our website for more details.

Food at nursery



Due to allergy considerations and to protect the health and safety of all children, families are not permitted to bring food or packed lunches from home into the nursery.

Safeguarding and Pastoral Care

We will do all that is reasonable to safeguard your child’s welfare and to provide pastoral care. We will respect your child’s human rights and freedoms, which must, however, be balanced with the rules of the setting and rights and freedoms of others.

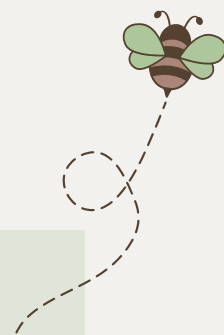
Prior to your child starting, you agree to complete our detailed Settling In Form, which we will go through with you during your child’s first settling-in session. It will cover all relevant personal, health and care details (including but not limited to any allergies/intolerances, medical conditions, home address, emergency contact numbers, vaccination record, etc.) relating to your child.

You will disclose to the setting any family circumstances or court order which might affect the child’s welfare or happiness, or any concerns about the child’s safety. It is your responsibility to update the setting with any changes to your child’s personal details.

If your child remains at our setting after the specified session time and we have been unable to reach you or an authorised contact within 30 minutes of the booked session end time, we will contact Social Services and/or the Police, as the setting deems appropriate



Final *legal* stuff



Contracting our staff

You will be required to pay a recruitment fee if any member of our staff gives notice to terminate their employment or reduce their working hours with us to work for you in any capacity or for any time period. The recruitment fee payable to us will be 20% of the gross annual salary and annual benefits value that the member of staff received from us at the time they commence working for you.

Data Protection

We process data about you, your child and your family including but not limited to sensitive data, such as name; address; telephone contacts; date of birth; email addresses; authorised and medical contacts; employment information if relevant; gender; physical conditions; disabilities or allergies; dietary requirements; child photographs and care, learning and development records, all of which is referred to as Personal Data. We do this to, amongst other things, ensure a safe, healthy environment for your child and/or administer first aid/medical care and/or comply with government regulations and our setting policies/procedures and/or staff training and development and/or market research.

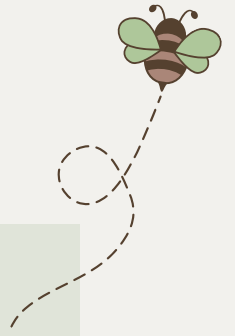
We may share your Personal Data if you receive government funding and/or if you receive childcare as an employee or student benefit and/or with any other Ofsted-registered setting your child attends or may attend and/or as required by Court Order, law or regulation and/or if the setting suspects child abuse and/or neglect.

In accordance with the Data Protection Act 2018 and UK GDPR, and EYFS (enforced by the Childcare Act 2006) we retain your personal data for a period of six years from the date on which you cease to be a current customer. During this period your personal data will be treated with the same level of security and protection that existed whilst you were a customer. By entering into this Agreement you agree to us retaining your data.

CCTV

For the protection of children, staff, parents and visitors, some of our settings operate CCTV with cameras covering specific areas. By accepting this Agreement, you agree to the use of CCTV. Further details are available in our Data Protection and Privacy Policy, which is available on our website.

Final *Legal* Stuff



General

We are not responsible for any of your or your child's personal belongings that are left by you at the setting.

We reserve the right to amend this Agreement at any time. We will advise you of any changes, in a format of our choosing.

By continuing to use our services, you agree to be bound by the most current version of this Agreement.

This Agreement is governed by English Law and is subject to the exclusive jurisdiction of the English courts.

Summary of Key Dates

	Details	Action
Delay start date	If you need to delay your child's start date by more than 8 weeks.	You will need to tell us and re-enrol.
Late Fee Payments	Payment must be received by 5 pm on the 4th of each month. Any payment not received by 9 am on the 5th is a late payment.	You will be charged £25 late payment fee on your next invoice.
Fee Changes	We reserve the right to review our fees from time to time.	You will be given 8 weeks' notice of any fee changes.
Holidays	To avoid paying for the Premium Package and food while you are on holiday.	We need 4 weeks' notice.
Late Collections	If you are late collecting your child, we will charge a late pick-up fee	£1 for every minute after the booked session end time.
Reduction in booked sessions	Any reductions you wish to make to your booked sessions.	We require 8 weeks' notice.
Leaving the nursery	If you need to cancel your child's place prematurely i.e. not a school leaver.	We require 8 weeks' notice.
Opting out of Premium Package.	This only applies to Government Funded Families.	We require 8 weeks' notice.



www.firstfriendsltd.co.uk

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