



Acorn Lodge, Leigh, Dorset, DT9 6JQ  
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[www.willowbankforestschool.com](http://www.willowbankforestschool.com)

## **Willow Banks Parental Agreement Contract**

We aim to have a great working partnership between Willow Banks staff and parents/carers to meet the needs of the children, both individually and as a group.

Information to parents that must be adhered to at all times-

- 1 Willow Banks is open from 9.00am to 4.00pm, term time and 9.00am to 5.30pm in the school holidays
- 2 Willow Banks holds policy documents that must be adhered to at all times and copies are available upon request.
- 3 Willow Banks will pass information to parents via telephone, text message, email, notice board and letters home on a regular basis.
- 4 Staff details and information about activities are available on request.
- 5 Willow Banks are happy to consult with parents on a regular basis to ensure they are meeting the children's needs.
- 6 Persistently disruptive behaviour by a child would result in the incidents being reviewed and recorded.
- 7 Willow Banks reserve the right to prohibit a child attending on the grounds of persistently disruptive behaviour where it affects the well-being of others.
- 8 Any problems which cannot be satisfactorily resolved between parents and staff may be referred to the directors of Sherborne Equestrian Centre in line with the organisations complaints procedure.
  
- 9 All fees will be paid to Willow Banks in advance of their child attending the club.
- 10 Parents may pay fees by Bank transfer.

Account name: Sherborne Equestrian Ltd

Sort code: 30-65-21

Acct No. 40001668

Parents may also pay by cash or cheque by handing to staff and receiving an invoice prior to the child starting.

11. Bookings for holiday club will not be refunded

Standard cancellation fees will apply, as detailed below:

13 Sessions booked within Term Time and not cancelled 24 hours in advance will be charged in full

14 Sessions cancelled due to ill health, family emergency etc will be credited the session cost on their next invoice (for a maximum of four days) .

15 Children should be collected promptly at the end of a session. Where a parent is late in collecting a child, Willow Banks reserves the right to charge a late fee, £5.00 for every 15 minutes late.

16 Children are not allowed to leave the group, unless accompanied by their parents or other nominated adult.

17 If a parent is unable to collect their child/ children, they must inform Willow Banks. No child will be allowed to leave the premises with person or persons unknown.

18 Parents are requested to behave in a polite and appropriate manner when dropping off or collecting their children.

19 If a parent cannot collect their child at the allocated time, they must inform Willow Banks immediately. In that instance please call and let us know, we are very understanding!

20 All staff are aware of the need to maintain confidentiality about matters concerning families and children.

21 Willow Banks ensures to provide a safe and caring environment free from discrimination, any discriminatory behaviour by children, parents or staff will be challenged and not tolerated.

22 Records will be kept containing details about the child, including health, religion and diet information, parent emergency contact details, child protection records if applicable and appropriate signed consent forms. Parents if requested to complete or sign such forms must do so promptly or your child may be refused a place.

23 Records will be kept on your child's learning and development progress when attending term time sessions, these are available on request.

24 In the event of staff sickness or emergency situations such as building fault or bad weather Willow Banks reserves the right to close the setting at short notice. We will endeavour to let parents know in advance where possible.

25 Parents must take responsibility for their children's belongings and teach children to do the same. Willow Banks accepts no responsibility for lost or damaged property.

26 Children must not bring in any electrical devices such as I pads, tablets, laptops, mobile phones or I pod's. Likewise no game consoles. This is in line with our use of mobile phones and cameras policy.

27 Willow Banks encourage independence at a high level appropriate to the child's age. Parents are asked to be supportive of this and support staff in teaching children about caring for each other and the setting by being responsible.

28 Children must bring appropriate clothes for outside play including a rain coat and wellies/walking boots which may be left in Willow Banks for wet weather and a sunhat and sun cream for hot weather. We try to go out in all weathers and unsuitable wear may mean your child being excluded from some activities.

Please sign below to confirm you have read and understand the parental contract agreement and recognise that by doing so you are agreeing to the contract.

Signed: .....

Print: ..... Date.....