



Terms and Conditions of Placement – Play Place Childcare 2026-2027

This agreement is made between the child's main parent/carer and the setting. By registering for and using our services, you acknowledge that you have read, understood, and agree to comply with these Terms and Conditions.

Attendance

- I will complete the application process for my child and provide all required documentation.
- I will inform the setting as soon as possible if my child is unable to attend on any booked day.
- I understand that, by signing this agreement, I am responsible for ensuring my child attends for the number of hours/days agreed with the provider. If my child does not attend regularly, the allocated hours or placement may be withdrawn.
- Bookings for the after-school club should be made in advance. Any request for a booking on the same day must be received by the setting before 1pm. After this no further same day bookings will be accepted.
- Bookings are made on a pay for place basis. Unfortunately, we are unable to accommodate requests to swap, transfer, or alter individual sessions.
- I understand that a booking is only confirmed once the setting has confirmed availability.
- I will give at least 4 weeks' notice if I wish to terminate/resign my child's placement at the setting.

Health

- I will inform the setting of any infectious illness and will not send my child to the setting if they are unwell or unable to safely participate in the provision.
- I will inform the setting of any accident, injury, medical condition or other relevant health information that may affect my child's care.

Finance

- I will make payment of all fees within the agreed timeframe (two weeks after receipt of invoice). Failure to make payment may result in a £25 late payment charge. Frequent late payment or non-payment may result in termination of the placement.
- I will inform the setting as soon as possible if I am going to be late collecting my child.
- Where late collection occurs more than twice within any half-term period, a late collection fee of £1 per minute will be charged for each subsequent occasion.



- When claiming early years funding entitlements, I will declare to the provider details of the actual number of hours taken at another setting to ensure that my child is not claiming more than the free entitlement.
- I understand that knowingly providing false information to secure payment of money not lawfully due is a criminal offence and will be referred to the relevant authorities.
- I accept that debt collection services may be instructed to recover any outstanding monies owed to Play Place.
- I agree to comply with the policies and procedures of Play Place After School Provision.

Play Place Childcare services will:

Delivery

- We will provide a warm, welcoming environment where your child can feel safe, secure and valued.
- Your child will be appropriately cared for and their individual needs will be considered and supported.
- Your child will be supported and nurtured and provided with opportunities to learn and develop through play.
- We will keep you informed about your child's attendance and any relevant matters arising during their time at the after school club.
- We will maintain an inclusive approach that values diversity and differences in ability, including children with additional needs and disabilities.
- We will keep you informed about any relevant changes to the delivery of the session should this need to change.

Relationships and Safeguarding

- As providers, we will work closely with parents, carers, other family members and relevant professionals to support your child.
- We will report safeguarding and child protection concerns in accordance with our safeguarding procedures and will signpost families to appropriate support where required.
- We will keep parents/carers informed of relevant changes to the provision, policies or procedures.
- A placement may be terminated where there is persistent or continuous late collection.
- We expect all children to treat others with respect and consideration and to behave appropriately within the setting.

Regulations and Complaints

- We operate in accordance with applicable Ofsted regulations and requirements.



- We will inform parents/carers of Ofsted inspections and outcomes where appropriate.
- We will ensure that concerns and complaints are dealt with fairly and in accordance with our complaints procedure.

Finance

- We will request that all fees are paid within the agreed timeframe.
- Any applicable late payment fees will be clearly stated on invoices.