

Parental Agreement

Agreement between the childcare provider and staff working with parents and carers to meet the needs of the children, both individually and as a group.

Information given to parents:

The Ark is open from 8.00am – 6.00pm to children between the ages of 0 and 11 years, and has the following policies available for inspection by the parents.

- Admissions
- Settling-in
- Equal Opportunities
- Care, Learning and Play
- Confidentiality
- Behaviour Management
- Safeguarding Children
- E-Safety
- Under 2s
- Special needs
- Intimate Care
- Personal, Social and Emotional
- Health and Safety
- Nutrition
- Contingency
- Complaints
- Delivery and Collection of Children and Lost Children
- Outings and Events
- Employment, Recruitment and Selection
- Staffing and Students
- Training
- Parent Partnership Policy

Fees for children who attend regularly will be invoiced at the beginning of the month, to be paid to The Ark by 15th of the month; if fees are unpaid by the end of the month then a reminder will be issued with the following month's invoice requesting payment of arrears within 7 days. If this is not possible parents are advised to discuss the situation in confidence with either the Manager or Administrator and a more flexible payment plan can be arranged. If fees remain unpaid for six weeks or more and contact has not been made within the 7 day time frame, then the matter will be brought to the attention of the committee, who may decide that the child be excluded from The Ark, other than for government funded sessions, until payment is received. The committee also reserves the right to charge a penalty if fees remain unpaid for more than three months.

We require one calendar month's notice to reduce sessions, and booked sessions must be paid for, even if your child does not attend e.g. due to sickness. For those children who attend year

round only, a reduction of 75% to the fees is applicable for up to two weeks holiday per year, provided holiday is booked at least one calendar month in advance.

Fees for children who attend on an ad hoc basis i.e. as and when required for Holiday or After-school Clubs only, will be invoiced and paid for in advance.

Parents are invited to participate on the Management Committee.

Children should be collected promptly at the end of a session. Parents/carers are requested not to open The Ark's doors to other parents/carers. Instead they should alert a staff member who will give access to that person.

Children must be signed in and out each day by their parent/carer. Children are not allowed to leave The Ark, unless accompanied by their parents/guardian or nominated other adult.

If a parent/carers is unable to collect their child/children, they must inform the Manager of the nominated other responsible adult. No child will be allowed to leave the premises with person or persons unknown.

Parents are requested to behave in a polite and appropriate manner when dropping off their children. Failure to do so could lead to their children being excluded from The Ark.

Any problems which cannot be satisfactorily resolved between parents and staff may be referred to the Management Committee, in line with The Ark's complaints procedure.

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