

# COLETS CRÈCHE TERMS AND CONDITIONS

**Bookings** - All bookings for Crèche places can be made up to 10 days in advance online via the club website or in person with main reception. Places will be allocated on a first-come, first-served basis. There is a waiting list should Crèche be fully booked. Children must be booked into the correct age category. We take children from 6 weeks old until they start reception year at school. Please book early to avoid disappointment, sessions may be cancelled due to no bookings.

**Payments** - All payments will need to be made at the time of booking by Credit/Debit card. Should payment not be made at time of booking, your Crèche place may be cancelled without notice.

**Membership** - Your child's membership must be current at the time of booking & at the time of the session booked to attend Crèche. Children's bookings are not live if the linked adult membership is frozen.

**Cancellations/Refunds** - All requests for cancellation or refund must be made directly, by email, to the Crèche Manager using [childcare@colets.co.uk](mailto:childcare@colets.co.uk) at least 24 hours before the booked session. We will respond within 2 working days. If you have not heard from us within that time frame it is essential you contact us again. Please note that should your child be taken ill, or should the centre close due to conditions beyond our control, we cannot offer a refund.

**Drop-Off & Collection** - Please ensure your children are dropped off by the session start times and are collected by the session end times. If you will be late, please contact the Crèche to let them know.

**Late Fees** - Late collection of your children will incur a late fee of £10 for every 10 minutes (or part thereof) past the specified collection time, up to a maximum of £30.00 per half hour.

**Signing In & Out** - To meet OFSTED & Fire Safety regulations children MUST be signed in & out of Crèche by a responsible parent/guardian age 14+. Please inform the Crèche staff during registration where you will be during the session, should you be needed. Parents who have children in the weekday Crèche sessions must not leave the premises under any circumstances. For weekend sessions, you are able to leave site. Please ensure that your phone number is up to date on our system.

**Toilet/Potty Training** - If your child is potty training while attending Crèche, we will do our best to follow your routine as closely as we can. Please provide your own potty and plenty of spare clothes.

If your child is still in nappies please provide all nappies and wipes needed for the session and nappy cream if necessary.

**Belongings** - We discourage children from bringing toys from home. Electronic equipment and phones should not be brought to Crèche. Colets cannot take any responsibility for lost or damaged belongings. We recommend you name all your child's clothing and belongings so lost items can be reunited.

**Lunches and Snacks** - Please provide any food that your child would usually eat during your booked session times. For the safety of children with allergies we ask that this food is totally nut free. Please provide a drinks bottle with fresh water for your child. If your child has any allergies, please speak to the Crèche staff about how best to manage them during their time at Crèche, you will be required to fill in an allergy care form.

We cannot warm up food or milk in Crèche.

**Sickness & medication** - Should your child become sick during Crèche, the staff will contact you to come and collect them. We cannot administer any medication during weekday Crèche sessions other than emergency medication such as EpiPens and asthma inhalers. During weekend Crèche sessions, if a child has a temperature above 38.3 degrees celcius and their parent/guardian is offsite, they will be called to come and collect and permission will be required to administer Calpol.

If a child has had vomiting or diarrhoea they may not come to Crèche within 48 hours of the last episode. If they have had a temperature or Calpol they may not come to Crèche within 24 hours.

**Notice of Termination** - We reserve the right to terminate your child's place at Crèche immediately if a breach of Terms & Conditions occurs, or if it is considered to be in the best interests of the centre or welfare of the other children.

**New Child Policy** - If your child has not attended Colets Crèche before, please contact the Crèche Manager to receive your welcome information & to book a settle session if necessary. We will need to see documents which contain proof of address and child's date of birth. For a full list of approved documents please speak with the Crèche Manager.

Updated January 2024

