

TERMS AND CONDITIONS OF IN2 INTERESTS LTD



To enable IN2 Interests to provide and maintain the highest quality standards of childcare, it is necessary for all Parents/Guardians to understand and agree to the following Terms and Conditions. These Terms and Conditions relate to the contract between IN2 and the Parent/Guardian in respect of provision of the childcare services.

1. Registration

To register with IN2 Interests Ltd, parents must complete the required Registration Pack which includes details of the child, emergency contact details, adults who may collect children from our setting and medical or behavioural needs of the child. Once the data collection process is complete, the child may commence the required sessions. If the child requires medication to be administered whilst under the care of IN2 Interests, a Medical Form must be completed. Parents must ensure that all of the necessary information is communicated to our staff members in order for us to care for your child to the highest standard.

If the contact details of emergency kin change, we must be informed immediately. We also ask that parents keep us up to date of those adults with permission to collect their child from IN2.

There is no initial registration fee required.

2. The Changing of Hours, Child Absences and Late Collections

If you wish to cancel a single session, you may do so at any time. If you inform us that your child will not be attending their IN2 session 48 hours prior, we will remove the charge from your monthly invoice. If you cancel within that 48 hour period, you will still be charged for the session. If your child is unwell and cannot attend or is on holiday, please make us aware as soon as possible. The IN2 Team communicate with school staff as much as possible, but it is the parents duty to ensure that IN2 are informed of all absences.

At the beginning of each term, we require a completed registration of requirements form to detail the required hours. If your hours do not change, we accept a verbal or written confirmation via email that you wish for the child's sessions to remain the same. If you wish to change the agreed hours during term time, we require a notice period of one week.

If you require additional, adhoc or last minute childcare, we will accommodate these as much as possible. Please get in touch with a member of our team at your earliest convenience to confirm these sessions.

If you are running late to collect your child or are unavailable due to unforeseen circumstances, please let us know via phone or email and we will be happy to keep your child until you are available or an alternative collection has been arranged. Late collections over 15 minutes will incur an additional charge. If you would like to collect your child early, you must inform us 48 hours prior to you doing so, in order for the charge to be changed on your monthly invoice. If you do not inform us of the early collection, the original charge will still stand.

3. Fees and Payments

Our fees are calculated on a monthly basis. You will receive an invoice on the last school day of each month detailing all of the sessions utilised by the child throughout that month. If that month includes a school holiday period, any sessions employed during this time will also be included on the billing statement. If a school holiday period covers more than one month, you will be billed separately for these sessions.

The total amount on your invoice must be paid within 14 days of the date stated. Failure to do so may result in suspension of our services and the debt being passed on to Durham County Council to pursue.

We accept payments via cash, cheque or online. All cheques must be made payable to Sedgfield Hardwick. IN2 Interests may wish to change the fees at their discretion, however any changes will be communicated to parents with sufficient notice. If you have any queries regarding invoicing or payments, please contact the IN2 Business Manager.

4. Suspension or Cancellation of Contract

IN2 Interests requires a notice period of one week if a parents wishes to cancel their contract with us. Verbal or written communication via email is accepted as cancellation. If, in the future you wish to utilise our services again you will require to complete a registration of requirements form and confirm that all information on our system from the data collection pack still applies and is correct. You may immediately terminate your contract if you feel that we have breached any of our obligations detailed in the terms and conditions.

IN2 may suspend the provision of our childcare at any time if any of the following occurs:

- You have failed to pay your fees
- Your child's behaviour in our care is deemed to be unacceptable or endangers the safety and wellbeing of the other children. We will always address these issues with the parents in the first circumstance.
- A parent or relative's behaviour is deemed unacceptable, we will not tolerate any physical or verbal abuse towards the IN2 Staff.

By signing the form on the reverse of this page, you are agreeing to these terms. If you'd like to contact IN2 regarding these please do so via the Business Manager who is contactable through email at admin@in2interests.com or by calling 01740 620041 and choosing the option for IN2.