

### **We ask you to inform us if:**

- \* You are going away on holiday, please do this at least 4 weeks in advance.
- \* If your child is unwell and therefore unable to attend.
- \* If your child has a contagious disease.
- \* If your child will be arriving late.
- \* If someone other than yourself is collecting your child, they must also provide us with your chosen unique password.
- \* If you are going to be late in collecting your child.

### **Safeguarding.**

We ask for parents, carers and visitors not to let anyone into the building, even if they are known to you.

All of our staff have Safeguarding Training.

Please do not use mobile phones while on site.

### **Policies.**

We ask Parents and Carers to become familiar with our policies and procedures. All policies can be found on the Howe Dell website, [www.howedell.herts.sch.uk](http://www.howedell.herts.sch.uk). Policies can also be found outside the Day Care office. Policies can be emailed on request.

### **Dietary needs.**

Lunch time and tea time meals are provided by Hertfordshire Catering Ltd.

If your child has specific dietary requirements proof of allergy/illness in the form of medical evidence and a Hertfordshire Catering form must be completed online at, [www.hcl.co.uk](http://www.hcl.co.uk). Vegetarian/vegan options are available and religious dietary requirements are catered for.

### **Contact Details,**

Address: The Runway, Hatfield, Herts, AL10 9AH.

Tel: 01707 263291 ext. 6

Email: [daycare@howedell.herts.sch.uk](mailto:daycare@howedell.herts.sch.uk)

Web: [www.howedell.herts.sch.uk](http://www.howedell.herts.sch.uk)

Facebook page: Howe Dell Day Care

Alison Reck - Day Care Manager

Melissa Esty - Deputy Day Care Manager

# **Howe Dell Day Care**

Terms and Conditions 2025



**Howe Dell**  
DAY CARE

Open 50 weeks a year, 8am to 6pm.

3 Rooms; Baby Room 3 mths-2 years, Toddler Room 2-3 years and

Preschool Room 3-4 years.

We offer places for government 15 and 30 hours funding for children aged 2, 3 and 4 year olds.

Fees include breakfast, snacks, lunch and tea as appropriate.

Meals are provided by Hertfordshire Catering Limited.

We will provide a variety of milks and water freely.

### **Booking a place**

A minimum of 2 full day sessions are required upon booking a place.

### **Settling fee**

A £100 booking fee is required when booking a new place. This is non-refundable and payable on confirmation of a Day Care place.

### **Termination of place**

Four weeks written notice is required when cancelling a place. Your place may be terminated if you fail to pay fees. Your place may be terminated if your behaviour is unacceptable, as physical or verbal abuse towards staff or other provision users will not be tolerated.

### **Decreasing and increasing sessions**

Four weeks written notice is required when decreasing or changing sessions. Where possible we will try to accommodate requests to increase sessions. We will also try to accommodate requests for extra sessions. Extra sessions must be paid for in advance. Requested extra sessions will be charged for even if your child is unable to attend. If any changes to sessions or is no longer required one month's notice must be given to cancel it.

### **Additional session charge**

Additional hourly charge on top of normal session is £20.00 per hour. Additional hours are subject to availability and can not be booked as permanent sessions.

### **Term time only contracts**

Term time only contracts are only offered to children accessing 2 year old funding only or 15 hours funding only.

### **Fee payment**

Monthly fees are required in advance at the beginning of each month. Fees apply 50 weeks of the year. Fees apply to all Bank Holidays excluding; Christmas Day, Boxing Day and New Year's Day.

No refund will be given if your child is unable to attend due to illness or holidays.

Payment can be made by bank transfer. We accept child care vouchers and tax free childcare as payment for your child/children's fees. Please note, all fees are subject to change and reviewed on a regular basis.

Please see our fee policy for further information.

### **Opening times and Late Collection Policy**

Day Care opens at 8am, staff will be ready to greet you at 8am, please do not arrive before this time.

Day Care closes promptly at 6pm.

If you wish to speak to your child's key worker and receive feedback on their day please ensure you arrive in plenty of time.

Any parent/carer that arrives late after 1pm or 6pm will be charged as follows:

6.01 – 6.09 = £10  
6.10 – 6.19 = £15    Etc  
6.20 – 6.29 = £20

### **2, 3 and 4 Year Old Early Education Funding**

Up to 15 or 30 hours of funded sessions will be given during term time only. A maximum of 10 hours funding per day.

All funded places are subject to availability and change.

Funding will be given over your child's first three booked days.

Funding will not be given on Howe Dell Inset days, Occasional days and Bank Holidays.

Children who will be accessing 15 hours funding only are able to bring a packed lunch or purchase session meals.

Please see our Fees policy for further information.

### **Enriched provision**

30 hour funding sessions have an enriched provision fee of £25 for a full day session or £15 for a half day session. This applies to each day your child receives funding. During non term times (including Bank Holidays, inset days and occasional days, you will be charged our standard session fees.