



# Childcare Service Agreement

## **PARTIES TO THE AGREEMENT:**

This Childcare Service Agreement (the "Agreement") is entered into between The Castle Hill Holiday Club (referred to as "Provider"), located at Castle Hill Community Centre DA10 1AB, and the Parent/Guardian (referred to as "Client") of the child/children enrolled in the childcare program.

## **SERVICES PROVIDED:**

The Provider agrees to provide the following services to the Client's child/children:

1. Supervision and care during operating hours, including feeding, and engaging in age-appropriate activities.
2. Ensuring the safety and well-being of the child/children during their stay at the facility.
3. Implementing structured and educational opportunities to support children's developmental and growth.
4. Communicating with the Client regarding the child's progress, behaviour, and any significant developments.

## **FEES AND PAYMENT TERMS:**

The Client agrees to pay the Provider a predetermined fee for the childcare services provided.

The payment terms are as follows:

1. Fees are due 14 calendar days in advance of the service being provided.
2. Late payments may result in losing provisionally booked place.

## **OPERATING HOURS:**

The facility will operate during term holidays on varied dates and times:

### Full-Time Care Facility:

- Monday - Friday: 9:00 am to 3:00 pm
- Monday - Friday: 9:00 am to 1:00 pm/1:00 pm - 5:00 pm
- Closed on Saturday, Sundays and major holidays

### Extended Hours Facility (subject to availability):

- Monday to Friday: till 6:00 pm
- Open on selected holidays with advance notice to parents/guardians

### Flexible Hours Facility:

- Operating hours vary based on the specific needs of the enrolled children and their parents/guardians.
- The facility remains open for a minimum of 4 hours a day, with varying drop-off and pick-up times.

## **HEALTH AND SAFETY POLICIES:**

### Health and Hygiene Practices:

1. All staff members will adhere to strict hygiene practices, including regular handwashing, sanitisation of surfaces and toys, and the use of gloves when handling food or dealing with bodily fluids.
2. Children will be encouraged and assisted in maintaining good hygiene habits, such as handwashing before and after meals, after using the restroom, and after certain play activities.

### Illness and Medical Care:

1. Any child displaying symptoms of illness, such as fever, vomiting, or contagious conditions, will require collection by parent/guardian
2. The service will maintain updated records of each child's medical history, allergies, and any required medications, ensuring that all staff members are aware of and can respond appropriately to any medical needs.

### Emergency Preparedness:

1. The facility will conduct regular emergency drills to prepare for various scenarios, including fire evacuations, lockdown procedures, and natural disasters.
2. Staff members will be trained in first aid and CPR, and first aid kits will be readily accessible and regularly checked to ensure they are well-stocked and up to date.

### Safe Environment:

1. The facility will be equipped with age appropriate furniture, toys, and play equipment, regularly inspected for any potential hazards, and maintained in safe working condition.
2. Outdoor activity will be agreed ahead of time with parent/guardian consent

### Nutrition and Allergies:

1. Parents/Guardians are responsible for the provision of packed lunches. The service will provide an assortment of fruit and snacks, taking into account any dietary restrictions or food allergies that children may have. Options will be shared with parents/guardians to ensure transparency.
2. Any known allergies of the children will be prominently identified via red wrist band, and staff will be trained to recognise and respond to allergic reactions.

### Medication Administration:

1. The administration of any required medication will follow strict protocols, including obtaining written consent from the parent/guardian, ensuring proper storage, and maintaining accurate records of administration.

### Supervision and Child Safety:

1. Staff members will maintain constant supervision of children to prevent accidents and ensure their safety during indoor and outdoor activities.
2. A strict sign-in and sign-out policy will be implemented to ensure that only authorised individuals are allowed to pick up children from the facility.

## **PARENT RESPONSIBILITIES:**

The Client agrees to fulfill the following responsibilities:

1. Providing accurate and updated information about the child/children's health, medical history, and any special requirements.

2. Informing the Provider of any changes in contact information, emergency contacts, or authorized individuals for pick-up/drop-off.
3. Adhering to the agreed-upon drop-off and pick-up times.

## LEGAL COMPLIANCE:

The Provider and Client agree to abide by all relevant laws, regulations, and licensing requirements applicable to childcare services in the Kent and Medway area.

*Date:* \_\_\_\_\_

*Provider: [Provider's Name]* \_\_\_\_\_

*Signature* \_\_\_\_\_

*Date:* \_\_\_\_\_

*[Client's Name]* \_\_\_\_\_

*Signature* \_\_\_\_\_

