



Sudbrook School Limited · The Village Hall · Bute Ave · Petersham · Richmond TW10 7AX

Terms and Conditions

These Terms and Conditions outline the agreement between you (the parent/carer) and us (Sudbrook Kinderhaus) for the provision of early years education and childcare in accordance with English law and the Early Years Foundation Stage (EYFS) framework. The Terms and Conditions together with the Offer Letter and Acceptance form are the basis of a legal contract between the parents and Sudbrook Kinderhaus. By registering your child at Sudbrook Kinderhaus, you accept these Terms and Conditions.

Admissions

- Admission is subject to availability and completion of all required registration documents, including health and emergency information.
- We are registered with OFSTED and comply with all statutory regulations.
- We welcome children from all backgrounds and will do our best to accommodate additional needs, subject to our capacity and ability to provide appropriate support.

Attendance

- We expect regular and punctual attendance.
- You need to inform us of any absence by email by 8am in the morning at the latest.
- Ad hoc sessions can be booked if available.
- For increases in weekly sessions, we will do our best to meet these requests, but this will always be subject to availability.
- There is no compensation for missed sessions.

Fees and Payment

- A non-refundable registration fee of £250 and a deposit of £500 is payable upon acceptance of a place.
- We accept government funding as outlined in our Funding Policy and childcare vouchers, but you are responsible for any fees beyond this entitlement.
- Fees are payable within 14 days of receiving an invoice.
- If the fees are not paid within 14 days after invoicing, we reserve the right to charge interest. Continued non-payment may result in your child's place being withdrawn.
- Ad hoc sessions and holiday camps are charged separately according to our fee list.
- Fees are non-refundable, and it is at the discretion of the school to agree to any postponement to the child's attendance in the event of unforeseen circumstances.
- Bear Club fees will be charged up until the term during which the child turns two. From the following term Penguin fees will apply. There will be no refunds should children move up within the term.
- Ad hoc fees are charged for mid-term starters unless agreed otherwise.

Opening Hours, Term Dates and Closure

- Our nursery operates from 8am – 4.30pm, Monday to Friday according to our term dates schedule.
- Fees are not refundable should the school close in line with government advice due to additional bank holidays, bad weather conditions, or public health issues.

Sickness and Medication

- Children who are unwell (e.g., with a fever, vomiting, diarrhea, or infectious illness) must remain at home for at least 48 hours after symptoms end.
- You are required to inform the nursery of any health issues and/or contagious diseases.
- We reserve the right to refuse entry or send a child home if illness is suspected.
- We may administer prescribed and non-prescribed medication only with prior written consent.



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Safeguarding and Child Protection

- We have a duty of care and a legal obligation under Section 11 of the Children's Act 2004 to safeguard all children.
- Any concerns will be handled in line with our Safeguarding Policy and may be referred to the local authorities or the Local Safeguarding Children Partnership (LSCP).
- Our staff are trained in safeguarding and undergo enhanced DBS checks.

Behaviour and Discipline

- We use positive behaviour management strategies in line with EYFS guidance.
- Persistent disruptive behaviour or aggression (by children or adults) may result in the suspension or termination of a nursery place.

Collection of Children

- Only authorised individuals (aged 16+) may collect children. Written permission is required for anyone not previously named.
- Late collection will result in a charge of £10 per 15 minutes, and persistent lateness may result in a review of your place.

Notice Period (Termination)

- If you no longer wish to maintain your child's place at Sudbrook Kinderhaus you are required to give one term notice (within the first week of the term before leaving) by writing to the office.
- One term notice needs to be given for any reduction in sessions required for the following term. Charges based on the previous term's attendance will be made if changes are made after this time.
- We reserve the right to terminate your child's place with immediate effect and without notice if you breach the terms and conditions, have outstanding fees owed or if we consider termination of your child's place to be in the best interests of the school and/ or the welfare of your child or other children at the school.
- The deposit will be returned within 30 days of the end of the term provided all fees have been paid and the required notice has been given.

Data Protection and Confidentiality

- We comply with UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- Our Data Protection Policy and Data Privacy Notices are available on the Website.

Photographs and Media

- Photographs may be taken for developmental records (Learning Journals), OFSTED evidence, and internal use.
- Separate consent will be sought for any photographs/ filming material used on social media or in marketing materials.

Changes to Terms

- We reserve the right to update these Terms and Conditions from time to time to reflect changes in law or in customs and practice.
- Continued use of the nursery following any change will be taken as acceptance of the revised terms.

Governing Law

- These Terms and Conditions are governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the English courts.

Contact details

office@sudbrookschool.co.uk phone (+44) 020 8940 7021

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