



ECOLE FRANÇAISE DE BRISTOL

pour faire vivre ton français

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PLEASE READ THOROUGHLY AND KEEP THIS COPY FOR YOUR INFORMATION **TERMS AND CONDITIONS OF THE ECOLE FRANÇAISE DE BRISTOL** **ACADEMIC YEAR 2019-2020**

A - TERMS AND CONDITIONS THAT APPLY TO ALL CLASSES

Notes

For classes that run for 2 hours or more:

- We must comply with the requirements of the Early Years Register for children until 31 August following their 4th birthday. This applies to:
 - The Nursery Class
 - The Day Release Reception class
 - The Holiday Clubs
- We must comply with the requirements of the Childcare Register for children from Year 1 up to and including age 7. This applies to:
 - The Day Release classes
 - The Holiday Clubs
- We must comply with the requirements of the Voluntary Register for children from the age of 8. This applies to:
 - The Day Release Classes
 - The Holiday Clubs
 - The Saturday class for secondary pupils

Ecole Française de Bristol may be abbreviated to "EFB" or "School" in the following terms and conditions.

1. Changes to Terms and Conditions

THIS AGREEMENT IS SUBJECT TO CHANGE IN WHOLE OR IN PART BY THE SCHOOL WITH ONE MONTH'S NOTICE. NOTICE IS DEEMED TO HAVE BEEN GIVEN PROVIDED THAT THE CHANGES HAVE EITHER BEEN POSTED TO ALL PARENTS FOR WHOM THE SCHOOL HAS AN ADDRESS OR EMAILED TO AN EMAIL ADDRESS PROVIDED BY THE PARENT AND NOTICE HAS BEEN DISPLAYED IN THE SCHOOL FOR TWO WEEKS FROM POSTING. THE SCHOOL WILL NOT BE HELD RESPONSIBLE IF NOTICE GOES MISSING IN THE POST AND PROOF OF POSTING IS NOT REQUIRED NOR WILL THE SCHOOL BE RESPONSIBLE IF FOR ANY REASON AN EMAIL FAILS TO DELIVER. THIS PROCESS DOES NOT APPLY TO CHANGES TO THE TERMS AND CONDITIONS OF THE PROVISION OF THE "FREE EARLY YEARS ENTITLEMENT" OR "30 HOURS FREE CHILDCARE" SCHEMES. WE RESERVE THE RIGHT TO CHANGE THESE TERMS AND CONDITIONS AT ANY TIME, TO TAKE EFFECT FROM THE FOLLOWING TERM.

2. Introduction

These terms and conditions are revised annually by the teaching team and School's Management.

PART B FOR AFTER-SCHOOL AND SATURDAY CLASSES

PART C FOR HOLIDAY CLUBS

PART D FOR THE NURSERY CLASS

PART E FOR DAY-RELEASE PRIMARY CLASSES

Also form part of these terms and conditions together with each class's Admission Policy for the 2019-2020 Academic Year.

3. Admission

- A registration form **must** be completed by parents / carers for each child and returned to the School's office prior to attendance.
- Admission will be according to the conditions published in the Admissions Policy included in each class's 2019-2020 Information Letter given/sent to parents prior to registration. You are deemed to have read and accepted these terms fully prior to your child's (children's) registration(s).

4. Attendance

- Registers: The class teacher is responsible for keeping an attendance record.
- The teaching staff will make sure that up to date and accurate information is included in the register.

5. Arrival and Collection of the children

- Unless registered for pre-school care (where applicable), children who arrive before lesson times are under the responsibility of their parents / carers exclusively. This is also the case once parents / carers have arrived to collect the children.
- Parents / carers must notify the school in writing when someone other their parent is to collect the child, or if one of the parents is not allowed to collect the child. In the case of a relative being forbidden contact with a child, we will ask for a copy of legal documents supporting these measures.

6. Late Collection Charges

- If parents are late to collect their child, a late collection charge of £10 will be made the first time, £20 the second time and £30 the third and subsequent time(s).
- Payment of late collection charges must be made within 15 days of the date of the invoice.

7. Absence

If a child is going to be absent, please notify the school by telephone in the morning.

8. Communication

- Please note that teachers are generally available after class to discuss any school matter, or by appointment. Parents / carers should not stay too long in the morning so that teaching can start on time.
- Parents / carers are advised to keep up to date with school information.

9. Supervision of the children

- During school hours, the children will always be supervised. Supervision arrangements will consider the nature of the premises and equipment, and the activities offered. Staffing ratios required for our various registrations will always be met.
- Should an artist, storyteller or other specialist run an activity or workshop for the children, the children will remain under the responsibility of their teacher. The activities will be authorised by the Headteacher.

10. Health and Safety

- The registration form includes important questions regarding your child's general health. **It is the parents' / carers' responsibility to inform the school immediately of any health problem / allergies and / or special need, or changes to contact details.**
- **Parents must fill in an Individual Healthcare Plan if their child suffers from a serious allergy or health condition.**
- In the case of an illness, children should not be sent to the school, especially if there is any risk of contagion. The school reserves the right to resign the charge of any child with the following ill health: diarrhoea, temperature, severe cold and infectious diseases etc. as per its Sickness and Infection Control Policy and Procedures available to parents / carers on request.
- If your child requires medication/care for a chronic condition, you must provide written instructions on dosage and requirements. You must also provide written instructions for any change in medication.
- Infectious diseases - You must let us know if your child suffers from any infectious diseases (List available from the Office).
- Administration of medicines - We will help a child take a medicine if s/he suffers from a chronic condition provided that suitable instructions and training are provided. In all other cases, this can be asked for prescribed medicines only (See Paracetamol exception for the nursery class, day release classes and holiday club). You must always sign a consent form to allow the administration of any medicine to your child.
- It is forbidden to take sharp or heavy objects, as well as jewellery, to school.
- Should a pupil have a severe allergy to a specific ingredient (e.g. nuts), we reserve the right to forbid including it in lunchboxes/snacks. You will be notified in writing should this measure have to be implemented.
- **Parents must not park in the Fonthill Centre's car park (this is a condition of the School's lease): they must park in the road and use the pedestrian access.**

11. Discipline and behaviour

- Any indiscipline and any verbal or physical bullying of other children, or lack of respect to teachers, can lead to sanctions which will, if felt necessary, be brought to the attention of the families.

- We may, in the case of behaviour which can be dangerous to the child or to others, take a child out of a class. This will be momentary, and the child will always be supervised.
- We may at our absolute discretion withdraw a place if the management's view is that the behaviour of the child or the parent/guardian is detrimental to the well-being of the School's occupants.

12. Belongings

- Children must not bring valuable objects in school, or money or phones.
- Whilst every reasonable effort is made to take care of a child's belongings, no responsibility can be accepted for loss or damage to a child's personal effects.
- Children's personal effects should have a name label.

13. Deposits, Fees and Invoices

- Deposits are not transferable to another child. They are not refundable other than as part of the provision of the "Free Early Years Entitlement" or "30 Hours Free Childcare" (See specific conditions in the Nursery Admissions Policy for the 2019-2020 Academic Year).
- Fees are not refundable and not transferable to another child.
- Fees are payable for a full term. No credit will be given if a child leaves before the end of term.
- Days when the child is absent will not be deducted from invoices except in exceptional long-term circumstances at the absolute discretion of the Management Committee.
- Fees for 2019-2020 will be as published in the 2019-2020 Information Letter for each class.
- Invoices and statements will be sent to parents/carers by email.

14. Class cancellations

- We will do our best to provide supply cover if the class teacher is absent and to run classes in severe weather.
- Should it not be possible to provide supply cover when the teacher is absent, we will give a full refund for each cancelled session that parents have paid for in advance, or a credit towards the next term.
- If we are unable to run a class due to severe weather, refunds will be provided for the class from the third day when this same class is cancelled.

15. School Committee:

- The Management Committee meets at least once every half-term, to oversee the organisation and management of the school.
- Parents / carers are welcome to make proposals to the Committee, by contacting the School Business Manager.
- The Annual General Meeting of the School is held once a year. The Administrative / Financial reports are then presented to parents / carers at the AGM.
- Committee members are elected by members at the AGM.
- All parents / carers of registered children are automatically members of the school.

16. Complaints procedure

- Informal stage - Many minor complaints can be resolved quickly and informally. If you have any grievance regarding the school, you should first speak to the teacher of your child or to the School Business Manager, depending on the nature of the grievance. If the grievance is not resolved to your satisfaction, you should then speak to the Headteacher.
- Formal stage
 - If this is not satisfactory you can write to the Headteacher or fill in a complaint form. Written complaints will be investigated by the Headteacher and a member of the Management Committee. Complainants will be notified in writing of the outcome of any investigation.
 - Appeal – If you are not satisfied with the response you can appeal by writing to the Management Committee via the School Office.
- A detailed written response will be given within 20 working days of the receipt of a complaint relating to the requirements and conditions of registration.

B- ADDITIONAL TERMS AND CONDITIONS OF AFTER-SCHOOL & SATURDAY CLASSES

Classes will run for a minimum of 5 registered pupils.

Fees

- Fees must be paid in full at the time of registration for the first term of attendance, and for subsequent terms within the deadline given on the invoice.
- There will be a 5% surcharge on fees overdue by 14 days or more.
- The school will not accept children whose fees or (sur)charges have not been paid within 28 days of the date of the invoice.
- **NOTICE MUST BE GIVEN IN WRITING AND AT LEAST ONE MONTH BEFORE THE END OF TERM IF A CHILD IS TO BE WITHDRAWN FROM THE FOLLOWING TERM. FAILURE TO GIVE THE REQUIRED NOTICE WILL RESULT IN FEES FOR THE FOLLOWING TERM BEING PAYABLE.**

C- ADDITIONAL TERMS AND CONDITIONS OF HOLIDAY CLUBS

Timetable and attendance

- Holiday clubs run from 8 am until 5.30 pm.
- Parents must sign their child in and out.

Administration of medication

- A single dose of Paracetamol may be administered, with your consent, while we are waiting for you to pick up your child in the event s/he a fever.

Fees

- Fees must be paid in full at the time of registration.
- Fees are not refundable and not transferable to another child.

Complaints

- A detailed written response will be given within 20 working days of the receipt of a complaint relating to the requirements and conditions of registration.
- Ofsted will investigate matters related to the requirements of the Early Years, Childcare and Voluntary Registers. Contact details: The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. Tel. 0300 123 1231.

D- ADDITIONAL TERMS AND CONDITIONS OF THE NURSERY CLASS

The Free Early Education Entitlement funded by the Nursery Education Grant may be abbreviated to FEEE in the following terms and conditions.

"Unfunded hours" are all hours which are not offered free of charge as part of the FEEE or "30 Hours Childcare" scheme: hours paid for by parents (full day care).

Timetable and attendance

- Children are expected to arrive no later than 9.15 am and to attend regularly.
- Reduction in the number of registration days / change of days of registration: conditions are as specified in the Nursery Admissions Policy for the 2019-2020 Academic Year.
- Parents must sign their child in and out.

Information

An information meeting will be held during the first term.

Administration of medication

A single dose of Paracetamol may be administered, with your consent, while we are waiting for you to pick up your child in the event s/he a fever.

Fees for full day care/unfunded hours

- Unfunded hours will be charged to parents as per the fees specified in the 2019-2020 Nursery Information Letter given/sent to parents prior to registration.
- Fees can be paid termly on 1st September 2019, 1 January 2019 and 1 April 2019, **or** in monthly instalments on the first day of the month (from the 1st month of attendance until 1st June 2019). The choice is made by parents on the registration form, for the whole year.
- There will be a 5% surcharge on fees overdue by 14 days or more.
- The school will not accept children whose fees (termly fees or monthly instalments as applicable) or (sur)charges have not been paid within 28 days of the date of the invoice.

Notice Periods

Notice periods are as specified in the Nursery Admissions Policy for the 2019-2020 Academic Year.

Free Early Education Entitlement (FEEE)

To be eligible, parents/carers must have returned to the School all the duly completed documents necessary to the claim and within the stated deadline. Parents/carers will otherwise be charged for the 15 unfunded weekly hours, for the whole term and as per the fees given in the 2019-2020 Nursery Information Letter.

"30 Hours Free Childcare" Scheme

To be eligible for full days free of charge at the School, parents must have returned to the School all the duly completed documents necessary to the claim and a valid code, all within the stated deadline. Parents/carers will otherwise be charged for the unfunded weekly hours, for the whole term and as per the fees given in the 2019-2020 Nursery Information Letter.

Complaints

- Ofsted will investigate matters related to the requirements of the Early Years Register. Contact details: The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. Tel. 0300 123 1231.
- See Nursery Admissions Policy for the 2019-2020 Academic Year for complaints in relation to the legal requirements of the provision of the "FEEE" or "30 Hours Free Childcare".

E- ADDITIONAL TERMS AND CONDITIONS OF DAY-RELEASE PRIMARY CLASSES

Admission

You are invited to visit the appropriate class for your child prior to registration.

Information

An information meeting will be held during the first term.

Timetable and attendance

- Primary classes run from 9 am until 4.30 pm.
- Teaching hours are 6 hours weekly, spread over one day per week. (Lunch breaks are for a duration of one hour).
- Children are expected to arrive no later than 9.15 am
- Children must not be collected before 3.30 pm unless they are ill or unless they are leaving to attend their English primary school.
- Since the child is given special permission to attend the EFB by the Headteacher of his/her English primary school, a reason for absence must be given. Absence is only allowable if the child is ill or attending their primary school, or if the English primary school has authorised absence for other reasons (e.g. holidays).
- Parents must sign their child in and out.

Administration of medication

(A single dose of Paracetamol may be administered with your consent while we are waiting for you to pick up your child if the event s/he a fever.

Pre- and after-school care

- Pre-school (8 am to 9 am) and/or after-school (4.30 pm to 5.30 pm) can be provided.
- Children must be registered in advance.
- There is a fee for this additional morning and/or afternoon service.
- If children registered for after-school care are repeatedly collected late, this may lead to the after-school service being withdrawn and parents/carers having to make alternative after-school care arrangements.

Fees

- Fees can be paid termly on 1st September 2019, 1 January 2019 and 1 April 2019, **or** in monthly instalments on the first day of the month (from the 1st month of attendance until 1st June 2019). The choice is made by parents on the registration form, for the whole year.
- There will be a 5% surcharge on fees overdue by 14 days or more.
- The school will not accept children whose fees (termly fees or monthly instalments as applicable) or (sur)charges have not been paid within 28 days of the date of the invoice.

Notice Periods

Notice periods are as specified in the "Day Release" Classes for Bilingual Children Admissions Policy for the 2019-2020 Academic Year.

Complaints

Ofsted will investigate matters related to the requirements of the Early Years, Childcare and Voluntary Registers. Contact details: The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. Tel. 0300 123 1231.