



Please keep this information page and return it to us when you register your child.

Essential Parent/Carer Information and Child Registration Requirements.

Twixus must have the following documents in place prior to a child's start date :-

1. A completed Twixus registration form.
2. A completed Twixus consent form.
3. A copy of the child's birth certificate.
4. Proof of address (i.e. a copy of a recent utility bill or bank statement that includes your address).

Twixus must have the following documents in place to receive your Government Funding Entitlement.

1. Your 'I am 2' certificate including the identification number and start date.
2. For 2, 3 or 4-year-old funding we will require you to agree and sign a Parent/Carer Contract.
3. A screenshot or copy of your 30 Hour Code

Twixus must have the following documents in place to receive your Student Funding Entitlement.

1. A written confirmation of arrangement from the college or student finance organisation.
2. Confirmed funding from finance/CGPS.
3. An agreement that this finance will only be used for childcare and not on your personal expenses.

Billing Arrangements and Account Management

1. All fees are due one month in advance on the 10th of each month.
2. You will receive an invoice by the first of each month.
3. Unpaid debts are not acceptable and will be referred to our debt collecting associates.
4. Payments can be made in cash, childcare vouchers or by bank transfer only.
5. Extra Sessions must be agreed and paid on or before the day of attendance.

Deposit

1. You will be charged a £30 deposit for your application. This will cover the cost of your child's first uniform (Track Suit & T-Shirt), given at the induction point or will be kept as an admin fee if you withdraw your application.

Your Child's Contract and Attendance

1. You will have a contractual agreement for either
 - 38 week approx. (Term Time Only) - Government funded sessions (Limited Availability)
 - 45 week approx. (Full Time) - All other sessions
2. Twixus is closed for approx. 5 weeks a year and on all Bank Holidays. (Dates are published on our website)
3. Fees are not charged during closure periods or on Bank Holidays.
4. You will be charged at the full fee rate during the agreed contracted sessions regardless of attendance or non-attendance, this includes family holidays, sickness etc.
5. A full month notice is required to end any contract from the 1st of the month.

Arrangements for Children with Special Educational Need or Behavioural Issues

1. We must be made aware of any issues and/or existing support in place. (Our SENCO request a meeting).
2. If your child requires adult supervision that is greater than the EYFS allocation we must have the arrangements in place for each session (i.e. SIP's allocation)
3. We reserve the right to tailor the child's attendance arrangements in accordance with own risk assessments and in the best interest for the child and other children/staff.

Absence and Lateness

1. All absence and lateness must be reported to the main office at or before the session start time.
2. OFSTED requires that all absence and lateness is recorded and explained, persistent failure to report absence could result in an investigation and/or removal from the register.
3. Late collection is unacceptable and emergency arrangement should be in place

Contact Information

1. The best way to get up to date information is via our website www.twixus.co.uk, on our notice boards or by talking to the main office = 01689 821033/twixus1@gmail.com. EMERGENCY ONLY MOBILE: 07771 545452
2. Pupil Progress meetings can be arranged with your child's Key Person.
3. Principal = Mrs Marilyn Beal
4. Finance contact = Mr Garrick Beal
5. Curriculum and Safeguarding contact = Mr Ben Beal. BA.Ed QTS
6. Special Needs Support contact = Mrs Santana Beal. BA.EY

Registration Form

OFFICE USE ONLY		AF Seen by Group Leader		
Date started		Account set up	FS	ABACUS
Group Joining		Funded Place	Y	N
Date Leaving		EYPP	Y	N
Put on register by		£30 Deposit Paid & Uniform Given	Y/N	Given
Birth Certificate		Grant Form Prepared/ Signed		
Proof of address		School dinners/ Packed lunch		
Sibling at Twixus		Funded College Student		
30 Hour Funding Code		Validation code		
2YOF Number		On LBB Form		
Appointment with officer in charge/ 2 hour trial session booked.				

Childs Name	
(as birth certificate)	
Childs Date of Birth	
Childs Sex	
M	F
Childs Password	
	Office noted

Requested Sessions/ Times <small>(Subject to availability)</small>	Monday	Tuesday	Wednesday	Thursday	Friday
Start Date	15/30 Hours Funding ONLY for 38 weeks per year All Other Sessions / Approx 45 weeks per year				
Home Address					
					Postcode

Mother is a Legal Guardian	Y / N	Father is a Legal Guardian	Y / N
Full Name		Full Name	
DOB		DOB	
Address		Address	
Home		Home	
Work		Work	
Mobile		Mobile	
Email		Email	
Occupation		Occupation	
Nationality		Nationality	
NI Number		NI Number	

Child Lives With	DAD	MUM	OTHER	Account to be sent to	DAD	MUM	OTHER
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Emergency Telephone Contacts <i>(including mobile phones)</i>	
Home (+code)	
Other	<i>(who)</i>
Other	<i>(who)</i>

Childs NHS Number	
Family Doctors Name	
Family Doctors Address	
Family Doctors ☎	

My Child Has The Following Allergies

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My Child Has The Following Medical Conditions

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My Child Has The Following Special Needs and/or Behavioural Issues (see contract)

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SENCO meeting required - Y / N code

Emergency Treatment

I do / do not (please delete as applicable) give authority for Twixus Childcare to make any emergency medical decisions regarding care of my child when I cannot be directly contacted by telephone.

Signature		Date	
Name in BLOCK CAPITALS			

OFFICIAL DATA

Childs country of birth		Childs religion (if any)	
Childs first language		Child ethnicity code <small>(see guide)</small>	
Additional languages		Nationality	

Additional Information (What you feel we should know about your child) i.e Hygiene/behaviour/social care issues etc

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Where did you find us?	
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Twixus Terms and Conditions

I agree to abide by the Terms and Conditions and the Policies of the Setting.
FEE PAYMENT: I agree to pay all fees by the 10th of each month and all additional sessions on the day of attendance.

Signature		Date	
Name in BLOCK CAPITALS			

Consent Forms

Childs Name	Childs Date of Birth

We will only except your child if you agree to our Terms and Conditions and return this document along with a copy of your child's birth certificate, deposit and proof of address before the start date.

1. Medicines

We will try and contact you if your child develops an illness during the day. However in cases where the situation is non urgent or you are not answering the phone we will give your child calpol sugar free 3+ months for pain and fever relief.

Prescription medicines can only be given with your written consent at the start of each session.

You will be required to sign a medicine form at the end of the day to let you know what has been administered.

Children 0 – 1 Year = 2.5ml Calpol sugar free 3+ months every 6 hours

Children 1 - 11 Years = 5ml Calpol sugar free 3+ months every 6 hours

I understand that Twixus Garland Hill Limited cannot be held responsible for any allergic reaction from administering medicine to a child.

Medicine Consent	I give permission for my child to be given the following treatment for pain and fever relief in non-urgent situations or when I cannot be contacted by telephone. I give permission for my child to be treated in an emergency by a professional medic
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Signature of Parent		Date	
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2. Using Photographs

I understand that photos and observations are recorded in a personal learning journal.
(This is normal practice for all EYFS settings)

General Consent: You may take photographs of my child and use them in the setting premises for display purposes. Individual and group photos can be taken and given out at events to known parents/guardians.	Y / N
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Internet/Publishing Consent: I consent to my child's photograph being used in Twixus publications and on the Twixus website. Please note that websites are viewable throughout the world and not just in the United Kingdom, where UK law applies.	Y / N
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Photograph Consent	I understand that Twixus will not allow any unauthorised photography onsite. I understand that it is forbidden to share any photographs on social networking or public domain websites.
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Signature of Parent		Date	
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3. Swimming

Swimming is available on a rota from when you child joins the Pre-School department and only when your child is toilet trained. Your child will be supervised by qualified staff. Your child will need to wear armbands and should bring a towel unless he/she can swim 10 metres and tread water out of his / her depth.

(Certificate or letter of consent enclosed.) *Please wear school uniform on swimming days.

Swimming Consent	I wish and hereby consent for my child to participate in the supervised swimming pool classes at Twixus, and agree to abide by the rules of the swimming pool.
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Signature of Parent		Date	
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4. Sun Cream

For periods of hot weather we ask parents to provide sun cream for your child.

This should be labelled and either left at Twixus in your child's pouch or sent in a school bag each session your child attends. Please note we do not supply sun cream in case your child has an allergic reaction to a certain brand.

Sun Cream Consent	I give permission for a member of Twixus staff to apply sun cream to my child when required.
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Signature of Parent		Date	
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5. School Age Care

1. Compensation for cancellation of the school run - Twixus can accommodate your child at the centre for the whole day or part day on the day of cancellation. A holiday club fee will apply less the fee already paid. No other refund will be given for cancellation of the school run as our operational costs have to be met to cover MOT, insurance, staff wages etc. Examples of reasons for cancellation are – adverse weather, mechanical failure, teacher training days or driver absence.

If you transport your child to school you will have the responsibility of collecting them, if the reason for cancellation prevents the buses from going out. If you transport your own child you may still drop your child at Twixus to use the after school care or holiday club facilities providing the Centre is open.

School Age Care Agreement	<i>I agree to the Terms and Conditions regarding Schools Age Care (if relevant)</i>
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Signature of Parent		Date	
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6. Parental Conduct

1. It is written into the Staff Contract that arrangements with parents regarding baby-sitting are not permitted.

2. The grounds of Twixus start at the green gates at bottom of Garland Hill as you leave Sandy Lane, once passed the gates we consider you to be on site.

Misconduct includes:-

- Smoking
 - Swearing
 - Aggressive behaviour
 - Open discussions that are deemed unsuitable for children to hear
 - Loitering (this involves being on site for before or after your child session starts without good reason)
 - Using mobile phones
 - Taking photographs without permission
4. In addition to this we also insist that you do not to mention or involve Twixus in any social networking websites.
5. Please be punctual with your child’s session times. Late drop off and collections are not acceptable – please use our car park with others in mind. Leave promptly to avoid congestion

Any adult misconduct will be challenged and could result in your child’s removal from the register.

Parental Conduct Consent	<i>I agree to the Terms and Conditions regarding Parental Conduct</i>
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Signature of Parent		Date	
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7. General Data Protection Regulation (GDPR) - Consent Statement

Twixus takes your privacy seriously and will only use your personal information to manage your account and provide tailored care to your child. From time to time we will need to contact you, via letter, phone, email or website to provide you with Twixus updates, share relevant news and send your childcare bills. Sensitive emails will be password protected or encrypted for security. We will input your data into a secure system called Abacus which helps us manage our nursery smoothly. Your data is held in a secure data centre and can only be accessed by authorised personnel. Twixus will also take photographs to support learning progress and may use selected photographs on classroom displays. Twixus will never publish photographs of children on the internet or publically without consent. Personal information will not be shared with any third parties.

Parental GDPR Consent	<i>I agree to the Terms and Conditions regarding General Data Protection Regulation (GDPR)</i>
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Signature of Parent		Date	
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8a. Terms and Conditions: Attendance

1. The “opening hours” are as stated. If for any reason your child is not collected at the correct time, a charge may be imposed, at the discretion of the Principal. It is vital that you contact Twixus as early as possible if you know you are going to be late, and also be prepared to arrange for collection by a friend or relative. Your child may be given notice to leave Twixus if the late collection is made without a satisfactory explanation or if late collection happens frequently. No child should be on site after 6.30pm. Twixus may be forced to contact social services if a child has not been collected and no parent contact has been made.
2. In the event that the setting had to close for whatever reason we would try and find alternative temporary accommodation for the children. However in the event that no suitable location was found, Twixus will not accept any compensation claims for loss in childcare, and unless notice was given by the parent to discontinue childcare all fees would still be payable throughout the closure period to secure the place. Closure examples may be adverse weather, fire, health scare, power failure etc. We would of course apply for compensation from our insurers for any loss of revenue arising from closure.
3. Adverse weather - If snow has fallen overnight, we will not be cleaning the drive early morning, apart from a walk approach, therefore the Twixus Mini-buses will not be delivering the children to school. All efforts will be made to keep the childcare centre open. Please check www.twixus.co.uk for updates on adverse weather days.
4. From the term after your child’s third birthday you will be entitled to 15 or 30 hours government funded sessions. A parent declaration form, proof of address and copy of your child’s birth certificate will be required. Education Department rules apply regarding the amount of grant hours you can take each day. Children attending free early education sessions will be reviewed termly. Free early education 15 hours only sessions only places do not include care during primary school holidays. The same rules above apply for children aged 2 years old who qualify for the ‘1 Am 2’ grant of 15 hours per week.
5. Please note there is no refund for children arriving late or leaving early outside of the chosen session times.

Arrangements for Children with Special Educational Need or Behavioural Issues

1. We must be made aware of any issues and/or existing support in place. (Our SENCO may request a meeting).
2. If your child requires adult supervision/ratio that is greater than the EYFS allocation we must have the arrangements in place for each session (i.e. SIP’s allocation).
3. We reserve the right to tailor the child’s attendance arrangements in accordance to our risk assessment and in the best interests of the child and other children/staff.

**Terms and
Conditions :
Attendance**

I agree to the Terms and Conditions regarding Attendance

Signature of Parent

Date

8b. Terms and Conditions : Fees

1. We do not accept cheques. Cash should only be given to the office staff who will present a receipt straight away as proof of payment. The preferred payment for fees is by standing order, childcare vouchers or cash.
2. All fees must be cleared by 10th of the month to pay for the current month (i.e. fees are paid in advance for the month). If your account is not paid on time you must stop sending your child to Twixus until the debt is settled and your child's place may be offered to someone else.
3. All fees must be paid in respect of a child unable to attend for any reason (i.e. sickness or family holiday). Booked sessions cannot be swapped for a different day, as this may invalid our registration due to incorrect staff / child ratios.
4. Fees are usually increased on 1st April each year to ensure that the operational costs can be met.
5. Notification and reason of absence or lateness is required, either in writing, by email, by telephone or verbally to the office either before the day of absence or before 9.00am on the day of absence or lateness.
6. In an emergency a child may be placed for an extra session. Extra sessions can only be given if there is a place available. Extra sessions are to be paid in on the day of attendance or before. Please do not bring your child to the setting without prior arrangement.
7. One calendar months' notice is required from the first day in the month, for a child leaving Twixus Childcare or for reducing sessions. A form is available for this purpose from the Twixus office or porch.
8. Twixus closes for approximately 5 weeks of the year plus all Bank Holidays. The holidays are taken mainly during primary school holiday periods (as you are aware, if you have older children holidays should not be taken during term time). Also they are spaced out to enable our staff to have time to "recharge their batteries" – similar to school teachers. By closing Twixus all our staff are absent at the same time, which prevents us having to employ temporary staff, whom the children would not be familiar with or have any understanding of our routines or values. There is no charge when we are closed, consequently most parents take these holidays as annual leave from work themselves. If parents choose to take their child out of Twixus while the centre is open normal fees will be charged. Holiday notice forms are available from the Twixus office or porch. **Please do not** ask for time off at no cost during our term times, as this contract will be used against your request.

**Terms and
Conditions : Fees**

I agree to the Terms and Conditions regarding Fees

Signature of Parent

Date

Ethnicity Code Guide

CODE	ETHNICITY GROUPING
WBRI	WHITE BRITISH
WEEU	WHITE EASTERN EUROPEAN
WIRI	WHITE IRISH
WIRT	WHITE IRISH TRAVELLER
WROM	WHITE GYPSY/ROMA
WWEU	WHITE WESTERN EUROPEAN
WOTH	WHITE – ANY OTHER BACKGROUND
AIND	ASIAN / INDIAN
ABAN	ASIAN / BANGLADESHI
APKN	ASIAN PAKISTANI
CHNE	ASIAN CHINESE
AOTH	ASIAN – ANY OTHER BACKGROUND
BBAF	BLACK BRITISH/AFRICAN
BBCB	BLACK BRITISH/CARIBBEAN
BAFR	BLACK AFRICAN
BCRB	BLACK CARIBBEAN
BOTH	BLACK – ANY OTHER BACKGROUND
MWBC	MIXED WHITE/BLACK CARIBBEAN
MWBA	MIXED WHITE/BLACK AFRICAN
MWAS	MIXED WHITE/ASIAN
MOTH	MIXED – ANY OTHER BACKGROUND
OOTH	ANY OTHER BACKGROUND