



**L'ÉCOLE
FRANÇAISE
DE BRISTOL**

35 Stanton Road
The Fonthill centre
Bristol
BS10 5SJ

enquiries@ecolefrancaisedebristol.org

TERMS AND CONDITIONS 2025-2026
(From September 2025)

Notes

For classes that run for 2 hours or more, registered with Ofsted:

- We must comply with the requirements of the Early Years Register for children until 31 August following their 4th birthday. This applies to:
 - The Preschool
 - The Day Release Reception class
- 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
- 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 Saturday class for secondary pupils

Classes running for less than 2 hours are not registered with Ofsted.

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

If you need to get in touch with us about these terms and conditions, you can write to us at the Ecole Francaise de Bristol, the Fonthill Centre, 35 Stanton Road, Southmead, Bristol BS10 5SJ or email enquiries@ecolefrancaisedebristol.org

"You" refers to Parents / Carers.

New enrolments:

Parents / Carers accept these terms and conditions at registration, when filling the online registration form, and enter into a contract with the School on payment of the deposit (or fees e.g. for day release wraparound care/garderie).

Re-enrolment on our portal:

Parents / Carers accept these terms and conditions upon payment of the deposit at re-enrolment (when parents do not fill in a new online registration form).

1. Changes to Terms and Conditions

- These terms and conditions are revised annually by the teaching team and the School's Management.
- 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 been shared with Parents / Carers by email.

2. Policies

As a condition of their child(ren)'s registration(s), Parents / Carers undertake to read and accept/adhere to the various policies of the School accessible on the following link: <https://drive.google.com/drive/folders/1NnSUaAWWhji0k4JhRbS5bHpdJ-S3mdLhf>. This includes the **Admissions Policy** for each class/service, which is included in each class/service's **Information Letter** for 2025-2026.

3. Admission

- An online registration form **must** have been completed by parents / carers for each child prior to initial attendance, including for trial sessions.
- Before enrolment/confirming re-enrolment, please carefully read these **“Terms and Conditions 2025-2026”** and as applicable,
 - the **“Maternelle Preschool Information Letter & Admissions Policy 2025-2026 including Funded Sessions Policy 2025-2026”**
 - and/or the **“Primary Day Release Classes for Bilingual Children Information Letter & Admissions Policy 2025-2026”**
 - and/or The **Information Letter 2025-2026** for other classes
- Parents / Carers must provide us with details of any court orders, custodial arrangements or care arrangements affecting their child, including any changes to the person or people who have legal responsibility for their child. It will be necessary for us to see a copy of any documents relating to these arrangements.

4. Health and Safety/Safeguarding/Medical or Additional Needs

- The online registration form includes important questions regarding your child's general health and needs. Parents/ Carers must inform the School immediately of any (new or changes to) medical condition / allergies and / or additional need, in writing to enquiries@ecolefrancaisedebristol.org
- Parents / Carers must inform the School immediately of changes to contact details, in writing to enquiries@ecolefrancaisedebristol.org
- Parents / Carers must inform the School immediately of changes to their child's main (English) primary school (for pupils of our Primary Day Release Classes for Bilingual Children), in writing to enquiries@ecolefrancaisedebristol.org
- Parents / Carers must make sure that emergency contacts are aware of the password required should they need to collect a child.
- For the welfare of our pupils with severe allergies and with the support of parents, we aim to keep the Preschool NUT FREE. You must not send your child to the School with any food containing nuts or empty food packaging that may have contained nuts. Please ensure that any creams, sun creams, oils etc. that you use or provide for use on your child does not contain nut oil (such as arachis) or other allergens, as this may have severe consequences for another child or member of staff.
- 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.

5. Communication

We will communicate to parents via email: to the addresses given on the Classbiz/Thinksmart online registration form.

6. Belongings

- Children may 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.

7. Deposits, Fees and Invoices

- Deposits are not transferable to another child, nor are they refundable if a child does not take up their place.
- Fees for 2025-2026 will be as published in the following documents:
 - **“Maternelle Preschool Fees & Financial Assistance 2025-2026”**
 - **“Primary Day Release Classes and Garderie Fees & Financial Assistance 2025-2026”**
 - All other classes: **Information Letter 2025-2026** (for each class)Fee information contained in the above documents forms part of these terms and conditions that parents accept upon enrolment.
- No credit will be given if a child leaves before the end of term (fees are payable for the whole term, even if paid in monthly instalments where allowable)
- Days when the child is absent will not be deducted from invoices except for long-term, serious sickness, at the absolute discretion of the Directors.
- Invoices and statements will be sent to parents/carers by email. Please contact enquiries@ecolefrancaisedebristol.org if you have not received your invoice.
- **Preschool:** the **Fee estimate** provided as part of the offer of a place is based on the information given on the **Registration of Interest Form**, on which parents indicate the number of days of registration that they would require per week, how many funded sessions are expected to be claimed at the EFB for their child each week, wraparound care required for their child each week (with funded sessions) etc. Should the claim for/eligibility to funded sessions subsequently not match this information, parents commit to paying full day care fees (£95 per day) for any day when their preschool child is not eligible for a funded session.

8. Late payment

The School will not accept pupils whose fees/charges have not been paid within 28 days and may refer the outstanding payment to a debt collection agency.

9. Late Collection Charges/withdrawal of services

Late collection compromises our own employees' childcare places and family obligations.

All services/classes except funded Preschool places

If parents are late to collect their child, a late collection charge of £15 will be made from the second instance of a late collection, for every half-hour or part thereof and for every late collection.

For funded Preschool places

- Parents accept at registration, that no occasional wraparound care can be provided for such places.
- We will not risk compromising staffing ratios (statutory requirements).
- If parents are late to collect their child, a late collection charge of £15 for every half-hour or part thereof will be made from the second instance of a late collection, and every late collection.
- We will not compromise fairness to other families who pay a termly fee for wraparound care on the understanding that it is not offered on an occasional basis:
 - From the third instance of a late collection in the year, late collection will lead to parents being charged for full day care for the remainder of the term (pro rata of termly fees for wraparound care for all registration days). Parents will be required to sign up for full day care or the funded place will be withdrawn from the following term. Non-payment of fees or charges will lead to the funded Preschool place being withdrawn from the following term.

10. Cancelling a child's place

- Notice must be given by Parents / Carers in writing, for withdrawal (de-registration) of the child from the following term (or for a child not taking up their place i.e. new enrolments from the next term) by:
 - 31 May 2025 for a child who will not take up their place (or be de-registered) from Term 1 (Autumn Term, from September 2025)
 - 19 November 2025 for a child who will not take up their place (or be de-registered) from Term 2 (Spring Term, from January 2026)
 - 2 March 2026 for a child who will not take up their place (or be de-registered) from Term 3 (Summer Term, from April 2026)We will acknowledge receipt of this notification in writing.
Failure to give the required notice will result in fees for the following term being payable in full. This applies to all classes and to wraparound care / garderie for Preschool and Day Release Classes.
- For funded Sessions, please see our ***"Maternelle Preschool Information Letter & Admissions Policy 2025-2026 including Funded Sessions Policy 2025-2026"***.
- We do not hold places on a temporary basis. If a child is de-registered during the year, a new enrolment will be required to resume attendance, and this will be subject to a place being available (no priority can be given over children on the waiting list: the child will join the waiting list if there is one).

11. Changes to registration

All parental requests/notices must be made in writing. Changes that we agree to will be confirmed by us to you in writing and no change is effective before this occurs.

Preschool - Reduction in the number of days of registration

Any change will be effective from the following term, provided that you have given us correct notice prior to the end of the current term (the deadlines are the same as above in Clause 9).

Note that a reduction to 2 days means that your child must attend Fridays, and any change is subject to availability. Priority for a choice of day(s) remains for families choosing 5, 4 or 3 days at all times.

Preschool – extra days of registration

You may book occasional extra days, subject to availability, at our daily rate for full day care (£95 per day).

Once confirmed, ad hoc bookings are not amendable or cancellable.

You may register your child for extra days on a long-term basis, subject to availability.

Preschool– swapping of days of registration

We do not offer this on an ad hoc basis.

Any long-term change to days of registration will be subject to availability and effective from the following term, provided that you have given us one month's notice prior to the end of the current term (the deadlines are the same as above in Clause 9.).

Preschool– changing from long (8.00 am – 5.30 pm) to attendance for funded sessions only (8.00 am – 4.30 pm)

We do not offer this on an ad hoc basis.

Any long-term change to days of registration will be subject to availability and effective from the following term, provided that you have given us one month's notice prior to the end of the current term (the deadlines are the same as above in Clause 9.).

Day release Classes – swapping of days of registration

We are not able to accommodate parental requests for a change of day of registration.

Day Release Garderie

Once made, enrolments/bookings are not amendable nor cancellable and you commit to paying fees for the whole term.

All classes – change to the agreed start date

The School's agreement must be given in writing (no reduction in fees will apply without the School's written agreement). Parents / Carers must give one month's notice in writing, before the start date originally given, or the fees for the agreed first term of attendance will be due (the deadlines are the same as above in Clause 9.).

12. **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 or other exceptional circumstances outside of our control, refunds will be provided for the class from the third day when this same class is cancelled.

13. **Temporary Exclusions in exceptional circumstances (day release primary pupils only)**

Should our headteacher decide that the behaviour of a pupil on an outing precludes the child from taking part in the next outing, we will request that the child attend their English primary school on that day. No fee refund will be given.

14. **Hiring our staff**

We do not allow our staff to provide childcare services / tuition to families of registered pupils, outside of the School and parents may not approach our staff with offers of employment. Any deviation from this will be at the Headteacher's discretion and parents should address requests to the headteacher via enquiries@ecolefrancaisedebristol.org

15. **School Directors**

- Directors meet regularly to oversee the organisation and management of the school.
- Parents / carers are welcome to make proposals to the Directors, by contacting enquiries@ecolefrancaisedebristol.org
- 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 Association.

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 Director. 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 Directors via enquiries@ecolefrancaisedebristol.org

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

They will investigate matters related to the requirements of the Early Years Register, Childcare and Voluntary Registers (Preschool, Day release Classes and Saturday Secondary/GCSE class). Contact details: The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. Tel. 0300 123 1231.

Funded Sessions

See "**Maternelle Preschool Information Letter & Admissions Policy 2025 including Funded Sessions Policy 2025-2026**"