

Terms & Conditions

These Terms & Conditions set out the arrangements between Hearth Childcare and the parent or legal guardian booking childcare.

By making a booking with Hearth Childcare, the parent/guardian confirms that they have read, understood and agreed to these Terms & Conditions.

Services Provided

Hearth Childcare provides warm, personalised childcare for children from 6 months onwards, delivered in the child's own home.

Care is tailored to each child's personality, interests, routines and individual needs, with a calm and responsive approach that allows children to feel comfortable and be themselves in familiar surroundings.

My Early Years experience and SEN-focused knowledge allow me to provide additional understanding and support where a child may benefit from emotional reassurance, predictable routines, support with transitions or help managing big emotions and overwhelm.

Current services include:

Hearth Day Childcare

Monday to Friday, 8am–5pm. Available during the school holidays.

Hearth Evening & Weekend Childcare

Monday to Thursday, 5pm–10pm, and Friday & Saturday, 5pm–11pm.

Hearth Family Start

A complimentary introductory hour in your child's home, with a parent or responsible adult present throughout.

Family Start is a one-time introductory session and is only offered before a family's first paid childcare booking. It is not required for future bookings.

Exact availability depends on the service and booking selected.

Getting to Know Your Child

Before childcare begins, parents/guardians will be asked to complete a Getting to Know Your Child form so that Hearth Childcare can understand the child's routines, preferences, needs and any information relevant to their care and safety.

The form may include, where applicable:

- ☐ Routines and preferences
- ☐ Allergies
- ☐ Dietary requirements

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- ☐ Relevant medical information
- ☐ Emergency contact information
- ☐ Additional or support needs
- ☐ Sensory or behavioural considerations
- ☐ Any other information that may affect the child's care, safety or wellbeing

Parents/guardians are responsible for providing information that is accurate and up to date and for informing Hearth Childcare of any changes that may affect their child's care or safety.

Validity of the Getting to Know Your Child Form

The Getting to Know Your Child form is generally valid for 6 months from the date it is completed.

If a paid childcare booking takes place within that 6-month period, the information will remain active, provided parents/guardians keep Hearth Childcare informed of any changes that may affect their child's care, safety or wellbeing.

If a family continues to book Hearth Childcare regularly, I may simply confirm or update the relevant information rather than asking parents/guardians to complete the entire form again.

If a significant amount of time passes without a booking, Hearth Childcare may ask parents/guardians to complete a new Getting to Know Your Child form, or provide updated information, before childcare resumes. This allows Hearth Childcare to ensure that the information held about the child remains accurate and relevant.

Parents/guardians should inform Hearth Childcare promptly of any changes to their child's circumstances, even if the form is still within its validity period.

Family Start is a one-time introductory session and is not required again if a Getting to Know Your Child form expires or needs updating. Where appropriate, the family may proceed directly to a paid childcare booking once the necessary information has been updated.

Hearth Childcare will only request information that is relevant and necessary to provide safe and appropriate care.

Fees and Payment

Hearth Childcare's current rates are:

Hearth Day Childcare

Half Day (up to 4 hours): £70

Full Day (8am–5pm): £155

Shorter sessions: £18 per hour — 2-hour minimum

Hearth Evening & Weekend Childcare

Full Evening (Monday–Thursday, 5pm–10pm): £90

Extended Weekend (Friday & Saturday, 5pm–11pm): £110

Shorter sessions: £20 per hour — 2-hour minimum

The half-day and full-day rates apply when the relevant block is booked in full. Where a shorter session is booked, the applicable hourly rate will apply, subject to the 2-hour minimum booking duration.

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All rates are fully inclusive. There are no additional travel, resource or mileage charges.

Hearth Family Start

Hearth Family Start is a complimentary introductory hour and carries no charge.

A parent or responsible adult must remain present throughout the Family Start.

Family Start is only the first introductory session and is not required for subsequent bookings.

Payment

Payment is made securely through the online booking system.

A booking is confirmed once the required payment has been successfully received and the booking has been confirmed through the booking system.

Current prices are displayed on the Hearth Childcare website and booking system.

Prices may be reviewed from time to time. Any price applying to a future booking will be clearly shown before the booking is confirmed.

Additional Care Time

If a parent/guardian or authorised person is late returning home at the end of a booking, childcare will continue until an appropriate responsible adult is available to take responsibility for the child.

A 10-minute grace period is provided for occasional minor delays.

After the grace period, additional care time will be charged at £20 per hour, calculated in 15-minute increments.

Additional time

Charge

Up to 10 minutes - No charge

11–15 minutes - £5

16–30 minutes - £10

31–45 minutes - £15

46–60 minutes - £20

The additional charge reflects childcare provided beyond the originally booked period and is not intended as a penalty.

Parents/guardians should contact Hearth Childcare as soon as possible if they expect to be late.

Bookings, Changes & Cancellations

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All childcare sessions are booked through the Hearth Childcare online booking system and are subject to availability.

Bookings should normally be made at least 24 hours in advance. Where availability allows, shorter-notice bookings may be accepted.

Full payment is required when booking and the session is confirmed once payment has been successfully received.

If you need to change or cancel a booking, please provide as much notice as possible.

Cancellation by the Parent/Guardian

More than 48 hours before the session:
A full refund will be provided.

24–48 hours before the session:
Up to 50% of the booking fee may be retained.

Less than 24 hours before the session:
A cancellation charge may apply, taking into account the circumstances, any direct loss to Hearth Childcare and whether the session can reasonably be rebooked.

No-show:
A cancellation charge may apply based on the circumstances and any direct loss caused.

Where a cancelled session is successfully rebooked, Hearth Childcare may reduce or waive any cancellation charge.

Cancellation charges will not be intended to exceed a reasonable amount reflecting the loss caused by the cancellation. This approach is consistent with current CMA guidance that cancellation charges should be fair, transparent and proportionate rather than excessive.

Cancellation by Hearth Childcare

If Hearth Childcare needs to cancel a booking due to illness, emergency or circumstances that mean the service cannot safely be provided, you will be notified as soon as reasonably possible.

You will receive a full refund for the cancelled session, or, where appropriate and available, you may choose an alternative date.

Health, Safety & Medical Care

Health Information

Parents/guardians must provide accurate and up-to-date information about any health conditions, allergies, dietary requirements, additional needs, sensory considerations or other information that may affect their child's safety, wellbeing or care.

This information should be provided through the Getting to Know Your Child process and updated promptly if anything changes.

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Hearth Childcare may collect and use relevant health information where necessary to provide safe and appropriate childcare.

Health information is handled in accordance with the Hearth Childcare Privacy Policy and applicable UK data protection law.

Medication

Hearth Childcare does not routinely administer medication.

Parents/guardians are responsible for providing accurate and up-to-date information about any medical conditions, allergies or medication that may be relevant to their child's care.

Hearth Childcare does not routinely administer medicines such as Calpol, ibuprofen or other non-emergency medication as part of its standard childcare service.

If a child experiences a medical emergency while in my care, I will contact the appropriate emergency services and follow their instructions.

I will contact the child's parent/guardian as soon as reasonably possible and keep them informed of the situation.

Relevant medical information may be shared with emergency services or healthcare professionals where necessary to protect the child's health or safety.

Illness

Children who are unwell or showing signs of a contagious illness, including fever, vomiting, diarrhoea or an unexplained rash, should remain at home with their parent/guardian.

Childcare will not normally be provided where a child is too unwell to participate safely in the session or may pose a risk of infection to others.

If a child becomes unwell during a session, I will contact the parent/guardian as soon as reasonably possible and may ask them to return home to care for their child.

A 48-hour exclusion period applies following the last episode of vomiting or diarrhoea.

Where a child's symptoms or circumstances create a concern about their immediate health or safety, appropriate medical advice or emergency assistance may be sought.

Incident, Accident and Existing Injury Records

Hearth Childcare will keep appropriate records of accidents, injuries and relevant pre-existing injuries or marks that occur or are identified during a childcare session.

Where an injury or mark is noticed before care begins, I may record what I observe and, where appropriate, ask the parent/guardian about it. Records will distinguish between what I have personally observed and information provided by the parent/guardian.

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Where an accident or injury occurs during care, I will take appropriate action, including first aid or seeking emergency assistance where necessary, and will inform the parent/guardian as soon as reasonably appropriate.

Where appropriate, Hearth Childcare will provide the parent/guardian with a written summary of an incident, accident or injury by email following the session. The parent/guardian may be asked to confirm by email that they have received and been informed of the record.

Parent/guardian acknowledgement confirms receipt and discussion of the information only. It does not constitute an admission of responsibility, agreement with every detail recorded, or a waiver of any rights.

Records will be handled confidentially and securely in accordance with the Hearth Childcare Privacy Policy and applicable UK data protection law.

Where an incident, injury, disclosure or allegation raises a safeguarding concern, Hearth Childcare will follow its Safeguarding & Child Protection Policy.

Emergency Procedures

In a medical or other serious emergency, the child's safety will be my first priority.

I will contact the appropriate emergency services and follow their instructions.

I will contact the parent/guardian as soon as reasonably possible.

Parents/guardians understand that in an emergency it may be necessary to seek medical assistance before they can be contacted.

Relevant information about the child may be provided to emergency services or healthcare professionals where necessary.

Home Environment, Safety & Security

Because Hearth Childcare provides care in the child's own home, parents/guardians are responsible for ensuring that the home environment is reasonably safe and suitable for childcare.

Parents/guardians should provide access to the facilities and items reasonably required for the child's care.

Any known household hazards, safety concerns or circumstances that could affect the child's or childcare provider's safety should be disclosed during the Getting to Know Your Child process.

Hearth Childcare reserves the right to pause or end a session if the home environment presents a serious or immediate safety concern.

Collection, Late Return & Responsibility for Children

Children will remain in the care of Hearth Childcare for the agreed booking period.

Where another person is collecting or taking responsibility for the child, that person must be authorised by the parent/guardian in advance.

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Where appropriate, an alternative collector may be required to provide identification or use an agreed password or other verification method.

Hearth Childcare will not knowingly release a child to an unauthorised person.

Late Return

Parents/guardians are expected to return home or arrange for an authorised person to take responsibility for their child by the agreed end time of the booking.

I understand that occasional delays can happen. If you are going to be late, please let me know as soon as possible.

I will not leave a child without an appropriate responsible adult present. If a parent/guardian or authorised person has not arrived by the agreed end time, I will remain with the child until they return or an authorised person takes responsibility.

A 10-minute grace period is provided for occasional minor delays.

After this, additional care time will be charged at £20 per hour, calculated in 15-minute increments, as set out in Section 3.

Repeated or significant late returns may be discussed with the parent/guardian and may affect future bookings.

Photographs, Videos & Media

No photographs or videos of a child will be taken for public use without appropriate permission from the parent/guardian.

Where parents have requested or agreed to receive photographs as part of their child's daily update, photographs may be taken and sent through the communication method agreed with the parent/guardian.

Consent for photographs used on the Hearth Childcare website, Facebook, advertising or other public promotional material will be obtained separately.

Permission for public use of photographs can be withdrawn for future use.

Any consented daily-update photographs will be deleted from the provider's device as soon as reasonably practicable after they have been successfully sent, unless there is another lawful reason for retaining them.

Further information is provided in the Hearth Childcare Privacy Policy.

Communication

Parents/guardians can communicate with Hearth Childcare using their preferred available method.

This may include:

WhatsApp

Email

Telephone call

Text/message

Parents/guardians should ensure that Hearth Childcare has an appropriate and up-to-date contact number for emergencies.

Where a parent/guardian changes their contact details, they should inform Hearth Childcare as soon as reasonably possible.

Safeguarding

The safety and wellbeing of children is a priority for Hearth Childcare.

Hearth Childcare will act appropriately where there are concerns about a child's safety or wellbeing and may share information with appropriate authorities or professionals where necessary.

Further information about Hearth Childcare's safeguarding approach and procedures can be found in the Hearth Childcare Safeguarding Policy.

Confidentiality & Data Protection

Hearth Childcare takes the privacy of families seriously.

Personal information, including relevant health information, will be collected and handled in accordance with applicable UK data protection law and the Hearth Childcare Privacy Policy.

Personal information will not be sold or used for unrelated marketing purposes.

Information may be shared where necessary to:

Provide safe childcare

Respond to an emergency

Meet safeguarding responsibilities

Comply with legal obligations

Meet insurance or business requirements

Protect the vital interests of a child or another person

The full details of how personal information is collected, used, stored and retained are provided in the Hearth Childcare Privacy Policy.

Testimonials & Reviews

Hearth Childcare may ask parents/guardians for feedback about their experience.

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Any testimonial or review used on the Hearth Childcare website, advertising or social media will only be published with appropriate permission.

Where possible, testimonials may be anonymised, for example:

“Thank you so much for looking after George this weekend, he was so happy to see you.”
— Parent of a 1-year-old

A child's name or other identifying information will not be published without appropriate permission.

Regular Bookings & Termination of Services

Regular Bookings

A regular booking arrangement means an ongoing pattern of childcare bookings agreed between the parent/guardian and Hearth Childcare.

This may include weekly, fortnightly, monthly or another recurring arrangement, depending on the family's needs and availability.

There is no minimum number or frequency of bookings required for an arrangement to be considered regular.

One-off Bookings

The agreement for a one-off booking ends automatically once the booked childcare session has finished, unless another agreement has been made.

Ending a Regular Booking Arrangement

Either party may end an ongoing regular booking arrangement by providing 7 days' written notice.

Any outstanding bookings or payments will be dealt with according to these Terms & Conditions.

Immediate Termination

Hearth Childcare may end a childcare arrangement immediately where:

The home environment presents a serious safety concern.

There is serious or inappropriate behaviour towards the childcare provider.

These Terms & Conditions are seriously breached.

Information provided by a parent/guardian is materially inaccurate or deliberately withheld.

Continuing the arrangement would mean that safe or appropriate childcare could not reasonably be provided.

Where possible, the reason for termination will be explained to the parent/guardian.

Insurance, Qualifications & Liability

Hearth Childcare is committed to maintaining appropriate qualifications, insurance and safeguarding arrangements relevant to the services provided.

The provider currently holds:

Enhanced DBS clearance

Paediatric First Aid certification

Public Liability Insurance will be obtained and in place before paid childcare services begin.

Parents/guardians may request confirmation of relevant insurance or qualification information where appropriate.

Hearth Childcare will provide childcare with reasonable care, skill and professionalism.

Nothing in these Terms & Conditions is intended to exclude or limit any liability that cannot legally be excluded or limited.

Discounts & Promotional Offers

Discounts and promotional offers cannot be combined unless explicitly stated.

Loyalty Card (First 15 Families)

The Hearth Childcare Loyalty Card is available to the first 15 families on a first-come, first-served basis.

After completing 5 qualifying paid sessions, the 6th qualifying session will be provided free of charge.

Qualifying sessions are paid bookings of a minimum of 3 hours.

The free session is subject to availability. Only one Loyalty Card may be issued per family. The card is non-transferable and has no cash value.

The Loyalty Card is valid for 18 months from the date it is issued.

Hearth Childcare reserves the right to withdraw or amend this offer at any time.

Neighbour Discount

The Neighbour Discount applies to Hearth Day Childcare for families living within the specified qualifying distance.

Proof of address may be requested.

Repeat Customer Discount

The Repeat Customer 10% discount applies from the 5th completed booking onwards, subject to the terms of the offer.

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Hearth Childcare reserves the right to refuse, amend or withdraw a discount or promotional offer in cases of suspected misuse.

Complaints & Feedback

Hearth Childcare welcomes feedback and aims to resolve concerns fairly and promptly.

If you have a concern about the service you have received, please contact:

hearthchildcare@gmail.com

I will listen to the concern and, where appropriate, discuss what happened and what can be done to resolve the issue.

Changes to These Terms & Conditions

These Terms & Conditions may be updated from time to time to reflect changes to Hearth Childcare, its services, pricing, procedures or applicable requirements.

Where changes materially affect an existing ongoing arrangement, reasonable notice will be provided where appropriate.

The version of the Terms & Conditions applicable to a booking will be made available to the parent/guardian before the booking is confirmed.

Agreement

By making a booking with Hearth Childcare, the parent/guardian confirms that:

They have read and understood these Terms & Conditions.

They agree to these Terms & Conditions.

The information they have provided about their child is accurate and up to date.

They will inform Hearth Childcare of any relevant changes to their child's circumstances.

They understand that Hearth Childcare does not routinely administer medication.

They understand the arrangements for illness and medical emergencies.

They understand that Family Start is a one-time introductory session and is not required for subsequent bookings.

They have read or been given access to the Hearth Childcare Privacy Policy.

Hearth Childcare - Contact Us

Holly Muse trading as Hearth Childcare

Email: hearthchildcare@gmail.com

Last updated: August 2026

Next Review: January 2027 (Yearly)