

Cancellation notice

If your contract with the Nursery was formed entirely by means of distance communication (i.e. by post, fax or electronic communication) without a face to face meeting with a member of the Nursery staff you may cancel the contract within 14 days. To provide you with certainty of the period for cancellation, the Nursery will assume that you will return the completed acceptance form and pay the deposit on the day you date the acceptance form. The 14 day cancellation period will therefore begin on the day following the date on the acceptance form. Please also see our cancellation notice and form which is published on our Silverhill School website.

To exercise your right to cancel, you must inform us at the Nursery address of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or fax, or an email). You may use the attached model cancellation form, or your own wording, if you prefer. You do not have to provide a reason for cancellation when informing the Nursery.

To meet the cancellation deadline you must send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

a) Where we have provided educational services

If, following your acceptance of a place and payment of the Acceptance Deposit we provide educational services to your child, and then you choose to cancel the contract before the 14 day period expires, you will be liable to pay to us our reasonable costs. These will be the costs for the actual services provided up to the time you communicate to us your cancellation of the contract, calculated as a proportion of the monthly fees. We will return to you, after deduction of our reasonable costs, the balance of fees and any deposit paid.

b) Where we have not provided educational services

If you cancel this contract within the 14 day period and we have not provided any services, we will reimburse to you in full any payment of fees and deposit received from you, without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel.

We will make any reimbursement due using the same means of payment as you used for payment to us, unless we expressly agree otherwise. You will not incur any fees as a result of the reimbursement.

Reimbursement of payments made

If you have paid to us an amount greater than any costs we have properly incurred, we will reimburse you with the balance, within the timescale and in the manner set out in b) above.

Cancellation form – Silverhill School and Day Nursery

Cancellation of contract

To the parents:

If you wish to cancel your Parent Contract with Careernature Limited T/a Silverhill School and Day Nursery within the 14 day period, please notify the Nursery Manager, by email, letter or fax, at the Nursery address. Below is some suggested wording.

To the Nursery Manager of Silverhill School and Day Nursery

Swan Lane,
Winterbourne,
South Gloucestershire,
BS36 1RL

I / We hereby give notice that I / we cancel the Parent Contract as set out in:

- the letter of offer
- the Nursery's *Terms and conditions*
- the acceptance form returned to the Nursery on [• 00 month year]; and
- the Session and Fees List.

Name(s) of parent(s):

Address(es) of parent(s):
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.....
.....

Signed:

Date: