

Computershare Voucher Services Limited Terms and Conditions of Carer Registration

Computershare is a member of the Childcare Voucher Providers Association (“**CVPA**”). In registering you as a Carer, Computershare undertakes to act in accordance with the CVPA Code of Practice which is available on the CVPA website www.cvpa.org.uk. If you are dissatisfied with the outcome of any complaint made to Computershare as regards Computershare’s compliance with the CVPA Code of Practice, please send your complaint to:

Childcare Voucher Providers Association (CVPA), Ground Floor, 4 Victoria Square, St Albans, Hertfordshire, AL1 3TF.

1. Definitions

Account means the Carer’s account with Computershare;

Agreement means together the Carer Registration Form and these terms and conditions;

Appropriate Body means the regulatory body with whom the Carer or the agency employing the Carer is registered from the following list; in England by: Ofsted, Edubase, Independent Schools Inspectorate and Bridge School Inspectorate for Christians and Muslims; in Northern Ireland: a Health and Social Services Trust; Approval of Home and Child Care Providers, and Northern Ireland Social Care Council; in Scotland: Social Care and Social Work Improvement Scotland, Scottish Care Commission and Independent Schools for Scotland; in Wales: Care and Social Services Inspectorate, Approval of Childcare Providers (Wales) Scheme and Estyn Independent Inspection for Wales and in each case as appropriate the agencies employing them or any other person or organisation who is approved to provide child care facilities.

Carer means the provider of childcare facilities regulated by an Appropriate Body and as detailed in the Carer Registration Form;

Carer Registration Form means the form completed by the Carer in conjunction with these terms and conditions;

Childcare Vouchers mean the e-Voucher or Paper Vouchers issued by Computershare;

Computershare means Computershare Voucher Services Limited, a company registered in England and Wales with company number 4968447 and having its registered office at The Pavilions, Bridgwater Road, Bristol, BS13 8AE;

e-Voucher means a Childcare Voucher issued in an electronic form from the online account of the employee;

Paper Voucher means a Childcare Voucher issued in a paper form;

Registration Certificate means the certificate issued to the Carer by the Appropriate Body.

2. Computershare has in place an agreement with clients to provide Childcare Vouchers to such of their employees who complete and submit an application. By completing and submitting the Carer Registration Form the Carer agrees to accept Childcare Vouchers as payment for childcare facilities conditional upon payment from Computershare and that it is bound by these terms and conditions. 3. When a Carer registers with Computershare they will be issued with a carer reference number and can set their own password and security questions (the **Security Details**) to permit them to gain access to their Account via Computershare’s website at www.computersharevoucherservices.com (the **Online Account Service**). It is the Carer’s responsibility to keep the Security Details secure and not to disclose them to any unauthorised person.

4. The redemption of Childcare Vouchers issued by Computershare is subject to the following conditions:

4.1 The Carer must have already registered with Computershare by completing and submitting a Carer Registration Form and provided a photocopy of its Registration Certificate and received from Computershare a carer reference number.

4.2 A Carer may only accept Childcare Vouchers in exchange for childcare facilities and not for cash or other services.

4.3 Childcare Vouchers may only be accepted by a Carer from the person named on the Childcare Voucher or in relation to an e-Voucher from the employee in control of the online account.

4.4 The Carer will not charge the employee for receipt or redemption of the Childcare Vouchers.

4.5 Carers may be charged an administration fee of £25 for the replacement of lost or defaced Childcare Vouchers.

4.6 Carers may be charged an administration fee of £25 for the replacement of an expired Childcare Voucher.

4.7 Payment for the Childcare Vouchers redeemed by the Carer will take effect three/four business days from the date nominated in the Carer Registration Form.

5. Childcare Vouchers may be redeemed as follows:

5.1 Paper Vouchers can either be sent by the Carer with remittance form/carers reference number to:

- Computershare Voucher Services, The Pavilions, Bridgwater Road, Bristol, BS13 8AE.
- The Carer is responsible for ensuring that the Paper Vouchers are received by Computershare and Computershare will not accept any liability for Paper Vouchers which are not received or lost in the post;
- Or the Carer can telephone Computershare on 0345 002 1122 and activate redemption of the Paper Vouchers.

5.2 Where the carer has chosen to manage their Account via the Online Account Service they can redeem Paper Vouchers online.

6. Where an employee has opted to manage his/her Account online it is the employee's sole responsibility to arrange for the Carer to receive payment and Computershare has no liability in relation to any unpaid sums owing from the employee to the Carer.

7. In the event that Computershare notifies the Carer of specific Childcare Vouchers being invalid, stolen or otherwise unacceptable to Computershare and the Carer accepts such Childcare Vouchers, Computershare will have no liability to the Carer in relation to those specific Childcare Vouchers.

8. Either party may terminate the Agreement on the provision of 30 days written notice to the other party.

9. Computershare may terminate the Agreement immediately in the event that the Carer is no longer registered with an Appropriate Body or becomes insolvent or commits a material breach of this Agreement.

10. To provide Childcare Vouchers to you Computershare needs to use your personal information. Computershare will make sure your personal information is adequately protected, however Computershare uses it. For full details about how Computershare uses your personal information please see Computershare's Privacy Policy. Computershare's Privacy Policy is available on its website, or you can get a copy by writing to Computershare Investor Services PLC, The Pavilions, Bridgwater Road, Bristol BS13 8AE, United Kingdom. The Privacy Policy also explains your rights in relation to your personal information and how you can exercise them.

11. Carers should refer any complaints to Computershare. Any complaints or queries which, after being reasonably dealt with by Computershare's Authorised Officer, are still not resolved and which the person making the complaint or raising the query insists on pursuing further shall be referred to Computershare's Operational Director, whose decision in relation thereto shall be final. If the person making the complaint or raising the query is not satisfied with the way the complaint or query has been dealt with by Computershare, that person shall be entitled to refer the complaint or query to the CVPA.

12. Computershare shall not be liable for any delays in payment or failure to perform any of its obligations under the terms of this Agreement resulting from acts beyond its reasonable control. Such acts shall include, but not be limited to, any failure by any banking institution which holds monies, acts of God, strikes, lockout riots, acts of war, epidemics, governmental regulations superimposed after the fact, communication line failures, power failure, pandemics, earthquakes or other disasters, or any failure or breakdown of any system, computer or otherwise.

13. No additions or variations to these terms and conditions shall have effect unless agreed in writing by Computershare.

14. This agreement shall be governed by and construed in accordance with the laws of England and Wales and the parties hereby submit to the exclusive jurisdiction of the English Courts.