

CMA open letter to the early years sector

Following analysis of the complaints received from various sources, the CMA has published an open letter and [more detailed advice](#) highlighting practices in the early years sector it considers unfair contrary to consumer law.

Whilst the CMA recognises that during the crisis most nurseries and daycare businesses are trying to do the right thing under unprecedented circumstances and pressures, at the same time consumers (parents) deserve to have their rights protected. This work is not meant to disrupt any agreements fairly and mutually agreed between parents and early years businesses, but is intended to provide clarity on how consumer law applies to COVID-19 disruptions.

The CMA is therefore asking providers to consider their contracts and arrangements with consumers and take any necessary steps to ensure they comply with the law.