

Terms & Conditions

1. General

Age of Admittance

2 years to 5 years of age.

Hours of Opening

The Nursery is open Monday to Friday from 08:00am to 6:00pm, 38 weeks a year excluding bank holidays term time.

Settling In

It is our aim to allow all children time for settling in, so that the child can form relationships with their carers and become familiar within the nursery surroundings. Each child and their needs differ so the length of time for settling in varies from child to child.

We find this normally consists of 2-3 sessions. We request that a parent attends the nursery with the child for settling in until he or she is happy to be left and so that parents can read the parent handbook and staff can obtain the relevant child related information and consent to ensure a smooth transition into nursery.

Changes

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice. The current terms and conditions are published online.

Change of Details

You must immediately inform us of any changes to your registration details.

Court order

You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

Nappies

Please provide your own nappies, wipes and cream if required.

Off Premises Visits

Staff will occasionally take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained.

Mobile Phone

To ensure the safety and wellbeing of all children who attend our nurseries we enforce a no personal mobile phone usage within our settings. Should you be on your personal mobile phone as you arrive at the nursery can we please ask that you conclude your phone call before entering the premises.

Equal Opportunities

We are equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

Nursery Closure

The Nursery is closed on public Bank Holidays and school holidays.

If the nursery has to close or we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you.

If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed in excess of 3 days.

Complaints or Concerns

If you have a concern or complaint, please speak to the nursery manager or alternatively you can email the Nursery Manager. If you have any concerns regarding the services we provide, please discuss these with your child's key person. If these concerns have not been resolved to your satisfaction, please contact the Nursery Manager.

Employment or Solicitation of Staff

If, during this childcare contract and for a period of 6 months after the termination of this contract, you (directly or indirectly) employ or otherwise engage the services of any member of our staff who has had contact with your child

under this contract then you will be liable to pay and you will be invoiced a fee of £2,000.00 as payment to us recruiting and training a suitable replacement member of staff.

2. Medical

Emergency Treatment

Any child who attends Nursery and has an accident whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps or bruises.

Any emergency treatment or medical advice will be permitted unless a parent states in writing otherwise. The Nursery does not accept any responsibility for treatment given against parent's wishes if we have not been informed otherwise.

Accident Book

All Parents will be informed and required to sign the accident book. In the case of a more serious accident or incident a child will be taken immediately to a doctor or the nearest hospital and parents will be informed.

Sickness

The Nursery will make every effort to notify parents should their child become ill at the Nursery. Senior staff reserve the right to remove the child to hospital in an emergency. Please note minimum exclusion periods apply and must be adhered to. Our policy and guidelines are available from the nursery manager.

Contagious Disease

For the benefit of the other children in the nursery, you must not allow your child to attend the nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the nursery.

The Nursery reserves the right to refuse to accept children until the Nursery is satisfied they are not infectious. This is to protect other children from cross infection. The Nursery's exclusion policy is guided by the relevant local Authority.

If in doubt

If your child is suffering from a doubtful rash, sore throat, discharge from the eyes, nose or any similar symptoms; please keep the child at home until the doctor has certified that the symptoms have disappeared. If your child is suffering from sickness and/or diarrhoea please keep your child at home until 48 hours after the symptoms have stopped.

You must inform us immediately if your child is diagnosed with any allergy or intolerance.

Antibiotics

If your child is prescribed antibiotics, please keep them at home until 48 hours dosage has been administered in case of adverse reaction to the medication. Antibiotics and medicines will only be administered by Nursery staff after the child has been taking them for more than 48 hours at home, and only then with written authorisation from their parent. All antibiotics must be prescribed by a doctor.

3. Child Protection

Child Protection

Any child who attends the Nursery, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background has a right to protection from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care.

The Nursery has a full written policy on Child protection which is available from the nursery manager.

Delivery of children

Children should be delivered by parents/carers into the care of a Nursery Staff Member and entered into the attendance register.

Collection of Children

Children will not be released into the care of anyone other than those named on the childcare registration form unless authorised by the parents personally, by telephone or in writing. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.

In addition, a personal visit of introduction by the parents, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity. We require you to have a password on your registration form for emergency collections.

You are required to inform us immediately if you are unable to collect your child from nursery by the official collection time. All collections must be by an adult over 18 years of age.

Social Services

It is our obligation to require or seek professional advice or actions from the local social services team if we suspect a child is suffering from harm. We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

Behaviour Management

The Nursery has a written policy on behaviour management which is available from the nursery manager. The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at the Nursery.

4. Property and Premises

Personal Property

The Nursery does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents.

Clothing

Parents are requested to send children in easily washable, clearly labelled clothing which is appropriate to the weather conditions. Please discourage your child from bringing items of value to the Nursery. Please provide a spare set of clothing for your child in case of an accident or the need for change of clothing

5. Food and Drink

Water

Fresh drinking water is available to all children throughout the day.

For the older children water is available for them to help themselves when thirsty, this promotes independence and self-help skills. For the younger children water will be available and offered throughout the day alongside designated snack and meal times in either beakers or cups depending upon the age and stage of development of the children.

All children will be encouraged by the staff to drink water throughout the day as part of our commitment to offering healthy food and drink options.

Meals & Snacks

Children will be provided with drinks and snacks at regular morning and afternoon snack times. Menus are displayed on the parents display board. All special dietary requirements will be catered for.

For Health and Safety reasons we do not heat up any food in your child's packed lunch.

Nut Allergy

As the number of children with nut allergies is increasing with parental support we aim to endeavour to keep the nursery NUT FREE. Parents are requested not to send food or empty food packaging materials into the nursery.

6. Fees

Schedule of Fees

The current schedule of fees is available from the nursery manager and published on our website. Fees are calculated monthly and due monthly in advance on the 1st of the month.

Absence

Fees remain payable for periods of absence (Holidays and Sickness) as the child's place is kept open and staff and associated costs continue to accumulate and be met by the nursery.

Registration Fee

We charge a non-refundable registration fee of £20 to reserve your childcare place.

Reserving a Childcare Place

We are able to reserve a childcare place and booking pattern no more than 6 months in advance of your child's start date.

Should you wish to extend this 6 months period then you will be required to pay your childcare fees in full from the 7th month onwards to keep your childcare place open.

Confirmation of Your Childcare Place

We will confirm your childcare place within 7 working days as this is subject to childcare place availability.

Sibling Discount

Where parents have more than one child at the Nursery, a 10% reduction in fees is allowed for the second and subsequent children. This is applicable only on the booking pattern and does not include extra sessions or additional hours.

Free Childcare Hours

Free childcare is available for all 3 and 4 year old children, regardless of parental income, from the term AFTER a child's 3rd birthday.

3 and 4 year old children will be entitled to 570 hours with an additional 570 hours available subject to eligibility. If you choose to access any additional child care hours, these will be charged for these. Please enquire with a staff member about funded places for 2 year olds.

7. Booking Patterns

Booking patterns are available on 38 week term time only basis

Regular Pattern

We accept 2 day, 3 day, 4 day and 5 day weekly booking pattern or 2 sessions minimum.

Shift Pattern

We can accept a limited 2, 3 and 4 week recurring shift booking pattern. Please contact your nursery manager to discuss.

Changes to your Booking Pattern

To increase your booking pattern, we require 24 hours' notice subject to availability.

To decrease your booking pattern, you must provide us with thirty (30) days' notice in writing or by email to the nursery manager.

Should insufficient notice be given then you will be invoiced for the full childcare fees for thirty (30) days' notice from the date of any change as if the hours had not decreased.

Additional Sessions

If Additional Days have been booked, these will be invoiced on the following months invoice. If you book and then cancel you will still be charged for the day/session booked

8. Payment of Fees

Fees are due monthly in advance in accordance to your booking pattern by the 1st day of each month.

We accept payments by BACS, cheque or cash.

We do take payment by cash; however, it is your responsibility to obtain a receipt from the nursery manager as your proof of payment.

Childcare Voucher Payments

The voucher company pays the nursery directly.

We accept payment by most voucher companies in the UK.

Please ensure all voucher payments are made before the 1st of each month as a late voucher payment may be charged.

9. Cancellation

Termination of Contract

If you no longer wish to maintain your child's place at the Nursery you will be required to give thirty (30) days' notice in writing or by email to the nursery manager. We reserve the right to exclude a child from Nursery for any breach of the childcare contract. We may terminate your childcare contract if your child's behaviour at the nursery is deemed by us to be unacceptable or endanger the safety and well-being of other children at the nursery.

10. Non Payment of Fees

If the payment of nursery fees is outstanding for more than 14 days after the 1st of the month this will result in the termination of your childcare contract and the loss of your childcare place. (Unless prior agreement has been made with the nursery management).

Upon termination of this contract the child shall not be permitted entry to the nursery. This shall be regarded as a formal demand for all outstanding monies and we will issue a final invoice and pass this to a debt collection agency for full recovery. In addition, you will be liable for all associated debt collection fees and court costs.