

# Terms and Conditions

## 1. General

### **Age of Admittance**

3 months to 5 years of age.

### **Hours of Opening**

The Nursery is open Monday to Friday from 8.00am to 6.00pm.

### **Weeks Open**

The nursery is open 51 weeks a year.

### **Settling In / Gradual Admissions**

It is our aim to allow all children time for settling in, so that the child can form relationships with our staff 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 request that a parent completes all of the registration forms and permission forms in advance of the start date and that the week before the start date a parent attend the nursery so that they can read all policies and procedures 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.

### **Change of Details**

You must immediately inform us of any changes to your contact or bank 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**

Parents are asked to provide supplies of their preferred nappies when 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 nursery 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 and do not use this again until you have left the nursery.

### **Equal Opportunities**

We are an 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. During the Christmas period the Nursery will close for one week finishing on the 23<sup>rd</sup> Dec.

If the nursery takes 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**

Customer satisfaction is of paramount importance to us and any concerns/complaints will be reported to the appropriate person for investigation. If you have a concern or complaint if possible please speak to the nursery manager or deputy manager alternatively you can email the Nursery Manager. If you have any concerns regarding the services we provide, please discuss these with your child's keyworker. 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 of any accident and required to sign an accident form. 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.

### **Minimum Exclusion Period for Nursery**

<b>Disease / Illness</b>	<b>Minimum Exclusion Period</b>
When on Antibiotics	First 24 hours of administration

Chickenpox	Until all spots have crusted over.
Conjunctivitis	24 hrs at home with prescribed medication
Diarrhoea:	48 hrs at home
Gastroenteritis	Until authorised by District Community Physician
Impetigo	Until the skin is healed or covered
Infective hepatitis	7 days from onset of Jaundice
Lice:	Until appropriate treatment has been given
Measles:	7 days from appearance of rash
Meningitis C:	Until recovered from illness
Mumps:	Unless the swelling has subsided and, in no case less than 7 days from the start of treatment
Plantar warts:	No exclusion, should be treated and covered
Poliomyelitis:	Until authorised by District Community Physician
Rubella:	4 days from the appearance of the rash
Ringworm of Scalp:	Until treatment given
Ringworm of Body:	Seldom necessary to exclude provided treatment is being given
Scabies:	Need not be excluded once appropriate treatment is given
Scarlet fever:	No less than 3 days from the start of treatment
Tuberculosis:	Until authorised by District Community Physician
Typhoid fever:	Until authorised by District Community Physician
Vomiting:	48 hours at home
Whooping Cough:	21 days from the onset of paroxysmal cough

### **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, diarrhoea or any similar symptoms; please keep the child at home until the doctor has certified that the symptoms have disappeared.

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 24 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 24 hours at home, and only then with written authorisation from their parent. All antibiotics must be prescribed by a doctor.

## **3. Child Security and 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.

You are required to inform us immediately if you are unable to collect your child from nursery by the official collection time.

### **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 minimum of 2 spare sets of clothing for your child in case of an accident or the need for a change of clothing. During toilet training please send a minimum of 4 changes of clothes.

## **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 milk at 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 along with three nutritious, balanced meals daily. Menus are displayed on the parents display board and our website; these include age and stage applicable meals and vegetarian options. All special dietary requirements will be catered for, we may charge for meals.

### **Nut Allergy**

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

### **Milk Feeds**

Formula bottle feeds should be supplied prepared and labelled by parents and brought to the Nursery each day where they will be stored at the correct temperature until required. Bottles will be rinsed and sent home every evening for sterilisation.

## **6. Childcare Registration**

### **Confirmation of Your Childcare Place**

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

### **Securing a Childcare Place**

We are able to secure a childcare place and booking pattern on receipt of a deposit of a months fee, we are unable to reserve a childcare place for 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.

#### **Schedule of Fees**

The schedule of fees are available from the nursery manager and on our website.

## **7. Booking Pattern**

Please note, invoice values will change in accordance to the number of days in the month, however you are more than welcome to pay a pro-rata figure (which provides a set amount each month) which will sometimes mean your account will show as being either in credit or debit.

#### **Full Days**

Full days are calculated from 08:00am to 6:00pm.

#### **Sessions**

Sessions are calculated from 8am to 1:00pm or 1:00pm to 6:00pm.

#### **Regular Booking Pattern**

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

#### **Term Time Only**

We limit the number of term time only spaces available per day.

#### **Change of 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.

## **8. Discounts and Absences**

#### **Discounts**

From time to time we may offer discounted rates for new customers. These will be available to new customers only.

#### **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. We ask that you contact the nursery to advise us of any absence in order that we can record these.

## **9. Free Early Years Entitlement (EEE/FEYE)**

#### **Free Early Years Entitlement (EEE/FEYE)**

FEYE is available for all 3 and 4 year old children, regardless of parent income, from the term AFTER the child's 3<sup>rd</sup> birthday.

Your child will be entitled to 15 hours of free childcare, per week, for 38 weeks (term time only) or this can be spread over the year giving 11 hours free per week.

## 10. Childcare Vouchers

### **Childcare Voucher Payments**

Currently each parent is able to claim £243 (high rate tax payer) or £124 (standard rate tax payer) per month.

If your wage payment date falls after the 25th of the current month the voucher payment will be deducted from the following months invoice. The voucher company pays the nursery directly.

## 11. Additional Days/sessions

This can be booked on an ad-hoc basis should there be available spaces.

## 12. Payment of Your Education Fees

### **Your First Invoice**

We will create your first invoice from your child's first day of attendance until the end of the month. This invoice must be paid in advance before or on your child's first day of attendance.

### **Payment of Fees (Monthly in advance)**

Fees are due monthly in advance in accordance to your booking pattern by the 7<sup>th</sup> day of each month.

We accept payments by Cash , Standing Order or Online payment method only.

### **Additional Service Fees (Monthly in arrears)**

Additional hours for additional sessions may be invoiced on the following months invoice.

### **Your Final Invoice**

We will create your final invoice from the date of your termination email. You will be required to pay the full fees for the thirty (30) days' notice. It is your responsibility to obtain a receipt from the nursery manager as your proof of termination. Your child may attend during this time unless you have breached the childcare contract terms and conditions.

## 13. Cancellation of Your Childcare Place

### **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.

### **Non Payment of Fees**

A one off administration charge of £25 will be applied to your invoice and a further charge of £10 per day that the payment is late. If the payment of nursery fees is outstanding for more than 14 days

after the 7<sup>th</sup> of the month this may result in the termination of your childcare contract and the loss of your childcare place.

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.