## **Terms and Conditions**

## 1. General

**Age of Admittance**

3 months to 5 years of age.

When referring to ‘Over 3’s’ we are addressing those children in receipt of 15/30 hours funding

**Hours of Opening**

The Nursery is open Monday to Friday from 7.30 am to 6.00pm (Over 3’s 8.00am to 6pm) with an optional early bird payment for over 3’s to start at 7.30am. These places are limited and subject to availability.

Unfortunately we cannot open prior to 7.30am.

In the event of a child being collected late there will be a charge of £15 per 15 minute period.

**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 find this normally consisting of 2-3 sessions.

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. The current terms and conditions are published online.

**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**

The nursery will provide nappies for your child. If your child requires specific nappies please make us aware at your paperwork visit. Please ensure you provide a barrier cream if you do not use Sudocrem.

**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 on final day of the term at midday.

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 and your fee will remain the same to ensure sustainability of the nursery and our team.

**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.

## 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**

|  |  |
| --- | --- |
| **Disease / Illness** | **Minimum Exclusion Period** |
| When on Antibiotics | First two days at home |
| Chickenpox | 7 days from appearance of the rash |
| Conjunctivitis | 24 hrs at home with prescribed medication |
| Diarrhoea: | 48 hrs at home |
| Gastroenteritis | Until authorised by District Community Physician |
| Hand, foot and mouth | 3 – 5 days from the appearance of the blisters |
| Impetigo | Until the skin is healed |
| 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 cured |
| 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 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 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/careers 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. 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 a change of clothing.

**Car Park**

Drivers are asked to drive at a very slow speed and be cautious before setting off. Any vehicle parked in the Nursery car park is parked at your own risk.

## 5. Food and Drink

**Water**

Fresh drinking water is available to all children throughout the day. Please provide your child with an easily identifiable, named water bottle.

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/substantial snacks. 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, over 3’s will be charged extra 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**

Our nursery will provide your milk for you. Your requirements will be taken in your paperwork visit with us. Should you use a prescribed milk please ensure you have ordered a spare for nursery ion time for your start date. We use Tommy Tippee and Avent bottles as standard. Should you require a different brand please supply on your first day with us.

## 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.

**Reservation Fee**

An initial administration fee of £100 is payable to reserve your childcare place and reserve your booking pattern. This is non-refundable in case of cancellation or termination of your childcare place. The £100 will be deducted from your first months fee once your child has started with us.

It is advised that you should confirm your booking pattern and start date when paying your reservation fee. We will endeavour to make your required sessions available to you however should sufficient notice of booking pattern not be placed we can not guarantee your specified days.

**Schedule of Fees**

The schedule of fees are available from the nursery manager.

## 7. Booking Pattern

All fees are worked out pro-rata and include 2 weeks holiday. Your fee will remain the same each month unless changes are made in conjunction with the nursery manager.

**Full Days-Under 3’s**

Full days are calculated from 7.30am to 6:00pm.

**Sessions- Under 3’s**

Sessions are calculated from 7.30am to 1:00pm or 1:00pm to 6:00pm.

**Full Days-Over 3’s**

Full days are calculated from 8.00am to 6:00pm.

**Sessions- Under 3’s**

Sessions are calculated from 8.00am to 1:00pm or 1:00pm to 6:00pm.

(If not paying for lunch there is a break in childcare available between 12.00pm and 1:00pm)

**Term Time Only**

We are able to accept term time only booking patterns when agreed in advance.

**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

**Sibling Discount**

Where parents have more than one child at the Nursery, a 5% discount is made for the eldest child until they are in receipt of 15/30 hours funding.. Further discounts may be available for twins. This is applicable only on the booking pattern and does not include extra sessions or additional hours.

**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. Early Years Entitlement (EEE/FEYE)

**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 3rd birthday.

Your child will be entitled to 15 hours of free childcare, per week, for 38 weeks (term time only).

Your child may also be entitled to a further 15 hours should you be meet the criteria.

## 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

## **Early Birds- Over 3’s**

## Should you require additional childcare in the morning from 07:30am to 08:00am, an additional charge will be applied to your monthly fee. Places are limited and subject to availability and should be booked a week in advance.

## 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 1st day of each month.

This can be paid via childcare vouchers or standing order. Please notify the nursery of the combination of payments to make up your fee.

**Additional Service Fees- Over 3’s (receiving 30 hours funding)**

An additional daily fee of £5.00 will be applied for the days children are using their Early Years Entitlement. This fee will cover all additional services supplied by the nursery which is not included in the 15/30 hour funding. This includes accessing the nursery from 7.30am daily and all meals.

**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. 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.

**Non Payment of Fees**

A one off administration charge of £25 will be applied to your invoice and a further charge of £10 per month that the payment is late. 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.

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.