



TERMS AND CONDITIONS

To enable us to provide the very best service, it is necessary for us to share with you the terms and conditions upon which your place has been allocated. If you have any questions, please speak to a member of the management team.

ATTENDANCE:

The nursery recommends children to attend a minimum of **2 sessions** each week. We believe this enables children and staff to build strong relationships, which helps us to provide the very best care for your child.

Ideally, any days/sessions should be consecutive to provide stability and continuity for the children.

The nursery offers the 15 hours free entitlement as:

5 afternoons 11:45am-2:45pm

You may use your 15hrs free entitlement across separate settings, we ask that you inform us how you wish to spread your hours between different settings.

30 HOURS, EYPP AND DAF:

The nursery is committed to providing the very best education for young children whilst supporting the needs of working parents, so will continue to offer the 15 FE alongside the extended 30-hour entitlement for working families. These places will be allocated according to availability and may be limited.

Parents wishing to access a free 30-hour place need to check their eligibility through the childcare choice website. If eligible, parents will be given a code that must be presented before their 30-hour place is confirmed. It is the parent's responsibility to re check their eligibility termly and provide the nursery with the relevant paperwork. Any unpaid fees incurred by the nursery as a result of parents not updating their eligibility will be passed onto the parents.



We would require the following information such as NI Number Parents' DOB, and consent to check eligibility.

- For EYPP and DAF, we would use this towards the child's needs and activities, and run it pass the parents to make sure they're happy.

Parents wishing to purchase additional hours on top of the 15 hours free entitlement or 30 hours will be charged a standard rate in line with our charging policy.

The nursery is happy to split hours with another setting, please inform us how you are intending to use your free entitlement hours across the settings.

CHANGES TO OR CANCELLATION OF SESSIONS:

The nursery requires 4 weeks' notice of intent to leave.

4 weeks' notice is required to add, change, or cancel additional sessions, excluding any school holiday periods.

Changes to sessions will only be considered and changed at each half term period and will be allocated in line with availability.

Although we are not able to change sessions on a weekly basis, we understand that in an emergency, it may be necessary, and this will be considered according to individual needs.

Any changes will be considered in line with availability but will incur a £5 administration fee.

All requests must be made in writing, addressed to the manager with a subject "Change to Session".



WAITING LIST:

A non-refundable charge of £10 is required for you to place your child if they are under 3 years old. Those families eligible for 2 years funding will not need to pay the deposit or will have it returned if already paid on receipt of their 2-year administration number.



DEPOSIT:

On acceptance of a place for under 3's or Nursery extended place/30 hour place, a non-refundable £40 administration fee is required to enable us to set up systems and payment facilities.

For children under the age of 3 years old and those children using extending hours and 30-hour places, we require a deposit when you accept a place for your child.

- 3-4's Funded Children – A refundable deposit of £50 is required which will be returned after headcount day.
- Under 2's - £100 per child – this deposit is non-refundable if the child does not start at the nursery. Otherwise, this deposit will be refunded at the end of their time in nursery or after having given 6 weeks' notice in writing assuming all fees are paid to date.
- Children accessing the 2-year funding will not be required to pay a deposit.
- Acceptance of a place and receipt of a deposit, you are agreeing to our term and conditions.

FEES:

Payment will be required half termly in advance. Invoices will be issued the week before the half term ends. Payment will be due before the new term begins.

Failure to make payment by the due date may result in an administration charge of **£25** late payment fee. If arrears remain beyond the start of the invoice period, your child's place may be withdrawn.

We accept payments by bank transfer, childcare vouchers, and cash. We are unable to accept credit card/debit card payments.

Fees exclude nappies, fees, cream, and formula milk. Families are required to provide these regularly to ensure we always have an adequate supply.



LATE PAYMENT PROCEDURE:

It is expected that fees will be paid promptly by the due date stated on the invoice. We are keen to work with families who might be struggling with payment of fees and would encourage parents to come and talk to us as soon as possible. If, however, fees have not been paid.



- Parents will be telephoned 2-3 days after payment is due.
- If there is no response, a reminder will be sent asking for immediate payment or to contact the nursery manager if there are financial difficulties.
- If the fees are outstanding one week following the initial reminder, the nursery manager will write to the parents/carers informing them that their child's place will be withdrawn on a specified date unless payment is made in full. (Parents/Carers will be offered the opportunity to meet with the nursery manager or the Operations Director to discuss and agree arrangements for paying outstanding fees).
- If there is no response from Parents/Carers by the specified date, the child's nursery place will be terminated and any outstanding debt will be passed onto a legal team to recover the debt. We really hope that this is not necessary and that we are able to work together to agree a payment plan to clear any outstanding debts.

LATE COLLECTION CHARGES:

It is important that parents collect children promptly as delays require staff to work overtime, resulting in costs to the nursery that may be passed on to parents.

If your child remains in our care for 15 minutes after they are due to be collected a £10.00 charge will be made and a further £5.00 for every minutes thereafter.

If a child remains in our care for 30 minutes or more after the end of the session and we have been unable to contact parents or any emergency contacts, social services may be called.

FINANCIAL DIFFICULTIES:

We understand that some parents may experience financial difficulties. We are keen to work with families to ensure that children can maintain their place at nursery. In this event, please talk to us as soon as possible so we can support you with a payment plan to repay any outstanding fees.

If the agreed payments are not made, day care or extended places may be withdrawn, until the financial debt has been cleared.



SICKNESS AND ABSENCE:

On accepting a place at the nursery, you are agreeing to your child attending the number of days/sessions stated in the attached. This means that a place will be reserved for your child and parents will be charged even if a child does not attend e.g., for illness/holidays etc.

To ensure the health and well-being of all children within the nursery we reserve the right to refuse admission to children who, in the opinion of the nursery staff, are not well enough to be cared for at nursery.

If a child is unwell while at nursery, the parent or the named emergency contact will be phoned. It is the responsibility of parents to inform the nursery immediately of any changes to these contact details.

If we are unable to contact you in an emergency, we reserve the right to seek medical attention for your child.

Please refer to the parent guide so that you are clear about absence periods for contagious and communicable illnesses.

In the case of sickness and diarrhoea children should be absent for a period of 48 hours after the last occurrence.

The nursery is unable to administer any 'over the counter' medicines such as Calpol or teething gel.

We are only able to administer prescribed medication and parents must sign a permission form to enable staff to do so.

There is no reduction in fees for absence due to holidays and sickness, and this would only be considered in exceptional circumstances. We do not allow children's days to be swapped for other days of the week.

POLICIES AND PROCEDURES:

A list of policies can be found at the nursery.

The Charging policy will be reviewed on the 1st of March each year. Any resulting changes will be effective from the 1st of September that year. We reserve the right to increase fees at any time should it be necessary. In these circumstances, we will give one month's notice.

