

## TERMS AND CONDITIONS

### Registration

- A completed and signed registration form with Terms and Conditions, should accompany all applicants for a nursery place. When the Nursery Manager receives these you will either be offered a nursery place or allocated a place on the waiting list. Once offered a place you will be required to confirm your acceptance by sending a deposit of £50. This deposit will be retained if the place is not taken up to cover administration costs. The deposit will be returned to you in full when your child leaves the nursery, provided that the Terms and Conditions set out here have been met and there are no fees outstanding. Those parents registering their baby prior to the birth need not forward the registration fee until after the baby's birth.
- Parents are asked to inform the Nursery Manager in writing of changes to information given on the registration form e.g. mobile phone number or addition or removal of a responsible adult for delivery or collection.

### Opening times

- The opening hours of the nursery will be as published. The nursery will be closed for all Public and Bank Holidays and for the period between Christmas and New Year. There is no reduction on the monthly fees for these periods of closure because the fees are calculated so that the effects are spread throughout the year.
- Collection after 6.00pm will incur a charge of £10.00 for the first quarter hour and £2.50 per quarter hour thereafter. This charge is made because of the additional employment and administration costs and we believe it is only fair that this charge is not absorbed and payable by parents who collect their children on time. It is appreciated that on rare occasions circumstances may make late collection unavoidable. On these occasions parents are requested to let their Nursery Manager know as soon as possible what alternative arrangements have been made for the collection of their child.

### Babies

- All bottled baby feeds should be freshly prepared by parents and brought into nursery each morning. Bottles must be clearly labelled with the baby's name.
- Special dietary requirements should be discussed with the Nursery Manager.
- All nappies are to be provided from home.

### Clothing

- All clothing should be clearly labelled and a change of clothing provided in a small bag.

### Safety and Security

- In order to protect your children throughout the day we have a very strict security procedure, which prevents unauthorised access to the nursery. Please assist staff in implementing this policy by closing and securing any doors/gates behind you. You are asked not to open the door for other parents.
- Nursery staff are instructed not to release your child to anyone other than those listed on your child's registration form. If a member of staff is unsure about releasing your child to an unfamiliar person they will ask for the password indicated on your registration form. To avoid any embarrassing situation therefore, please ensure that all those named as authorised adults to collect your child know your password.

### Fees

- All fees are payable monthly, in advance, and are due on or before the first of each month. Fees can be paid weekly at the Nursery Manager's discretion. Because of the way our accounting procedures operate, late fees or returned cheques will be subjected to an administration charge of £20.
- If fees remain unpaid for more than two weeks parents will be sent a reminder letter. Should the fees remain unpaid at the end of the month the nursery reserves the right to ask the parent to remove the child from the nursery so that the place can be offered to a child on the waiting list. In this event an extra charge of one month will be made in lieu of formal notice.
- Full fees are payable during holiday and sickness.
- There is a 10% reduction for siblings whilst there are two or more children from the same family attending. 10% will be deducted from the lowest fee rate.
- Before your first payment you will be offered the opportunity to pay by standing order, cash or cheque. There will also be facilities for card payment. If you want to vary the way in which you pay, please contact your Nursery Manager a full month before you wish to implement the change.
- One month's notice in writing is required to withdraw a child from nursery or to alter the number of sessions to be attended. In the event that a child is removed before one month's notice is formally given the normal fees will be charged less the deposit paid at the time of registration. These time scales are necessary to ensure that adequate notice can be given to those parents who remain on the waiting list. Parents who cancel their registration and then wish to re-register their child cannot be guaranteed their previous booking pattern.
- Parents are reminded that they may be entitled to working family tax credit. Details are available from our Nursery Manager.
- Children over the age of three are entitled to funding to go towards the nursery education element of the fees; this amount will be deducted from your monthly total and the money claimed from the Local Education Authority.

### Sickness and medication

- The nursery staff work very hard to reduce the spread of illness and infections. To help us, please do not bring your child to nursery if they are unwell. A copy of the incubation and exclusion periods for common childhood illnesses is available on request. If your child contracts one of these illnesses (e.g. Chickenpox) please inform the Nursery Manager and agree the length of exclusion time.
- If your child is unable to attend nursery for any reason please telephone the nursery.
- If your child becomes unwell during the day we will contact and advise you of the problem and if necessary ask you to collect your child. We fully understand the demands made on working parents, so if we ask you to collect your child it is, in the opinion of the Nursery Manager, absolutely necessary in the best interests of your child. If you are asked to collect your child under these circumstances we ask you to make arrangements as soon as possible.
- The nursery is permitted to administer certain prescribed medications to children e.g. Inhalers or other similar regular courses of treatment. Should your child be prescribed a regular medication or treatments please inform the Nursery Manager or Deputy at the earliest opportunity. They will explain the medication policy, comprehensive procedures and review arrangements for the administration of medicines.

### Access to information

- I understand that the nursery operates an open access information policy and I am very welcome during normal opening hours to view the policies and procedures under which it runs.
- I am aware that staff are pleased to arrange meetings to discuss problems, children's work and records at a mutually agreeable time, even outside normal hours if necessary.