



Terms and Conditions

The following terms and conditions form part of your registration agreement. These have been set in place to ensure a high standard of care. Terms are subject to change. Please read carefully.

Nursery operations and admissions

The nursery is open Monday to Friday from 7.30am-6.00pm and provides care for children aged 6 wks to 5 yrs. Out of school care may be available, dependant on demand. All children must be registered with the nursery prior to attendance. Full time places will be given preference. The nursery is open all year round, excluding bank holidays and half days on Christmas Eve/New Years Eve. Session fees are payable during these closures. Session swaps are not permitted on a casual basis.

Medication, illness, absence and emergencies

Prescribed medication is only administered with written consent from parents. Management reserves the right to refuse admission to a child considered 'un-fit' to attend. Management reserves the right to refuse to administer medication. Exclusion periods will depend on advice provided by the 'Health Protection Agency', please request associated policy. It is essential that the nursery be provided with up-to-date records to allow staff to contact parents and carers in the event of an emergency. The nursery requires written consent from a parent/guardian to send a child to hospital in an emergency. Please inform the nursery if your child will be absent.

Special educational needs

Before starting at the nursery parents are asked to provide detailed information regarding any special needs a child may have, in order for us to provide appropriate care. The nursery SENCO will observe nursery policy while assessing and coordinating support.

Safeguarding

The nursery operates a comprehensive policy in relation to safeguarding children. This policy, as with all others is available upon request.

Equal opportunities

The nursery pro-actively operates alongside equality. Registration of children and recruitment of staff will be without prejudice or discrimination of any kind. This policy, as with all others is available upon request.

Policies and procedures

All policies, procedures and working practices are in accordance with the Statutory Framework for the Early Years Foundation Stage. Your child's induction material will prompt your right to request all relative information.

Non attendance

Refund of fee payments cannot be given in respect of sickness, holidays or nursery closure due to circumstances beyond our control.

Notice to terminate or alter sessions

4 weeks notice must be given in writing, to alter nursery sessions or terminate a child's place.

Fees payments and registration

Fees will be calculated monthly and are strictly due for payment in advance. For new starters, fees are payable before the first day of attendance. Fees are payable over a 52-week period. Fees are reviewed annually. A non-refundable registration fee of £45 is requested at registration (deposit not normally requested). If notice is given any re-registration for the same child will be subject to a £250 non-refundable registration fee for part time places and a £400 non-refundable registration fee for full time places. This applies to re-registration within 3 months of the child's leave date. Registration fees do not apply to places accessed solely via 'Nursery Education Grant' (funded places). Siblings are offered a 10% discount. This discount will apply to the oldest child where attendance fees are the same. If attendance between siblings varies the child with the lesser booking will be discounted. Late payment of fees will be charged at the rate of £5.00 per day. Returned cheques will be charged at £30.00

Behaviour

Positive behaviour and good manners are important social skills for children to develop. We ask for parental support in actively encouraging these important attributes at home. We praise positive behaviour and provide effective support for children who need redirection. We use child-friendly language and never label a child with negative phrases. If behavioural problems arise then parental support will be sought. Should intolerable behaviour continue, the nursery would refer to the setting SENCO for support who will access external advice. The nursery reserves the right to terminate a place if behaviour cannot be effectively 'managed' within the setting.

Arrival and collection

Children must be handed directly to a staff member and never left to enter the nursery alone. Arrival and departure is strictly recorded on attendance registers. Only parents/guardians and authorised child collectors will be permitted to collect a child from nursery. Written consent is requested for any collector including the parent/legal guardian. An early drop-off and late collection charge of a minimum of £5 per 15 minutes or part thereof, will apply to unarranged care.

Gratuity

Recommendations resulting in a child registering with the nursery will apply as follows; £50 for a full-time place and £25 for a part time place. (Cheques will be released once the registered family have settled the first full month's fees).

Complaints procedure

Complaints should be made to the Manager either verbally or in writing. The Manger will endeavour to deal with your concern effectively in accordance with our Complaints policy. All matters will be dealt with professionally, promptly and in the strictest confidence. Ofsted; The National Business Unit, OFSTED, Royal Exchange Building, St Ann's Square, Manchester, M2 7LA. Complaints policy available on request.

I have read and accept the terms provided. (You have been provided with two copies of these terms; please return one signed copy to nursery).

Name: (Please print) _____ Date: _____

Signature: _____