

## Terms and Conditions

**To enable us to provide and maintain the highest standards of care we require all parents to be aware of and abide by, the following conditions:**

- To register your child at the nursery, we require a **deposit of £25.00 per child**, refundable when your child starts with us.
- **The nursery is open 8.00am – 6.00pm**, Monday to Friday. We close for all Bank Holidays and no charge will be made for these days.
- **Fees are charged monthly in advance** and must be **paid by the date stated on your invoice.** Payments can be made in cash, cheque or by internet banking.
- **Late payment of fees will result in an automatic charge of £50.00.** We will verbally remind parents and place a letter on the door when payments are overdue. At the end of the month, a polite warning letter will be issued that the nursery placement will be suspended if fees are not paid immediately. If no payment is received, the nursery place will be suspended with immediate effect and will not be reinstated until the arrears are paid in full: places will be subject to availability. Further action will be taken to recover outstanding fees. **There is a £25.00 administration fee for each cheque that is returned unpaid by your bank.**
- Please see alternative sheet for full list of fees structure. Occasional extra sessions, charged at daily rates, may be available if required, please see Nursery Manager for details.  
  
**\*\* If your child is unable to attend their usual session due to holidays/ illness or any other reason, this cannot be swapped for an alternative session\*\***
- In the rare event of a nursery closure due to unforeseen circumstances, the nursery will endeavour to inform parents at the earliest opportunity and fees for missed time will be refunded at next invoice. Any EYE/ Government funding will be adjusted accordingly back to SfYC Hants and the hours added back onto child's yearly tally.
- Parents/ Carers who collect their children late from nursery will receive a **late charge of £10.00 per 5 minutes, with a charge of £50.00 at 15 minutes. Every 10 minutes thereafter will be charged at £40.00.** Consistent lateness may result in your child's placement being suspended.
- Parents and carers should note that the nursery operates a "best practice policy" and therefore children can only be cared for in the nursery setting for a maximum of 9.5 hours a day. We operate a policy of "minimum sessions" (Please speak to Nursery Manager). This enables your child to settle in more quickly and provide less anxiety when separating from their parent/ carer.
- **We require in writing, from 1<sup>st</sup> of the month, 1 months' notice or one month's fees in lieu of, should you wish to withdraw your child from the Nursery or change your child's sessions.**

- **Mother Goose Nursery does not accept responsibility for accidental injuries or loss of personal property.** All insurances (public liability, Employers liability) are displayed on the Nursery notice board in the hall. Certificate of registration is also displayed.
- If your **child becomes unwell** during their session at Nursery, we will endeavour to contact the child's parents/ carers or emergency contacts as soon as is possible. **It is at the Nursery Managers discretion whether your child needs to be collected from the setting.** Your child will not be allowed to attend if they are suffering from a communicable illness including vomiting, diarrhoea, discharge from eyes or mouth etc. They should not return to Nursery until the infection has cleared (minimum 24 hours after symptoms have ended) We can administer prescribed antibiotics (oral liquid form only) once a full 24 hours has passed since they were prescribed. We can also administer children's paracetamol/ ibuprofen (In doses stated on the bottles) when provided by a parent in a named box. **All medication must be personally handed to a member of staff and a "medication form" correctly and fully completed before we can administer it.**
- **Parents/ carers are required to inform the Nursery at the earliest opportunity if their child is not attending due to sickness.**
- **We provide freshly cooked food on a daily basis** which consists of a snack in the morning, lunch and dessert and an afternoon tea. We can cater for all dietary requirements (Please speak to Nursery Manager).
- **Mother Goose Nursery will take photographs** occasionally for which parents/ carers should be aware. These will be used for the EYFS profiles and activity notice boards. Should you not wish your child's photos to be used on the notice boards, please speak to the Nursery Manager **\*\*Please note, we will never publish or use children's photographs out of the setting without prior consent from parents/ carers\*\***
- **Each child should have sufficient and appropriate clothing for their daily needs plus at least one spare set in the event of accidents.**
- **If toilet training**, then a sufficient number of changes of clothes including pants, socks, trousers and shoes must be supplied. Failure to do this will mean that your child may have to wear trainer pants or we will contact you as the setting has a limited supply of their own spare clothes.
- **For children who are still in nappies, parents are asked to provide nappies, wipes and cream. Failure to do so will result in the Nursery nappies, wipes etc being used at a charge, which will be added to your next invoice.**
- Children are not permitted to bring valuable items with them to the Nursery. Mother Goose Nursery will not accept any subsequent responsibility for any loss or damage, and any items found will held and later sent home.
- Parents are required to provide and leave a sun hat (peaked cap) and sun cream during the summer months to ensure all children can access outside play. The Nursery Manager reserves the right to exclude any child from participating in outdoor play if it is considered that he/ she may be at risk from exposure to the sun.
- **Mother Goose Nursery is under an obligation that they must report directly to Ofsted or The Child Protection Team, any incident or indication where we**

**consider a child may have been abused or neglected. This can be done without informing the parents/ carers.**

- If you directly or indirectly employ a member of the Nursery staff within six months of the end of their employment with us or permit such a person to provide any childcare services to your child except those provided by us (except for babysitting out of normal work hours), you agree to pay us 20% of that staff member's gross annual salary at the time they left our employment. This figure represents the cost to us of recruiting a suitable replacement.

**\*\*A full set of Nursery Policies and procedures are available in detail on the Notice Board in the Hall for inspection and a copy can be supplied upon request\*\***

**We advise parents/ carers to regularly refer to our parent's notice board and the doors to keep in touch with important information and news. Please feel free to request copies of any relevant information.**