

Terms and Conditions

Dated: June 2020

1. Registering your child for a place at the nursery requires you to complete and sign a registration form. By signing the form, you agree to all the terms and conditions set out below; and to adhere to our policies
2. A place is only secured once the registration form has been completed and returned to the nursery with a non-refundable registration/administration fee and a refundable deposit. The deposit will be taken off of your last month's invoice once notice of leaving has been given to the setting.
3. The deposit is refundable when your child leaves the nursery subject to one full calendar months' notice in writing by the 1st of the month for children to leave on the last day of that month. If this notice is not given, then fees continue to be payable. If any fees are outstanding when your child leaves the nursery the refundable deposit is forfeited. For clarity, children will only leave at the end of a month.
4. 48 hours' notice (2 working days before the session) is required for cancelling additional sessions. If this notice is not given, then the session continues to be chargeable.
5. If you cancel your child's place without the child starting at the nursery the refundable deposit is forfeited. If you cancel within one month of the due start date fees are also payable for the period between the due start date and the end of the next calendar month.
6. A full calendar months' notice in writing is also required should you wish to reduce the number of sessions your child attends. Failure to give this notice will result in fees being charged on the existing number of sessions for the month. For clarity, at least one calendar months' notice is required to reduce sessions, with the reduction commencing at the start of a calendar month.
7. Following receipt of a registration form, the start date can only be delayed once, and only be delayed by one month, before the child's reserved place will be open to others and the child's name added to the waiting list. Notice of the delay must be in writing. If the notice to delay is less than one month from the original start date, then fees are due from the original start date until the end of the one full calendar months' notice (to coincide with the end of a calendar month). The refundable deposit will be forfeited if the child subsequently does not start at the nursery (see 5. Above)
8. No refund or reduction of fees is made if your child is absent from the nursery (e.g. personal holiday; Bank Holidays; illness).
9. No refund or reduction of fees is made if the nursery is closed for reasons beyond our control (e.g. adverse weather conditions). Please see the policies.
10. The nursery closes for Bank holidays and for 1 working week at Christmas and re-opens on the first working day in January. We may hold inset days for staff training; therefore, we will reopen the next working day commencing this, you will be notified of this in advance.
11. Fees are calculated on a 51-week year. No refund is given for Bank Holidays.
12. Our opening times are from 7:30/8am to 6:00pm, Monday to Friday. We are unable to take responsibility for children outside these times as your child is not covered by our insurance. (Please refer to .18 below)

13. Fees:

- a) Fees are payable monthly in advance on the first of each month for the full day nursery.
- b) The first month's fees for new starters are due in full before the start date.
- c) Fees for additional sessions or hours are due before the sessions.
- d) For fee calculations please see our fee sheet.
- e) If any fees are outstanding after the 10th of a month a charge of £5 per day will be applied until the outstanding fees are paid in full.
- f) If fees are outstanding for over one month, we reserve the right to immediately cancel your child's place. The outstanding fees, including the appropriate notice period and interest will still be payable and you will forfeit your deposit. When necessary we will take legal action to recover outstanding fees with interest and costs.
- g) Fees are required to be paid online via direct debit or via our preferred partner 'Go Cardless'. Any consistent late payments will result in the request that 'Go Cardless' must be used. Please note that **no cash** is taken on our nursery premises.

14. Illness:

- a) If a child becomes ill at nursery, you or your named emergency contact will be telephoned. Therefore, it is your responsibility to inform us of any changes to your details (e.g. mobile phone; address, email address).
- b) Any child suffering from an infectious illness **must not** be brought into nursery until a doctor has certified that the child is no longer infectious.
- c) If your child suffers from sickness/diarrhoea a period of **48 hours** should elapse since the last period of sickness/diarrhoea before returning to nursery.
- d) If your child is prescribed medication by the doctor your child needs to of been administered this at home for **48 hours** before returning to the setting.
- e) **Only one dosage** of calpol (suitable for the age of the child) will be administered and only if the child has a temperature (as stated in our policies and procedures), if the temperature remains high you will be called to collect your child.

(Our nursery follows the guidelines set out by the department of health).

15. Please do not bring any personal possessions (e.g. Jewellery; money, toys) into the nursery, as we cannot take responsibility for any loss or damage.
16. Please label ALL items of clothing. We cannot take responsibility lost items.
17. Please try to be punctual when collecting your child. It is very important to collect your child at the correct time; otherwise some distress could be caused. We appreciate there may be times when this is unavoidable, but you could incur extra charges if it were to happen frequently. These will be £5 for every five minutes late. If you are going to be late then please telephone the nursery.
18. If a person other than the parent or guardian must collect your child, please inform a member of staff in advance. It is nursery policy not to allow any child to leave with an unnamed person. We prefer to have seen the nominated person before collection. If it is not possible, we will use a password scheme to identify your nominated collector.
19. Please do not ask staff members to babysit or 'Friend' you on social media as this is against our policies and procedures. (Please refer to our policies regarding this)
20. It is understood that Nursery is under an obligation to report to social services any incident where we consider a child may have been abused or neglected. This may be done without informing the parent or guardian.
21. We reserve the right to refuse admission.
22. We reserve the right to amend the terms and conditions.