

## TERMS & CONDITIONS

**Registration** A registration fee of £35.00 is payable in order to secure a nursery place for your child. The registration fee will only be refunded if we are unable to provide a place on the required commencement date.

**Confirmation of Place** The child's place will be confirmed in writing. The confirmation will include details of the child's commencement date along with the required sessions.

**Nursery/Club Fees** Fees are calculated over a 51 week period for set sessions or calendar monthly for flexible booking and are payable on the 1<sup>st</sup> of the month in advance. No charges apply for the closure days between Christmas and the New Year.

The initial payment of fees will be determined by the child's commencement date with us and will include all sessions booked from that date, up to, and including the remainder of that particular month.

Depending on the period of daily attendance breakfast, lunch, tea, drinks, along with morning and afternoon snacks are included in the fees. The nursery will provide cow's milk for those children of an appropriate age and pureed food to babies.

Nappies, wipes and formula milk are to be provided by the child's parent/carer.

Payment may be made by Bank Transfer, Cheque, Credit/Debit Card, Childcare Vouchers and Cash.

Returned payments from the bank may incur an administration charge equal to any charges the nursery may be charged by the bank.

**Please Note: On commencement of a child attending the nursery, the nursery fees shall be paid in full and any voucher payments made will be deducted from subsequent months.**

The nursery reserves the right to review the fees. In the event of there being changes to the fees one calendar month's written notice shall be given.

A refund will not be given where a child is absent from the nursery due to sickness or holiday.

If fees remain outstanding for more than 10 days:

1. The nursery reserves the right to charge a late payment fee of 5% on any outstanding balance.
2. The nursery may serve 14 days notice in writing to terminate the contract. Upon termination of this contract the child shall cease forthwith to be admitted to the nursery and the nursery notice to terminate shall be regarded as a formal demand for all outstanding monies.

**Emails:** On registration parents are given the option to receive emails. These emails include:

1. Information and updates regarding the nursery such as newsletters, upcoming events, parents evenings, curriculum and policy updates. Where appropriate both parents/carers who have legal contact with the child/ren can request this information to be sent to a separate email address.
2. Account information including Invoices and statements of accounts. This information can only be sent to the main bill payer.

The parent/carer must provide an email address that can only be accessed by those intended. If this email address is not a personal email account the parent/carer must take full responsibility to ensure its content and attachments are strictly confidential.

The nursery keeps copies of all information sent to parents/carers by email. You agree that such sent emails will be deemed received by you at the time of sending.

You acknowledge that the nursery may publish photographs, art work, and other personal data relating to your child where specific consent has been given by you on the registration paperwork.

**Types of Sessions & Conditions of Booking** The session types available are set sessions or flexible roster sessions. (Further details of these, accompanied by the Fees Schedule, can be obtained from each nursery).

Set sessions are permanently booked recurring sessions or days requiring one full calendar month's notice in writing should this be necessary to change. For those nurseries which operate a flexible roster session system, enabling a child to attend on varying days to accommodate their parent/carer's changing work pattern, 14 days clear notice in writing needs to be given although sessions are, subject to availability.

**Extra Sessions/Hours** We are happy to offer extra sessions and hours if they are available:

1. Please try to give as much notice as possible if you require extra sessions so that we can organise staff and food for your child.
2. Extra sessions booked but not taken are not refundable or transferable unless agreed by the nursery manager due to exceptional circumstances.

**Cancellation/Termination of Contract** After the child's initial admission to the nursery either party may terminate this contract by giving one calendar month's notice in writing. This period is subject to the termination not being due to non payment of fees as outlined above. During that said one month period the nursery undertakes to continue to admit the child and the parent/carer undertakes to pay for all fees due. In the event of the parent/carer failing to pay the month's fees the child's place shall be immediately withdrawn and the nursery shall be entitled to serve a formal demand for payment of such monies.

In the event of the parent/carer giving notice of withdrawal of the child and immediately withdrawing the said child there shall be due to the nursery one calendar month's fees in lieu of notice. Failure by the parent/carer to provide one calendar month's notice or any notice at all shall render the parent/carer liable to the nursery for one month's fees. Notice must be made in writing to the nursery Manager.

**Sibling Discount** Where there is more than one child from the same family attending the nursery a discount will be applied to the eldest child's fees. (See nursery Fee Schedule)

**Late Collection Policy** The nursery/club reserves the right to charge parent/carers when they do not collect their child at the agreed time, a charge at the rate of £7.50 for the first 15min then £15 for every 15 minutes there after.

**Notification of Absence/Lateness** – The parent/carer is expected to notify the nursery if their child is going to be late or absent from the nursery. Failure to inform the nursery of a cancellation for a school collection, by midday, on a pre-booked 'collection' day or by 8am for the cancellation of a morning 'drop off' to school on a pre-booked 'drop off' day will result in a charge of £10 incurred in addition to the loss of that day's fee.

**Unforeseen Closure** – In the event of closure of the nursery due to extreme weather conditions, transport difficulties, flooding, loss of utility supplies, heating failure, or other causes beyond the reasonable control of the nursery, the nursery will close and the parent/carer accepts that no refund of fees will be made due to continued operational costs.

**Sickness/Emergency Treatment** - Children must not attend the nursery when they are unwell or suffering from a contagious illness or infection. In the event of a child becoming ill whilst at the nursery, the parent or nominated carer will be contacted to arrange to take their child home.

In the case of an infectious condition the recommended exclusion time must elapse before the child can be readmitted to the nursery (the nursery can advise on this).

In the case of an emergency nursery staff will call health professionals. A senior member of staff will accompany the child to the hospital until the child's parent/carer arrives. The nursery will continue to make contact with their parent/carer if they had not been able to reach them immediately.

**Complaints Procedure** - The nursery complies with a laid down complaints procedure, a copy of this is held in the nursery, in compliance with Ofsted requirements.

**Safeguarding Children Policy** The nursery observes the Childcare Act 2006.

**Ofsted Registration** The nursery is registered with Ofsted and complies with all Ofsted procedures.

**Loss or Damage** The nursery does not accept responsibility for any loss or damage of property on its premises.

**The nursery reserves the right to change the above Terms & Conditions as and when the need arises. One months notice will be given in writing to any changes.**

**As parent/carer I acknowledge that I have read and agree to the Terms & Conditions set out above.**

Signed Parent/Carer **1**..... Signed Parent/Carer **2**.....

Name..... Date..... Name..... Date.....