

Terms and Conditions

By signing the registration form you agree to the terms & conditions set out below.

1. Arrivals and collection

- 1.1 You may arrive at any time during the session that you have paid for.
- 1.2 You must collect your child by the end of the session that you have paid for. Any parent arriving after the end of the session that they have paid for will be charged an initial fee of £25 for late collection up to and including the first 10 minutes, followed by £5 per five minutes or part thereof. This fee is payable to the member of staff on duty at the time.
- 1.3 If you wish a person other than a parent or main carer to collect your child you must provide prior written permission of this arrangement and a password, mutually agreed between the parents/carers and this must be used upon each collection. We may require proof of identity. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release the child into their care.

2. Absence and illness

- 2.1 You must inform the nursery if you do not intend to bring your child in for a session that you have paid for e.g. due to illness or holiday. You must inform us as far in advance as possible of any dates your child will not be attending.
- 2.2 If your child is ill you must not bring them into nursery. Following any of the following symptoms children must be kept at home for a minimum of 24 hrs before returning to nursery: sickness and/or diarrhoea, eye infections or elevated temperature.
- 2.3 In cases of Impetigo and chicken pox, we require that the infected area or blisters are dry before returning to nursery.
- 2.4 If you bring your child to the nursery and in the opinion of the manager, your child is not fit or is too unwell to remain at nursery, you will be asked to collect your child immediately. Whether your child can remain at nursery is entirely at the manager's discretion.
- 2.5 If your child becomes ill whilst in our care, we will endeavour to inform the parent/carers as soon as possible. With your permission, a trained member of staff may administer one dose of paracetamol suspension (Calpol). Should your child remain unwell and/or a high temperature persists, you will be required to collect your child.
- 2.6 Prescription medication will be administered at the discretion of the manager. Prescription medication must be clearly labelled with dosage instructions and the name of whom it has been prescribed for.
- 2.7 You must ensure that staff are informed of any medication you wish to be administered to your child. You must complete and update the necessary forms on a regular basis to give permission for this.
- 2.8 You must immediately inform us if your child contracts a contagious disease. You must not bring your child into nursery if they have contracted such a disease; this is for the benefit of other children within the nursery.
- 2.9 All accidents occurring at nursery will be reported on an accident form. You will be required to sign this form detailing the events upon collection of your child. Please refer to our accident policy for further information.

3. Confidentiality

- 3.1 We will take precautions to preserve the confidentiality of information relating to parents/carers and children. We do however have a legal obligation to report to the necessary authorities, any instances where we consider a child is at risk e.g. through neglect or abuse. We may report such information without your consent and without informing you.

4. Payment of fees

- 4.1 Your fees are payable monthly in advance to reach the nursery's account by the 1st of the month. You need to allow at least 3 working days from the money leaving your account to reach the nursery's account in time.
- 4.2 We calculate the amount payable by you each month as a monthly fee annualised over 51 weeks.
- 4.3 You are not charged for the period that the nursery is closed between Christmas and New Year.
- 4.4 No refund is given for times when your child does not attend the nursery for example due to holiday, isolation or illness.
- 4.5 The nursery is closed on all bank holidays and normal charges will apply for these days.
- 4.6 We may review our fees at any time and shall inform you of the revised amount at least one month in advance of them taking effect. If you do not wish to pay the revised fee you may end this agreement by providing one month's written notice.
- 4.7 Payment of fees is via cash, card payment or bank transfer. Cheques are not accepted.
- 4.8 You may pay all or part of your bill using childcare vouchers or tax free childcare. It is your responsibility to ensure that payment or part payment of your fees through this method reaches the nursery's account by the 1st of the month.
- 4.9 If you request extra sessions at short notice, the extra fee is payable immediately to secure the booking.
- 4.10 If you fail to make payment in full by the due date we reserve the right to charge an interest rate of 2% above the base rate for every day that the invoice remains unpaid, along with an administration fee of £20.
- 4.11 We reserve the right to cancel any child's sessions without notice if fees are not paid in accordance with our terms and conditions.

5. Government Funded Childcare

- 5.1 When claiming 15hr and 30hr government funding on your behalf, you understand that your funding claim for 38 weeks is being stretched over the 51 weeks of provision that we provide and that we do not offer term time only care.
- 5.2 You accept that you will be invoiced for sessions you select that incorporate any government funded care.
- 5.3 A Quality Supplement charge is applied to all funded sessions unless you have agreed an alternative arrangement with us e.g. funded only sessions. Government funding alone is not intended to cover the cost of meals, food, consumables, additional services etc. This will be your choice to accept and you agree that you are at liberty to select another childcare provider to claim your funded childcare who may offer term time only care or have more availability for funded only sessions with or without additional charges. We will be transparent about additional charges and by claiming funding through us you are choosing to pay our Quality Supplement. Please refer to our Admissions & Funding Policy.
- 5.4 Where you are required to supply us with a code from the government to enable us to claim funding, it is your responsibility to ensure that this code remains valid at all times. Should it become invalid and in the event we are unable to claim funding for your child, you will be liable to pay the nursery fees for childcare you have taken or are booked to take at the full rate.

6. Liability and insurance

- 6.1 We do not accept responsibility for accident, injury or loss of possessions whilst on our premises, unless this is caused through our negligence.
- 6.2 We maintain to keep insurance policies prescribed by law.

7. Termination or suspension

- 7.1 You may end your agreement with us by providing at least one month's written notice.
- 7.2 We may end this agreement immediately if you fail to pay your fees or if you have breached any of the terms and conditions. We may also end the agreement immediately if you behave unacceptably towards our staff or if your child's behaviour is unacceptable and endangers the safety and wellbeing of our staff or any other children at the nursery.

8. Emergency closure

- 8.1 If we take the decision to close due to events or circumstances that are outside our control (e.g. extremes of weather), we shall be under no obligation to provide alternative childcare facilities to you. If the closure exceeds 3 days in duration (excluding any days in which the nursery would ordinarily be closed) we will refund your fees for the number of days the nursery is closed in excess of 3 days.

9. Employment of Staff

- 9.1 If, during this agreement and for a period of 6 months after the termination of this agreement you (directly or indirectly) employ or otherwise engage in childcare services of any member of our staff who has had contact with your child under these terms and conditions in the last 6 months, then you shall pay to us a figure representing 20% of the relevant member of staff's gross annual salary at the time they left our employment. This figure represents the costs to us of recruiting a suitable replacement member of staff.
- 9.2 We do not condone the employment of staff for childcare outside of the setting nor for babysitting services and request that you do not approach staff with such requests.

10. General

- 10.1 It is your responsibility to inform the nursery manager of any known allergies or intolerances that your child may have.
- 10.2 You may change your child's attendance sessions, subject to availability, with written notice to the manager. This notice must be given one month in advance of when you wish the change to take effect. Your invoice for the following month will be adjusted accordingly.