



## Terms and Conditions

### Bookings

A signed fully completed registration form must be received by the nursery with a **non-refundable** deposit of one month's fees before a place is secured. Your deposit will be deducted from your child's last invoice. Places must fit in to the sessions indicated on the registration form, at a minimum of 2 full days per week; however, the nursery will attempt to meet parent's individual needs where necessary.

### Fees and Payment

Fees will be paid monthly in advance and we request that you set up a standing order with us. The first month's fees will be payable on the child's first day with us. Failure to meet payments will result in the termination of the nursery place. There will be an annual increase in fees from April each year.

Fees are calculated at a fixed monthly rate based on the child's booked and requested weekly sessions, i.e. price of weekly sessions x 51(weeks) / 12(months) = monthly invoice. All Bank Holidays are subject to payment. You will not be charged for the one week that the Nursery is closed at Christmas. Temporary additional days will be detailed in the following month's invoice and will not be refunded if cancelled. All sessions booked must be paid for, regardless of whether the child attends. No refunds will be given for sessions missed for any reasons. One month's notice will be given before any fee increase, closure of business or change in operation or services offered.

### Holidays

A reduction of 50% discount will be made for 2 Full Weeks Holiday (Monday-Friday) per year that have been pre-booked at least one month in advance by e-mail.

### Termination of Nursery Place

One month's notice is required, by email message, if you decide to terminate your child's place for any reason. If one month's notice is not given, this could result in the loss of your deposit. We reserve the right to terminate a Nursery place if a parent or carer displays abusive, threatening or inappropriate behaviour of any kind.

### Change of Booked Days

If a parent wishes to amend their child's days they must request this by email providing one month's notice. This is subject to availability.

### Personal Belongings

The nursery cannot be held responsible for the loss or damage to any items of children's property. We will make every reasonable effort to avoid any loss or damage to personal belongings. We strongly advise all parents to dress their children in practical inexpensive items of clothing, clearly labelled with their name and to leave toys, books etc at home unless they are of a strong comfort to the child when settling in.

### Medication

Prescribed medication will be administered by a senior nursery practitioner providing that a parent has completed and signed the 'Medication' form, indicating times and dosage of each course. All medication must be kept within their original bottles with the child's full name clearly marked on the label. No medication will be administered without prior authorisation from the parents and a fully completed medication form. Written consent must also be given for the application of creams and lotions. The Nursery will not be held responsible for any adverse reactions to any medication given. Please refer to our Medication Administration Policy for full details.

### Equal Opportunities

All children will be equally provided with an experience and opportunity, irrespective of race, gender, creed, religion or belief. Children develop an understanding that all people are equal, and any differences are to be celebrated.

All staff will be appointed on the grounds of qualifications, experience and suitability for the position.



### **Dietary / Medical Requirements**

Parents must inform the nursery prior to their child attending of any special dietary or medical requirements. The nursery must also be informed in line with all allergies and any known cause of adverse reactions from; food, medication, activities etc. Parents must keep staff updated in line with any changes through written notification as soon as they become aware.

### **Accidents and Illness**

Parents will be informed of all accidents and asked to sign an 'Accident / Incident Form'. In the event of a more serious accident involving hospital treatment, the nursery will make every attempt to contact the parents. If unsuccessful the Nursery will contact the person listed as emergency contact. The Nursery reserves the right to allow medical experts to act on behalf of the parents and authorise any necessary treatment should no successful contact be made. The nursery will ensure that a member of staff always accompanies the child to the hospital and awaits the arrival of the parents or carers.

We may require parents to collect their child from Nursery, in the event that the child appears unwell, or is, or has recently been suffering from any contagious disease / infection and there remains a danger of other children being at risk of contracting such diseases / infections. Children are not permitted back to Nursery following an illness until they have passed the exclusion periods highlighted within our 'Sick children policy' form. We accept no responsibility for any child contracting contagious diseases / infections during Nursery hours. Parents are informed of all head injuries as a matter of course.

### **Behaviour and Sanctions**

The Nursery aims to create a positive atmosphere where children learn what behaviour is acceptable. The nursery policy is to try and encourage acceptable behaviour by rewarding it with praise and attention. Children will also be encouraged to understand why they are being praised, thus encouraging them to repeat this behaviour. When managing unwanted behaviour, the Nursery will aim to use positive preventative strategies. All staff are aware that it is an offence to use any form of physical punishment. Equally no child will face humiliation, be shouted at or demeaned in any way. For full details on managing behaviour please refer to the 'Behavioural Management Policy'.

### **Parents use of social networking**

We promote the safety and welfare of all staff and children and therefore ask parents and visitors not to post, publicly or privately, information about any child on social media sites such as Facebook, Instagram and Twitter. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

We ask parents **not to:**

- Send friend requests to any member of nursery staff
- Screen shot or share any posts or pictures from the nursery on social media platforms (these may contain other children in the pictures)
- Post any photographs to social media that have been supplied by the nursery with other children in them (e.g. Christmas concert photographs or photographs from an activity at nursery)

We ask parents to:

- Share any concerns regarding inappropriate use of social media through the official procedures (please refer to the partnership with parents policy, complaints procedures and grievance policy).

### **Security**

Children will only be released to adults authorised to do so by the parents on the correct form. A password will be required if that person is not known to the staff. We only release children into the care of an adult. In an emergency situation, where the authorised adult cannot collect the child, the person who does collect the child will need to provide evidence that he/she has the authorisation of the parent/carer. The child's safety will be the primary concern at all times. The Nursery will contact the parents by phone if an unexpected person comes to collect the child.

We reserve the right to refuse to release a child until the parent arrives.

For safeguarding reason if we do not hear from you when a child is supposed to attend nursery we will contact you.



**Liability**

We accept no responsibility for any child whilst in the care of a parent or guardian on Nursery premises. We will not be liable for any loss suffered by parents, arising, directly or indirectly, from Nursery closure or the non-attendance of a child for any reason; i.e. sickness, holidays, Bank Holidays etc

We accept no responsibility for any damage or loss to the child's or parent's property; however every effort will be made by Nursery staff to prevent this.

**Complaints**

The Nursery accepts that every parent/ guardian has the right to express their views if they are unsatisfied with issues involving their child care or the nursery as a whole. Should such a situation arise we ask that parents raise the issue with the Deputy or Nursery Manager. We keep a record of all serious concerns or complaints which parents can ask to view at any time. You may also contact Ofsted with a complaint about us if you feel that you cannot talk to us. You can contact **Ofsted on 0300 123 1231** or write to them at;

Ofsted  
The National Business Unit  
Piccadilly Gate  
Store Street  
Manchester M1 2WD

I/we agree that I/we have received a copy of Terms and Conditions and Introductory Information, I/we have read all of the included policies and procedures and Terms and Conditions and agree to work in partnership with the Nursery at all times to follow and abide by these.

I/ we have also completed and signed the registration form which forms a part of this contract and all documents within the child's entry form. I/we are also aware that the nursery will be pleased to arrange meetings to discuss problems, children's work and records at any mutual agreeable time.

Signed: \_\_\_\_\_ (Parents/Guardians) Date \_\_\_\_\_

Signed: \_\_\_\_\_ (Nursery Manager) Date \_\_\_\_\_