

# The Old Forge Day Nursery Terms & conditions

## General Terms & Conditions

### General

- The nursery is open from 07:30 until 18:00. Staff are not able to accept children before this time due to ratios and insurance cover.
- The nursery is open for 51 weeks of the year, during which time full fees are payable. It will be closed for all Bank Holidays and one week over the Christmas period, during which no charges will be made.
- Nursery & Pre-school parents are required to book their child to attend a minimum of two sessions per week (e.g. two morning or two afternoon sessions, or one full day per week) all year round.
- We require a minimum of one full month's notice in writing of any decrease in the number of sessions your child attends nursery.
- Extra sessions/hours may be booked dependent on availability; these will be added onto your next month's bill. Once an extra session is booked, charges will apply regardless of your child's attendance, unless we receive a minimum of one full month's notice to cancel in writing.
- Breakfast food and drinks are cleared away at 08:45. If you require your child to have breakfast at nursery please ensure they are at nursery by 08:30 at the latest.
- Parents are required to pick up their children by the end of each session, factoring in enough time for staff to give a hand over.
- Parents and carers are responsible for ensuring that they, or an authorised person, collect their children. For the protection of your child, under no circumstances will they be allowed to leave nursery with anyone unknown to nursery staff, unless the parent has previously arranged this. If the parent has made alternative arrangements by telephone, the nursery will require a password, plus the name, address and telephone number of the person permitted to collect the child. A list of persons who are authorised to collect your child should be given to the nursery manager.
- Parents must not allow access to the nursery to anyone else when entering or exiting the building – including other parents. Each visitor must gain access individually by either entering the door code or ringing the bell.
- Within our nursery we follow a detailed Operational Plan which includes all of our policies and procedures. These are available for review at any time and are kept in the nursery office.
- We reserve the right to administer basic first aid and treatment when necessary.
- We reserve the right to administer calpol or antihistamine where a parent/carer/emergency contact cannot be contacted.
- Parents will be informed of all accidents and will be required to sign an accident form. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by nursery to contact the parents but failing this, we are hereby authorised to act on behalf of parents and authorise necessary treatment.
- Secure online software called Family is used for every child's Learning Journal to record progress in line with the Early Years Foundation Stage.
- We have a realistic attitude to the needs of working parents but we reserve the right to contact parents if their child becomes ill during nursery hours.
- Staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event, staff will follow the Safeguarding Policy and take appropriate action.
- We may take photographs that may be used for marketing and promotional purposes. If you'd rather your child was not included in these photos please state this in your registration pack.
- All children's records and assessments are confidential.
- All users of the car park do so at their own risk. The management will not accept any responsibility for any injury, damage, accidents or losses. Please be considerate to local residents when driving and parking nearby the nursery.
- In the event of the nursery being full, your child will be put onto our waiting list and you will be informed as soon as a place becomes available.

### What we require from you

- Parents are required to inform the nursery if their child is suffering from any illness, sickness or allergies before attending nursery. For sickness and illness we follow the 'Guidance on infection control in schools and other childcare settings' from the Health Protection Agency, a poster of which is displayed in the main entrance.
- When registering your child you must specify any medical information to enable us to act appropriately and professionally.
- Medication can only be administered by staff if it has been issued by a medical professional e.g. Doctor or Pharmacist, and the appropriate form has been completed in advance. All information given will be treated in complete confidence.
- Please do not bring anything valuable into nursery including expensive clothes or favourite toys. We cannot take responsibility for any loss or damage to children's property.

- Please label ALL belongings to avoid your child's belongings being misplaced or taken by other parents in error.
- Parents must keep nursery up to date with any changes to their contact details and ensure that they, or someone they have nominated, are always available for contact in an emergency.
- Please supply a pair of rubber soled slippers and several named changes of clothes - If your child is being toilet trained, please ensure we have extra supplies of clothes and underwear. Please also always supply suitable outdoor clothes for all weathers including: shoes, Wellington boots, a coat, gloves, scarf and hats. We reserve the right to charge for the use of unreturned clothes provided by nursery.
- We provide and apply sun cream to all nursery and pre-school children in sunny weather at an additional daily cost. Details of which will be provided at registration, including the option to opt out and provide your own.
- Sun hats must be provided on sunny days - Sun hats should be either broad-brimmed or legionnaire style (to shade the face, neck and ears that can easily burn). Baseball caps are not suitable as these do not protect the neck and ears.

### Registration & Fees

- A non-refundable registration fee of £55 is required to register your child, along with the completed registration form.
- Your first month's invoice is payable two months prior to your child starting nursery in order to secure their sessions. This payment will be credited to your account and will cover your child's first month's sessions and is non refundable.
- We require a copy of your child's birth certificate as a form of ID.
- The nursery is open for 51 weeks of the year during which time full fees are payable. Fees are based on 51 weeks per year.
- We are closed for 1 week between Christmas and New Year of which there is no charge.
- The nursery closes on all Bank Holidays of which there is no charge.
- Charges for all booked regular sessions will apply regardless of attendance without exception e.g. holidays, illness, medical appointments are still payable in full. No refunds can be given for sickness or holidays.
- Any extra sessions/hours booked will be added onto your next month's bill. Once an extra session is booked, charges will apply regardless of your child's attendance, unless we receive a minimum of one full month's notice to cancel in writing.
- Fees to be paid monthly in advance by BACS, Direct Debit or employer vouchers and within 7 days from receipt of invoice.
- A £5.00 late fee, calculated from the 8th day, will be charged for each week, or part thereof, that the invoice remains unpaid, and a fixed charge of £25.00 per month if the invoice is not settled in full by the end of the month. We reserve the right to terminate a nursery place with immediate effect if any fees are not paid by the due date. If an invoice has not been received, it is the responsibility of the parent to inform the nursery.
- Where 2 year old government funding is being claimed - if you wish your child to attend before confirmation that you are entitled to receive the funding has been received, you will be responsible for the invoice in full. Once proof of eligibility has been received, the funding will be credited to your account.
- A late collection charge of £8 for each 15 minutes, or part thereof, will be made for children not collected after 6:00pm and £4 for each 15 minutes, or part thereof, will be made for children collected late within nursery hours.
- Full time attendees only i.e. 5 full days a week 07.30 -18.00 are entitled to one weeks holiday free of charge per year, or two weeks at 50%. A minimum of one month's notice is required in order to receive the holiday discount.
- A 10% discount is offered for siblings attending nursery (the 10% discount is deducted from the eldest siblings monthly invoice). This includes nursery care, before and after school club and holiday club.
- The nursery reserves the right to charge parents for any damage caused by their child to nursery equipment or the building.
- In the unlikely event that the premises are closed due to health and safety reasons, or we are unable to operate due to bad weather, or circumstances out of our control, no refund will be due. We will do all we can to stay open for the convenience of all parties.
- All fees are revised every July and any changes will come into effect on 1st September with parents receiving a minimum of one months notice.

### Termination

- A minimum of one month's notice is required in order to cancel a nursery place or reduce sessions.
- You may end this agreement without giving notice in the event that we breach any of our obligations under this agreement and we have not or cannot put right that breach within a reasonable period of time of you drawing it to our attention.
- We reserve the right to terminate this agreement and your child's place at nursery if:
  1. You have failed to pay your fees by the due date.
  2. You have breached any of your obligations under this agreement and you have not or cannot put right that breach within a reasonable period of time of us drawing it to your attention.
  3. You behave in manner we deem unacceptable. We will not tolerate any verbal or physical abuse towards staff, children or parents within our nursery.
  4. Your child becomes uncontrollably disruptive and/or aggressive to other children or staff. This is for the safety of our staff and the other children in our care. However this will only ever be used as a last resort option.

### Before & After School Club Specific General terms and conditions still apply.

- No registration fee is payable for before & after school children.
- A completed registration pack is required to secure a before & after school club place.
- A minimum of 2 full weeks notice is required to change or cancel permanent sessions. In the event that 2 full weeks notice is not given, full charges will still apply regardless of your child's attendance, this includes school closures, sickness, family holidays, any pick up not required at short notice, etc.
- There will be no charge for school inset days.
- Breakfast food and drinks are cleared away at 08:10. If you require your child to have breakfast at nursery please ensure they are at nursery by 08:00 at the latest.
- Children must arrive before 08:30 in order to attend the before school club and be dropped off at school in time. If a child is dropped off to nursery after this time, we will not be able to accept them, however full charges will still apply.
- Additional sessions at late notice may be booked providing there is availability.
- Children of school age are required to provide and apply their own sun

cream (nursery staff may supervise the application of this). If sun cream is not provided and is deemed necessary in order to protect your child, nursery sun cream will be supplied and the charge will be added on to your bill.

- Sun hats must be provided on sunny days - Sun hats should be either broad-brimmed or legionnaire style (to shade the face, neck and ears that can easily burn). Baseball caps are not suitable as these do not protect the neck and ears.
- In the event of the before and after school club being full, your child will be put onto our waiting list and you will be informed as soon as a place becomes available.

### School Holiday Club Specific General terms and conditions still apply.

- Holiday club is for all children who have started attending school.
- No registration fee is payable for school holiday club children.
- A completed registration pack is required to secure a school holiday club place.
- Holiday club bills are sent out on the last day of each holiday club, or every two weeks during the summer holidays.
- Children of school age are required to provide and apply their own sun cream (nursery staff may supervise the application of them). If sun cream is not provided and is deemed necessary in order to protect your child, nursery sun cream will be supplied and the charge will be added on to your bill.
- Sun hats must be provided on sunny days - Sun hats should be either broad-brimmed or legionnaire style (to shade the face, neck and ears that can easily burn). Baseball caps are not suitable as these do not protect the neck and ears.
- Holiday club regularly attend trips. Parents are always informed when a trip is planned. Every effort is made to keep any extra costs to a minimum. Additional trip payments must be made on the morning of the trip day at the latest and you will be asked to sign a consent form in order for your child to attend.
- During trip days, it is the parents/carers responsibility to ensure your child is supplied with the appropriate clothes, footwear and any extra items required.
- If your child is not at the nursery in time to leave for a pre-organised trip, we will leave without them. It is then the parent/carers responsibility to meet the holiday club at their trip location. If you choose not to do this, full charges will still apply.
- Whilst every effort will always be made to keep to the planned agenda, we reserve the right to cancel or alter activities/outings without notice.
- In the event of the holiday club being full, your child will be put onto our waiting list and you will be informed as soon as a place becomes available.

**We reserve the right to amend these terms and conditions and will provide a minimum of one months notice prior to any changes.**

I have read the terms and conditions and agree to abide by them.

Manager Signature: ..... Name: ..... Date: .....

Parent/Carer Signature: ..... Name: ..... Date: .....

**When registering new children with the nursery: In order to secure a nursery place, please return:**

- One signed copy to The Old Forge Day Nursery and retain the second copy for your reference
- A copy of your child's birth certificate or passport
- A registration fee of £55.00 (No fee for Before & After School and Holiday Club children).