

# Terms and Conditions



**Age of Admittance:** Birth to 12 years.

**Opening Times:** 7:00 am to 6:00 pm Monday to Friday.

**Holiday Club:** 7.30 am - 6.00 pm

**Before School Club:** 7.30 am - 9.00 am

**After School Club:** 3.30 pm - 6.00 pm

**Holidays:** We are open throughout the year (52 weeks) except for public holidays.

**Registration:** In order to reserve a place for your child at the nursery, please complete and return the attached booking form and terms and conditions with payment for one week's fee. The deposit paid will be deducted from your last month's fees if one month's notice has been given. Unfortunately we are unable to refund your deposit if you decide not to take up your place at the Nursery.

**Payment:** Fees are due in advance by standing order on 1st of each month. None or Late payment of fees may result in your child's place being withdrawn with immediate effect. Fees will be reviewed as appropriate (usually annually) but two months written notice will be given before any increase in fees are made. Fees are paid for 52 weeks of the year.

As acceptance of a nursery place prevents the place being taken by another child and because nursery overheads (staff wages, heating and lighting etc) still continue, nursery fees are due whether your child is present or not. There are no exceptions to this rule and this includes absence for sickness or family holidays.

A place can only be reserved on receipt of a completed booking form together with the first week's fees. The first week's fees are non-refundable in the event of a reserved place not being taken up.

**Notice:** If you no longer wish to maintain your place at the nursery you will be required to give 4 weeks' notice in writing and full fees will be charged for the notice period. The final month's payment will have the deposit (if paid), of one week's fee paid on joining the nursery, deducted.

If you want to reduce your child's hours at the nursery you must give four weeks' notice.

**Sickness:** Any child suffering from a temperature, doubtful rash, sore throat or discharge from the eyes or ears should be kept at home until the symptoms have

disappeared. We also ask parents to ask if attending a consultation with a doctor if the child is well enough to attend nursery. If antibiotics are prescribed it is nursery policy not to admit the child until they have been taking antibiotics for a minimum of 24 hours. If a child has sickness or diarrhoea then the exclusion period is 48 hours from the last episode.

**Treatment:** In the event of your child falling ill at Nursery you or the nominated persons will be contacted. The Nursery will endeavour to make contact with the above, but in the unlikely event that contact cannot be made, we will use our judgement in assessing whether the child requires their doctor or hospital treatment. In respect of this we ask parents to sign a consent form allowing treatment at the doctors or hospital to commence without parents being present.

**Medication:** The parent of any child who requires medicine must complete a medication form in nursery before this can be administered. Nursery staff can only administer medication prescribed by a doctor with clearly labelled instructions on dosage and times to be given. Please refer to our Medication Policy for full details.

**Absence:** It is important that we are notified if your child is to be absent from nursery.

**Safeguarding:** All information provided here will be treated as confidential but please note that we have a duty of care to inform the Safeguarding children's Board directly, should we have any concerns regarding a child's welfare. Please read our Safeguarding policy which is displayed in reception.

**Birth Certificate:** We require you to share your child's birth certificate information with us and provide the original document so that we can verify this. This is to confirm your child's identity, date of birth and the parental responsibility and is also required for any government funding for which your child is entitled.

**Collection:** We must insist that we are notified in advance if any other person, than the one specified on the registration form, is collecting a child from nursery. This is for the safety of the child. If we have not been notified then we will not allow the child to leave without first telephoning for your consent.

**Late Collection:** Under no circumstances must a child be left any later than 1pm, for a morning session or left on the premises after 6.00pm at the end of the day. Equally children may not be brought into nursery earlier than 7.00am at the start of the day or 1pm for the afternoon session. A late fee of £15 will be charged for late collections after 1.15pm/6.15pm. Please see the nursery's late collection policy for further details.

**Clothing and Personal items:** Parents should supply sufficient clothing for their child's daily needs and a spare set of clothes in case of accidents. Also nappies, wet wipes and creams. If your child goes home in nursery spare clothes then these must be washed and returned as soon as possible. All items of clothing and bags, etc. must be named. The nursery will not accept liability for loss of any clothes: toys, money or other valuables brought into nursery. Any unidentified items will be placed in the lost property box. It is the parent's responsibility to recover these items. Unclaimed lost property will not be kept indefinitely. Please do not send your child to nursery in good clothes as the children do lots of messy activities.

Please note that for safety reasons, plastic carrier bags are not permitted.

**Sunhats:** These must be provided in the summer months. During winter months we require you to provide suitable foot-wear, water proof coats etc as outdoor play is encouraged throughout the year.

**Suncream:** The nursery provides a high factor suncream for use when necessary. Please let the nursery know if your child is allergic to any specific brand.

**Baby Feeds:** For the period your child is receiving bottle feeds we ask you to provide formula milk and bottles, clearly labelled to be made as and when required. These will be stored in our milk fridge / children's own basket.

**Baby Change:** The nursery asks for sufficient nappies, wet wipes and nappy sacks to be provided.

**Behaviour Management:** We do not under any circumstances carry out physical punishment. If the need arises for a child's behaviour to be managed, they will have the wrong explained to them, asked to apologise and have a quiet calming period. In extreme cases parents may be asked to remove from nursery any child who is unable to conform to acceptable codes of behaviour.

**Learning Scrapbooks/Learning Journals:** During your child's time at nursery they will be observed, photographed and filmed to record their development in their learning journal. The use of this data will be strictly for nursery purposes only. The Learning Scrapbook/Journals can be viewed at any time on nursery premises. Parents/Carers can also log in and have access 24 hours a day to their individual Learning Journals to view their child's progress.

**Car Parking:** Please drive carefully by nursery and park with consideration for others. Please do not park in front of our neighbours driveways.

**Complaints:** If you have a complaint or concern we ask you to report it to the Nursery Manager. All matters will be dealt with swiftly, investigated and appropriate action taken. The outcome will be reported back to you as soon as possible.

**Trips:** In general extracurricular activities (trips etc) are not included in the fees and parents will be expected to contribute towards the cost of these.

**I have read, understand and accept the terms and conditions Nutkins Nursery LTD.**

I Understand that all changes to rules/regulations and fees will be notified to parents via letters, newsletters and notices posted in the building and that the nursery will endeavour to make sure that everyone is aware of any changes so those changes will be upheld in all circumstances.

I understand that if my child is unwell he/she should not be brought to the nursery and the nursery reserves the right to refuse to accept him/her until they are satisfied that he/she is not infectious.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_