



## **Our Terms and Conditions**

### **Parent/School Partnership**

1. We ask that you attend a minimum of one individual parent meeting each year so that we can share information about your child's development and work together to support this.
2. We also ask that you attend one parent talk each year so that you can learn more about our approach and how we are working to support your child during these vital early years.

### **Clothing**

1. Due to the fact that children are going to be very busy please bear this in mind when dressing your child for nursery: practicality is key!
2. We ask that you send your child to nursery in practical clothing suitable for every activity – including the sandpit and painting. Clothes will inevitably get messy at nursery so please don't send your child in expensive clothing or clothing that you wish to remain spotless.
3. During the winter months, please make sure that your child comes with warm clothing suitable for outdoors. Please also supply at least two changes of indoor clothing (trousers/skirts, tops, underwear and socks) at all times.
4. To assist your child in developing his or her independence, we ask that you provide clothing and footwear which they can easily learn to change on their own e.g. loose fitting clothes which pull over the head or fasten at the front, and slip-on or Velcro fastened shoes. Please avoid one-piece outfits as these tend to cause a great deal of frustration for the child.
5. Please do name all clothing. Clothing inevitably goes home with the wrong child from time to time, and if items are named they are far more likely to be returned.

### **Fees**

We request that fees are paid on 1<sup>st</sup> of the month.

1. Invoicing is carried out monthly, and fees are due one month in advance by the 1st of the month. Fees are collect by direct debit and/or childcare voucher.
2. If you are using a voucher company to pay for part of your fees, you must inform us of the voucher company name, amount and any changes you make to the amount. If your vouchers do not clear by the 1st of the month or later, we will credit these to the following months invoice and the balance will still need to be cleared in full by the 1st (e.g. if your vouchers clear on 6th September, these vouchers will be credited towards October's invoice, and September's fees will still need to be paid by 1st September).
3. If the nursery has to close temporarily due to an emergency (e.g. weather conditions) or unforeseen circumstances (e.g. flooding), the school term will not be extended, nor will any part of the fees be refunded.
4. Full fees are still charged when children are dropped off later than 8am or picked up earlier than 5pm.
5. Nursery fees are reviewed annually.

### **Withdrawal & Timetable Changes**

1. If you wish to withdraw your child from the nursery we require one full month's notice in writing. This applies to children waiting to start at the nursery and those already attending. Unfortunately, if the correct notice is not given, the following month's fees will be due in the case of children already attending the nursery and the first month of fees will be due for children waiting to take up a place



already confirmed. Please note, notice must be given in writing.

2. A full month's notice must be given if you wish to decrease the number of sessions attended per week. Unfortunately, failure to provide notice will mean that the next month is invoiced at the same number of sessions as the current term.
3. The nursery cannot make refunds or offer alternative sessions for days not attended as our running costs remain constant. Please note that this includes time taken away from the nursery for holidays.
4. We reserve the right to ask for a child or parents to leave the nursery if circumstances make it absolutely necessary. This is an extremely rare occurrence and is only considered when there is the possibility of continual disruption to the nursery's activities. The return of fees is discretionary and subject to all terms and conditions.
5. We aim to continually improve our core curriculum and supplementary activities, for this reason we reserve the right to make alterations to the daily timetable and supplementary activities e.g. relaxation, cookery etc.

### **Illness**

1. The nursery is a Nut-Free Zone – it is essential that this is observed at all times.
2. We reserve the right to refuse entry to children who are unwell or suffering from infectious diseases. Children who are unwell cannot be cared for in a nursery environment, and must remain at home until fully recovered. If your child becomes unwell at nursery, we will ask you to come and collect him/her. In the event that we cannot get hold of you, we will telephone your emergency contacts.
3. We cannot administer Calpol. If a child is unwell and is taking Calpol, they should remain at home until fully recovered. If your child is on prescribed medication such as antibiotics, we ask that they remain at home for the first 24 hours after starting the course. On your child's return to nursery, we will ask you to sign a medication form to confirm the medication that is needed.
4. Children who have suffered from vomiting or diarrhoea must exhibit no further symptoms for a full 48 hours before returning to nursery.
5. If all efforts have been made to contact parents in the event of an accident or serious illness the nursery retains the right to take such action as we think fit, including hospitalisation in an emergency.

### **Contact Details**

1. Please keep the office fully informed of your current address, landline, mobile numbers and email addresses. We send out regular parent updates and newsletters via email and it is important that we have your current email addresses.
2. Please ensure we have up-to-date details of an emergency contact (e.g. family member) – this must be someone who is local, if we cannot get hold of you in the event of illness or an emergency we will contact this person.