

## Terms and Conditions

### 1. General

#### **Age of Admittance**

3 months to 5 years of age.

#### **Hours of Opening**

The Nursery is open Monday to Friday from 7.30am to 6.00pm. These places are limited and subject to availability.

#### **Weeks Open**

The nursery is open 50-51 weeks a year depending on what day Christmas falls (ask management for details on a yearly basis).

#### **Settling In / Gradual Admissions**

It is our aim to allow all children time for settling in, so that the child can form relationships with our staff and become familiar within the nursery surroundings. Each child and their needs differ so the length of time for settling in varies from child to child. We find this normally consisting of 2-3 sessions.

We request that a parent completes all of the registration forms and permission forms in advance of the start date and that the week before the start date a parent attend the nursery so staff can obtain the relevant child related information and consent to ensure a smooth transition into nursery.

#### **Changes**

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice.

#### **Change of Details**

You must immediately inform us of any changes to your contact information and address.

#### **Court order**

You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

#### **Nappies**

All nappies and wipes are included in the fees if you are NOT in receipt of funded hours. If you are in receipt of funded hours you have the option to provide your own or have nursery provide them for a fee of £6 per month.

#### **Off Premises Visits**

Staff will occasionally take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained.

#### **Mobile Phone**

To ensure the safety and wellbeing of all children who attend our nursery we enforce a no personal mobile phone usage within our settings. Should you be on your personal mobile phone as you arrive at the nursery can we please ask that you conclude your phone call before entering the premises and do not use this again until you have left the nursery.

### **Equal Opportunities**

We are an equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

### **Nursery Closure**

The Nursery is closed on public Bank Holidays. During the Christmas period the Nursery will close depending on where Christmas day falls.

If the nursery takes the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you.

If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed in excess of 3 days.

### **Complaints or Concerns**

Customer satisfaction is of paramount importance to us and any concerns/complaints will be reported to the appropriate person for investigation. If you have a concern or complaints please speak to the nursery manager or deputy manager alternatively you can email the Nursery Manager [canoelakenursery@gmail.com](mailto:canoelakenursery@gmail.com). If you have any concerns regarding the services we provide, please discuss these with your child's keyworker. If these concerns have not been resolved to your satisfaction please contact the Nursery Manager.

### **Employment or Solicitation of Staff**

If, during this childcare contract and for a period of 6 months after the termination of this contract, you (directly or indirectly) employ or otherwise engage the services of any member of our staff who has had contact with your child under this contract then you will be liable to pay and you will be invoiced a fee of £2,000.00 as payment to us recruiting and training a suitable replacement member of staff.

We do not allow our staff to babysit for children who are attending the nursery because of the legal and safeguarding repercussions it could have on us as an organisation. All staff are aware of this and it will be considered gross misconduct, if they were to break these rules.

## **2. Medical**

### **Emergency Treatment**

Any child who attends Nursery and has an accident whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps or bruises.

Any emergency treatment or medical advice will be permitted unless a parent states in writing otherwise. The Nursery does not accept any responsibility for treatment given against parent's wishes if we have not been informed otherwise.

### **Accident Book**

All Parents will be informed of any accident and required to sign an accident form. In the case of a more serious accident or incident a child will be taken immediately to a doctor or the nearest hospital and parents will be informed.

## Incident sheets

All parents will be informed of any incidents and required to sign an incident form. If there is more than one child involved in an incident then both parents will be informed and the identities of the children will remain confidential.

## Sickness

The Nursery will make every effort to notify parents should their child become ill at the Nursery. Senior staff reserve the right to remove the child to hospital in an emergency. Please note minimum exclusion periods apply and must be adhered to; our policy and guidelines are available from the nursery manager.

## Minimum Exclusion Period for Nursery

Disease / Illness	Minimum Exclusion Period
When on Antibiotics	Must have had antibiotics for at least 24 hours so that if an allergic reaction was to happen it is in the presence of parents.
Chickenpox	7 days from appearance of the rash and the spots have scabbed.
Conjunctivitis	none
Diarrhoea:	48 hrs at home
Gastroenteritis	Until authorised by District Community Physician
Hand, foot and mouth	3 – 5 days from the appearance of the blisters
Impetigo	Until the skin is healed
Infective hepatitis	7 days from onset of Jaundice
Lice:	Until appropriate treatment has been given (long term un-treated lice is a safeguarding concern and will be reported to social services.
Measles:	7 days from appearance of rash
Meningitis C:	Until recovered from illness
Mumps:	Unless the swelling has subsided and, in no case less than 7 days from the start of treatment
Plantar warts:	No exclusion should be treated and covered
Poliomyelitis:	Until authorised by District Community Physician
Rubella:	4 days from the appearance of the rash
Ringworm of Scalp:	Until cured
Ringworm of Body:	Seldom necessary to exclude provided treatment is being given
Scabies:	Need not be excluded once appropriate treatment is given
Scarlet fever:	No less than 24 hours from the start of treatment
Tuberculosis:	Until authorised by District Community Physician
Typhoid fever:	Until authorised by District Community Physician
Vomiting:	48 hours at home
Whooping Cough:	21 days from the onset of paroxysmal cough

### **Contagious Disease**

For the benefit of the other children in the nursery, you must not allow your child to attend the nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the nursery.

The Nursery reserves the right to refuse to accept children until the Nursery is satisfied they are not infectious. This is to protect other children from cross infection. The Nursery's exclusion policy is guided by the relevant local Authority.

### **If in doubt**

If your child is suffering from a doubtful rash, sore throat, diarrhoea or any similar symptoms; please keep the child at home until the doctor has certified that the symptoms have disappeared.

You must inform us immediately if your child is diagnosed with any allergy or intolerance.

### **Antibiotics**

If your child is prescribed antibiotics, please keep them at home until 24 hours dosage has been administered in case of adverse reaction to the medication. Antibiotics and medicines will only be administered by Nursery staff after the child has been taking them for more than 24 hours at home, and only then with written authorisation from their parent. All antibiotics must be prescribed by a doctor.

## **3. Child Security and Protection**

### **Child Protection**

Any child who attends the Nursery, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background has a right to protection from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care.

The Nursery has a full written policy on Child protection which is available from the nursery manager.

### **Delivery of children**

Children should be delivered by parents/carers into the care of a Nursery Staff Member and entered into the attendance register.

### **Collection of Children**

Children will not be released into the care of anyone other than those named on the childcare registration form unless authorised by the parents personally, by telephone or in writing. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.

In addition, a personal visit of introduction by the parents, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity.

You are required to inform us immediately if you are unable to collect your child from nursery by the official collection time. All collections must be by an adult over 18 years of age.

### **Social Services**

It is our obligation to require or seek professional advice or actions from the local social services team if we suspect a child is suffering from harm. We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

### **Behaviour Management**

The Nursery has a written policy on behaviour management which is available from the nursery manager.

The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at the Nursery.

## **4. Property and Premises**

### **Personal Property**

The Nursery does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents.

### **Clothing**

Parents are requested to send children in easily washable, clearly labelled clothing which is appropriate to the weather conditions. Please discourage your child from bringing items of value to the Nursery. Please provide a spare set of clothing for your child in case of an accident or the need for a change of clothing.

## **5. Food and Drink**

### **Drinks**

Fresh drinking water is available to all children throughout the day.

For the older children water is available for them to help themselves when thirsty, this promotes independence and self-help skills. For the younger children water will be available and offered throughout the day alongside milk at designated snack and meal times in either beakers or cups depending upon the age and stage of development of the children.

All children will be encouraged by the staff to drink water throughout the day as part of our commitment to offering healthy food and drink options.

Please do not bring any juice, tea, fizzy drinks, sugary drinks into nursery as these will be disposed of or sent back home. We only offer milk and water to children, unless it is a special occasion e.g. Christmas party, summer fete etc. these drinks will be given to children at the parents discretion.

### **Meals & Snacks**

Children will be provided with drinks and snacks at regular morning and afternoon snack times along with three nutritious, balanced meals daily. Menus are displayed on the parents display board and can be emailed on request; these include age and stage applicable meals. All special dietary requirements will be catered for, the cost of meals incorporated into the fees if you are not in receipt of funding. If you are in receipt of funding you have the option to pay for meals as an extra at the cost of £3.50 per day.

### **Nut Allergy**

As the number of children with nut allergies is increasing with parental support we aim to keep the nursery NUT FREE. Parents are requested not to send food or empty food packaging materials into the nursery.

### **Milk Feeds**

Formula bottle feeds are provided by the nursery. We use a perfect prep Tommee Tippee machine to prepare bottles, we are aware that some parents do not like their bottles prepared this way so upon request we are happy to prepare them with boiling water and leave them to cool.

## **6. Childcare Registration**

### **Confirmation of Your Childcare Place**

We will confirm your childcare place within 7 working days as this is subject to childcare place availability.

### **Administration Fee**

An initial administration fee of £100 is payable to reserve your childcare place and reserve your booking pattern. This is refundable when your child has attended the nursery and they leave to go to school or if you have given the 4 weeks' notice for your child to leave. If you have an outstanding debt when you terminate your childcare then the £100 will be deducted from the total amount. If you do not give adequate notice of terminating childcare your deposit will not be refunded. If you pay a deposit to secure a place and decide not to take the space, the deposit is non-refundable. Children who are only attending funded hours and not in receipt

### **Securing a Childcare Place**

Childcare spaces are not guaranteed and are subject to availability. We do our best to calculate availability in advance however due to government guidelines on space and child ratios we may fail to be able to have the requested hours. In this case your deposit will be refunded. No deposit is charged were only using funded hours unless extra service is provided.

### **Schedule of Fees**

The schedule of fees are available from the nursery manager.

## **7. Booking Pattern**

We do not charge for the 8 public holidays and therefore fees are calculated monthly booking pattern with itemised and actual use invoices. Please note, invoice values will change in accordance to the number of days in the month, however you are more than welcome to pay a pro-rata figure (which provides a set amount each month) which will sometimes mean your account will show as being either in credit or debit.

### **Full Days**

Full days are calculated from 08:00am to 6:00pm.

### **Sessions**

Sessions are calculated from 8am to 1:00pm or 1:00pm to 6:00pm.

### **Regular Booking Pattern**

We accept 2 day, 3 day, 4 day and 5 day weekly booking pattern or 2 sessions

### **Term Time Only**

We are unable to accept term time only booking patterns, however on certain occasions we are able to consider term time if you are only using government funded hours.

### **Change of Booking Pattern**

To increase your booking pattern, we require at least 2-week notice subject to availability.

To decrease your booking pattern you must provide us with thirty (30) days' notice in writing or by email to the nursery manager.

Should insufficient notice be given then you will be invoiced for the full childcare fees for thirty (30) days' notice from the date of any change as if the hours had not decreased.

## 8. Discounts and Absences

### **Absence**

Fees remain payable for periods of absence (Holidays and Sickness) as the child's place is kept open and staff and associated costs continue to accumulate and be met by the nursery. We ask that you contact the nursery to advise us of any absence in order that we can record these.

## 9. Free Early Years Entitlement (EEE/FEYE)

### **Free Early Years Entitlement (EEE/FEYE)**

FEYE is available for all 3 and 4 year old children, regardless of parent income, from the term AFTER the child's 3<sup>rd</sup> birthday.

Your child will be entitled to 15 hours of free childcare, per week, for 38 weeks (term time only).

## 10. Childcare Vouchers

### **Childcare Voucher Payments**

Currently each parent is able to claim £243 (high rate tax payer) or £124 (standard rate tax payer) per month.

If your wage payment date falls after the 25th of the current month the voucher payment will be deducted from the following months invoice. The voucher company pays the nursery directly.

## 11. Additional Days/sessions

### **Early Birds**

Should you require additional childcare in the morning from 07:30am to 08:00am, then an additional charge will be applied to your monthly invoice. Places are limited and subject to availability and should be booked at least 2 weeks in advance.

## 12. Payment of Your Education Fees

### **Your First Invoice**

We will create your first invoice from your child's first day of attendance until the end of the month. This invoice must be paid within 30 days of your child's first day of attendance.

### **Payment of Fees (Monthly in advance)**

Fees are due monthly within 30 days of the issue of invoice.

We accept payments by Direct Debit, Standing Order, Online payment, cash or childcare vouchers.

### **Additional Service Fees (Monthly in arrears)**

Additional sessions are invoiced on the following months invoice.

### **Your Final Invoice**

We will create your final invoice from the date of your termination email. You will be required to pay the full fees for the thirty (30) days' notice. It is your responsibility to obtain a receipt from the nursery manager as your proof of termination. Your child may attend during this time unless you have breached the childcare contract terms and conditions.

## 13. Cancellation of Your Childcare Place

### **Termination of Contract**

If you no longer wish to maintain your child's place at the Nursery you will be required to give thirty (30) days' notice in writing or by email to the nursery manager.

We reserve the right to exclude a child from Nursery for any breach of the childcare contract.

### **Non Payment of Fees**

20% of the total invoice that is overdue maybe charged. If the payment of nursery fees is outstanding for more than 14 days after the 1<sup>st</sup> of the month this will result in the termination of your childcare contract and the loss of your childcare place.

Upon termination of this contract this shall be regarded as a formal demand for all outstanding monies and we will issue a final invoice and pass this to a debt collection agency for full recovery. In addition you will be liable for all associated debt collection fees and court costs.

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