

Revised May 2017-

**(Please sign and return one copy to Nursery)**

## **TERMS & CONDITIONS**

### **Please read the terms and conditions carefully**

Please help us to provide the highest quality care for your child by reading and adhering to the following terms and conditions.

#### **Opening Hours**

Our opening hours are 7:45am – 6.00pm Monday to Friday, (7.45.00 – 6.00 during school holidays). Please note that we are neither registered nor insured before or after these times. If parents arrive early and/or late of their booked times, they will be charged an extra £6.00 for every 15 minutes. In the event of late collection of children, we will contact people on your child's emergency contacts. If we are unable to contact anyone we will get in touch with Telford and Wrekin Social Services Team and advice will be followed.

#### **Bookings**

Please fill in a booking form to tell us which regular sessions you would like your child to attend Newdale Nursery on a weekly basis. After selecting the sessions that you would like your child to attend each week, we will try to accommodate your needs. This booking will be applicable to 51 weeks in the year for 2-3's. Term time options are available for children aged 3-4 receiving an Education Grant. (For more information, please see "Fees" below.) **Please allow four weeks notice when requesting to change or cancel your sessions.** However we will always try to be flexible and cater for your individual needs if we can, so if we have a space available then we may be able to accommodate an extra booking at short notice. Sessions must be booked and confirmed by a senior member of staff or administrator in advance of your child starting at Nursery and the session must be paid for in advance.

#### **Sickness (See Sick Children Policy)**

It is in the best interests of all children in the nursery that we try to keep the spread of infection to a minimum. Parents are requested not to send their child to nursery if they are suffering from any infectious disease or if they are feeling poorly. Our policy clearly states 48 hours symptom free for sickness and diarrhoea before returning to nursery. Other guidelines for absence are clearly stated in our policy. Please speak to a member of staff. We understand the difficulties for working parents but for the well being of all the children in our care, we reserve the right to ask you to collect your child from nursery if they are unwell. Please inform nursery if your child has been poorly at home. **Please be aware that you will still be charged for this period that your child is away from Nursery.**

#### **Holidays**

We require 4 weeks notice for holiday bookings. The nursery is open throughout the year except for 1 week at Christmas, statutory Bank Holidays and staff training days for which you will not be charged. Every child is allocated an annual leave entitlement calculated in days pro rata, which is equivalent to 2 weeks of attendance (taken in blocks). Please be aware that you will still be charged for any time your child is away from Nursery outside of these two weeks. Children who receive 3 year old Education Grant are term time only, however they are able to book into nursery holiday club if child care is required during holidays. If your child attends the nursery for 51 weeks a year you will be asked to complete a booking form for the school holidays. You will still incur a charge unless you inform us you want to take this as part of your 2 weeks holiday entitlement

#### **Fees**

- New starters will need to secure their place with a deposit of 2 weeks fees in advance.
- Funded children receiving only 15 hours of free education will not be required to give a deposit and, will be informed that their place has been accepted a term in advance of their start date.
- You will receive an invoice at the start of each month applicable to that month's care.
- Each invoice will be amended appropriately for any Holiday's, extra care or Bank Holidays.  
**Due to unexpected school closure ie snow day, fees will be reimbursed at 50%.**
- Any additional bookings made at short notice, need to be paid for in advance, and are non-refundable should these sessions change.
- **Once care has been booked and confirmed at Newdale Nursery and/or After School Club and Holiday Club, the agreed payment must be met in full. Please note that any outstanding fees will result in your child's care agreement being terminated without the need for further notice. The debt will then be passed to Telford & Wrekin Council debt collection.** We reserve the right to exclude children from nursery at our discretion. Children who attend 51 weeks a year, only have a reduction of 2 weeks pro-rata holiday allowance whether they attend or not.
- Payments can be made by cash, standing order/voucher (see office), child care vouchers or a cheque made payable to "Newdale Nursery". Returned cheques will require cash payment in full.

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- **Late payments after the last day of each month will incur an additional £25 penalty charge added to the existing bill (from 1<sup>st</sup> September 2015). Existing terms apply until then.**
- Please note the Nursery office is open to take payments between 7:30am – 5:00pm.
- The notice period of 4 weeks should be given in writing, to terminate a child's place, or to reduce the number of sessions attended by the child monthly.
- Fees are subject to review at any time with a minimum of one month's written notice being given to parents whose children currently attend nursery. If there is to be an increase, it is usually annually.
- Fees are still charged if children are ill or do not attend as their place has been reserved

### **30 Hours Funding**

- To qualify for the additional 15 hours it is the parents responsibility to register on the following link <https://childcare-support.tax.service.gov.uk/par/app/applynow>
- Parent/carers are to confirm with the nursery the 11 digit code, their national insurance number and proof of identity.
- Parents are to sign a declaration form.
- Funding will be offered on a term time only basis.
- Sessions will be allocated to children who attend the nursery in the first instance, all remaining sessions will be allocated according to the nursery admissions criteria.

## **PLEASE NOTE THESE TERMS AND CONDITIONS REPLACE ALL PREVIOUS ONES**

### **Personal Property**

As we encourage exploration and discovery with the children they can sometimes get a little messy. They need comfortable, practical, easy care, washable clothing, and possibly a spare set in their bag for emergencies, please also supply nappies and cream. **Please label all their clothing**, as we know from experience that families often buy similar items. Outdoor play is encouraged in all weather so please remember to leave suitable clothing such as coats, boots and woollen hats in winter and sun hats in the summer. We would appreciate it if you could encourage your children to leave their toys at home, or take them with you, as they can soon be broken, lost or become mixed up with the nursery toys and can lead to upset and distress. We can accept no responsibility for toys brought in from home. Comfort objects however, are absolutely fine and will help your child settle into nursery.

Your satisfaction is very important to us. If you have any concerns regarding your child's care, please speak to your child's key person. Should you need to discuss your concern further please speak to Mrs Mann in the first instance then Miss Morgan if this is not resolved, as detailed in our Complaints Policy. N.B. policies are available for parents / carers to look at.

Please sign both copies of this agreement confirming that you fully understand and will abide by the above then return one copy to Nursery and keep one copy for your records.

**Failure to agree will result in a loss of your child's place.**

I have read and agreed to the above -

Signed (Parent/Carer) \_\_\_\_\_

Date \_\_\_\_\_

Print \_\_\_\_\_

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