



## Terms and Conditions

### Bookings & Deposits

A fully completed signed registration form must be received by the Nursery with a refundable deposit of two week's fees before a place is secured. Your deposit will be deducted from your child's last invoice at Nursery if the required one month's notice is received. Full and part time places must fit in to the sessions indicated on the registration form, however, the nursery will attempt to meet parent's individual needs where necessary.

### Fees and Payment

Fees are to be paid monthly in advance on the 1<sup>st</sup> of each month, Failure to meet payments will result in the termination of the nursery place. There will be an annual increase in fees from September each year.

All Year Round Places: Fees are calculated at a fixed monthly rate based on the child's booked weekly sessions, i.e. price of weekly sessions x 51(weeks) / 12(months) = monthly invoice. You will not be charged for the 1 week that the Nursery is closed at Christmas.

Term Time only Places: Fees are calculated on the number of actual days attended each month that relate to your child's booking. Weeks/months are based on the BANES school calendar that we follow at Nursery, fees are calculated and charged monthly. Extra sessions can be booked through the term or school holidays and will be invoiced in the following month.

Temporary additional sessions/days will be detailed in the following month's invoice and will not be refunded if cancelled within the same week that the extra was booked. All sessions booked must be paid for, regardless of whether the child attends. No refunds will be given for sessions missed for any reasons.

We will give at least one month's notice before any fee increase, closure of business or change in operation or services offered.

### Hourly Rate

Our hourly rate is currently £7.00 per hour/part hour, Regular full day sessions are charged at £58, should you wish to book an extra session to change from a half-day to a full day the additional charge will be £35 (the cost of a morning or afternoon session). If you change from a School day to a Full Day the additional charge will be £17.50 (includes tea).

### Full Time Place Discount

A discount of £3 per day will be given to children who attend Nursery for 5 Full Days. This discount only applies to children who are not yet in receipt of the Universal or Extended Entitlement the term after their 3<sup>rd</sup> Birthday.

### Holidays/ Absences

Full fees will be applied if you take your child out of Nursery for any reason, for example family holidays, or sickness. However, if you need to take your child out of Nursery for more than 2 weeks at any one time for personal reasons, we would be happy to discuss your individual circumstances.

### Swapping Booked Days / Sessions

Occasionally parents may wish to change their child's day at Nursery, for example because of work commitments or doctor's appointments etc. If we can accommodate your swap we will not charge you the full cost of the additional session you require, but there will be a swap fee applied to your account of £10.

### Nursery Closure

We are closed for one week at Christmas and all recognised Bank Holidays in England.

There are some occasions that the Nursery may need to close due to unforeseen circumstances beyond our control, for example adverse weather conditions. If this happens full Nursery fees will apply.

**Bank Holidays**

All Bank Holidays are subject to payment, but we will offer another day at Nursery to be taken within the month that the Bank Holiday falls. You will not be allowed to 'bank' days and use them at any other time. You can request a day by emailing the office.

**Late Pick up Charge**

We understand that sometimes due to unforeseen circumstances you may be a few minutes late collecting your child. If this happens we would expect a phone call to advise us. If you are consistently late collecting your child a late pickup fee of £10 per child will be applied to your account, if you are more than 15 minutes late collecting your child a late pickup fee of £20 per child will be applied to your account.

**Universal (15 Hours) and Extended (30 Hours) Entitlement**

**Universal funding** is given to all eligible children, regardless if their parents work or not, in the term following their third birthday. This entitles children to a maximum of 15 hours 'Free' childcare & education per week for a maximum of 38 weeks per year. It does not cover the cost of snacks, meals and extra curriculum activities, we need to charge for these separately.

**Extended Funding** is in addition to the universal funding and is only available to working parents who meet a set eligibility criteria, which can be checked at [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk), giving them a total of 30-hours free childcare & education per week for a maximum of 38 weeks per year. It does not cover the cost of snacks, meals and extra curriculum activities, we need to charge for these separately.

As a provider we have signed up to this service, it does not cover the cost of snacks, meals and extra curriculum activities, or additional hours that you take outside of the 15 or 30 hours. You will have a choice to provide packed Breakfast, Lunch and Tea with sufficient food to meet your child's needs for the length of time they are at nursery, this will need to be provided in a way to keep it cool as the nurseries do not have the facilities to refrigerate packed lunches, we would also not be able to heat individual meals to provide hot meals for children. We may also ask you to pay separately for any trips, outings or extracurricular activities that you would like your child to experience. Alternatively, you may request to take up one of the nursery packages which will incur a daily charge for services, food and extracurricular activities that are not covered by the 'free hours'. Your bill is then made up of your daily charge, any additional hours/days you take over the 30 hours. Please speak to the Nursery Manager or Accounts Manager on an individual basis about our additional fees and charges should you have any questions or would like to discuss your options.

**Settling in**

At The Bath Nursery Company we recognise that transition times for young children and their families can be times of anxiety. Staff offer individual support for both parents and children to ensure that these difficult times are handled sensitively and in partnership between the parents and the Key Person. An initial visit to nursery usually takes place approximately 4 weeks before the child is due to start attending. This is a time when the parent and child are introduced to the staff team and children in their room. This visit is also where the parent and child are introduced to their key person. It is an opportunity to discuss and agree the flexible settling in schedule that will best meet the needs of the child, the parent and the nursery team. Settling in sessions need to start in good time to ensure some flexibility should the child need additional sessions. These will usually be arranged to commence a minimum of 2 - 4 weeks before the child is due to start nursery but we will consider the needs of the child, for example where the parent anticipates that the child may experience difficulty in settling then shorter and more frequent visits may be arranged over a longer period whereas a really confident child who is used to being left may settle more quickly. On the rare occasions when settling in sessions may not be suitable for the parent then a decision needs to be made in the best interests of the child.

**Reduction of Days/ Termination of Nursery Place**



One months' notice is required if you decide to reduce your child's regular sessions or terminate your child's place for any reason. We reserve the right to terminate a nursery place if a parent/carer or any adult or persons authorised to collect the child displays abusive, threatening or inappropriate behaviour of any kind.

### **Personal Belongings**

The nursery cannot be held responsible for the loss or damage to any items of children's property. We will make every reasonable effort to avoid any loss or damage to personal belongings. We strongly advise all parents to dress their children in practical inexpensive items of clothing, clearly labelled with their name and to leave toys, books etc at home unless they are of a strong comfort to the child when settling in.

### **Security**

Children will only be released to adults authorised to do so by the parents on the correct form. A password will be required if that person is not known to the staff. We only release children into the care of an adult or young person who is 16 or over.

In an emergency, where the authorised adult cannot collect the child, the person who does collect the child will need to provide evidence that he/she has the authorisation of the parent/carer. The child's safety will be the primary concern always. The Nursery will contact the parents by phone if an unexpected person comes to collect the child. We reserve the right to refuse to release a child until the parent arrives.

### **Liability**

We accept no responsibility for any child whilst in the care of a parent or guardian on Nursery premises. We will not be liable for any loss suffered by parents, arising, directly or indirectly, from Nursery closure or the non-attendance of a child for any reason; i.e. sickness, holidays, Bank Holidays etc. We accept no responsibility for any damage or loss to the child's or parent's property; however, every effort will be made by Nursery staff to prevent this.

## **Policies and Procedures**

Below are summaries of policies and procedures required by the Statutory Framework for The Early Years Foundation Stage. Full Policies are available, on request, from the Nursery Office.

### **Child protection**

All children deserve the opportunity to achieve their full potential. Child protection is part of safeguarding and promoting children's welfare. Effective child protection is essential. The welfare of every child is paramount. Everyone (this includes all staff, students, volunteers, parents and visitors) has a responsibility to ensure that possible areas of concern involving a child who may be at risk of harm are recognised and dealt with as quickly as possible. As day care providers, we have a statutory duty of care, it is our responsibility to ensure that any concerns or incidents of suspected abuse or harm are reported to the relevant Local Statutory children's services as appropriate.

### **Behaviour and Sanctions**

There are many factors that can affect children's behaviour and no two children will react in the same way to a given situation. Children have a lot to learn about behaving and coping with very different environments in their first five years. The children in our settings are at many different stages of development.

The Manager and the team have a responsibility to ensure that the physical environment is safe, well organised and stimulating, that all activities, resources and equipment are appropriate for the children's ages and stages of development. When appropriate children are given opportunities to become involved in their own learning environment including the setting of rules and boundaries, the Nursery offers an organised environment that provides plenty of well-planned and age appropriate activities. Where children and adults are actively involved in play in a positive way children are less likely to adopt inappropriate behaviour. Children need a consistent approach from the staff team, where expectations have been made clear to everyone involved with the care of the children including their parent/carers. Parents can see a summary of the key points in the managing children's behaviour policy which is available on request.

### **Administration of Medicines**



Medicines will only be accepted in the nursery when essential, that is when it would be detrimental to a child's health if the medicine were not administered during the nursery day. We will only accept medicines that have been prescribed by a doctor, dentist, nurse, or pharmacist. In some cases, non-prescribed medication will be accepted, but only with prior written consent and only when there is a health reason to do so. The nursery policy sets out the few circumstances when the administration of non-prescribed medicines is allowed and the procedures that MUST be followed. The administration of non-prescribed medicines is at the discretion of the Nursery Manager or appointed representative. Aspirin will not be administered unless prescribed. Medicines must always be provided in the original container as dispensed by the pharmacist and include the prescriber's instruction for administration in English. We will work with parents to offer places to individual children with long term or complex medical needs. The nursery needs to know about any particular needs before a child begins attending, or when they first develop a medical need. A health care plan will be completed for children with specific medical needs, involving the parents and relevant health professionals.

### **Dietary / Medical Requirements**

Parents must inform the nursery prior to their child attending of any special dietary or medical requirements. The nursery must also be informed in line with all allergies and any known cause of adverse reactions from; food, medication, activities etc. Parents must keep staff updated in line with any changes through written notification when they become aware.

### **Accidents and Illness**

Parents will be informed of all accidents and asked to sign an 'Accident / Incident Form'. Parents are informed of all head injuries as a matter of course. In the event of more serious accidents involving hospital treatment, the nursery will make every attempt to contact the parents. If unsuccessful the Nursery will contact the person listed as emergency contact. The Nursery reserves the right to allow medical experts to act on behalf of the parents and authorise any necessary treatment should no successful contact be made. The nursery will ensure that a member of staff always accompanies the child to the hospital and awaits the arrival of the parents or carers.

We may require parents to collect their child from Nursery, in the event that the child appears unwell, or is, or has recently been suffering from any contagious disease / infection and there remains a danger of other children being at risk of contracting such diseases / infections. Children are not permitted back to Nursery following an illness until they have passed the exclusion periods highlighted within our 'Sick children policy'. We accept no responsibility for any child contracting contagious diseases / infections during Nursery hours.

### **Activities / Routines**

Within their daily activities children follow a balance between a structured routine and an element of free choice, based around children's individual interests and stage/ areas of development. Parents are regularly provided with evidence of their progress. Activities are carefully planned to match the age range and ability of each group. The layout of each room is also based around their areas of development.

### **Equal Opportunities**

Effective education requires practitioners who understand that children develop rapidly during the early years – physically, intellectually, emotionally and socially. At Combe Down Nursery and Guinea Lane Nursery, our Practitioners ensure that all children feel included, secure and valued. Early years experiences should build on what children already know and can do. We acknowledge, promote and celebrate the diversity that exists in society and strive to ensure that all children and families have equal opportunities, equal access and are treated with equal concern. No child should be excluded or disadvantaged because of their ethnicity, culture, race, religion, home language, family background, disability, gender, ability, sexuality, health or social economic background. We believe that we can achieve this when parents and practitioners work together in an atmosphere of mutual respect.

### **Complaints**



If you are unhappy or concerned about any part of what we provide or about your child's time at nursery then please come to speak to your key person, the room leader or the Manager. Most things are best dealt with by talking directly to us. If you feel that we cannot sort out your concern through discussion, you can make a formal complaint by writing to us. The statutory framework for the Early Years Foundation Stage says that we must have a process for handling written complaints. If you make a formal written complaint about one or more of the requirements or conditions of registration or have concerns about the care or education your child is receiving, we will carry out an investigation. We must tell you about the outcome of our investigation, and any action we intend to take, or plan to take, as an outcome of your complaint. We will do this as soon as possible after receiving your complaint but no later than within 28 days. You can ask to have the outcome of our investigation in writing. As part of our registration process we are required to keep a written log of all complaints made by parents, which can be examined by Ofsted at any time.

If you are not satisfied with our response, or your concern relates to a matter you feel you cannot discuss with us, you can contact Ofsted in the following ways;

Helpline: 0330 123 1231

Email: [enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)

By Post: Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD

When contacting Ofsted it must be remembered that they cannot deal with information that is not about the requirements for or conditions of registration, for example issues like disputes about contracts or fees. These are matters that we must resolve between ourselves.



I/we agree that I/we have received a copy of Terms and Conditions and Introductory Information, I/we have read all of the included policies and procedures and Terms and Conditions and agree to work in partnership with the Nursery at all times to follow and abide by these.

I/ we have also completed and signed the registration form which forms a part of this contract and all documents within the child's entry form. I/we are also aware that the nursery will be pleased to arrange meetings to discuss problems, children's work and records at any mutual agreeable time.

Signed: \_\_\_\_\_ (Parents/Guardians)

Signed: \_\_\_\_\_ (Nursery Manager)

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