



Terms and conditions

We believe these standard terms and conditions reflect the custom and practice of private nurseries providing full/part time day-care and out of school care. The rules about notice and payment of fees are designed to promote stability, assist forward planning and the proper resourcing of the nursery/club. Nothing within these terms affects the parent / carer's statutory rights.

To enable us to provide and maintain the highest standards of care we require all parents to be aware of, sign and abide by, the following conditions:

Registration and settling in

Our registration and settling in process is comprehensive to ensure all children can have the best start in life at our nursery/club.

- To secure your child's place at the nursery/club, the registration form must be completed and returned with a non-refundable registration fee of £45 - Nursery, £35 - Club. At this stage settling in sessions can be arranged, and you will receive > Nursery - Little Learners t-shirt, bag and sun hat / Out of school club - The Club t-shirt and sun hat, for your child. (extra t-shirts can be purchased on request)
- During the settling in process, further documents will need to be completed with your child's key person, to ensure the effective care of your child. Nursery only - The 1st settling in session is recommended as a home visit, to enable strong relationships to develop from the beginning, in a familiar environment for the child. This is ultimately the choice of the parent's/carers and is not essential.
- Nursery only - To ensure children are able to settle in to the Nursery with ease, we operate a system where we require a minimum of two sessions to be booked per child. (1 session = 1 morning or 1 afternoon)
- Parents / carers must inform the nursery immediately of any changes to the address or contact details to any named person on the registration form.

Admissions and bookings

Our setting is open to all children in the community.

- When the Nursery/club is running at a high occupancy, and there is a waiting list, full time places take priority over arranged 'flexible sessions', which may need to be reviewed in line with our fee structure.
- When the Nursery/club is running at a high occupancy, and there is a waiting list, our administration procedures will give priorities to siblings of children already attending the setting.
- When operating a waiting list, we operate a fair system on a first come, first served basis (except where extra weight is given to siblings).
- Once a child has registered with us, 4 weeks written notice or payment in lieu will be required to withdraw or reduce sessions. A non-take up of a registered place will incur a charge of one full month's fee, to reflect our notice procedure, unless adequate notice is given. (more than 8 weeks)
- We regret that we are unable to swap sessions on a temporary basis. We will require 4 weeks written notice if you wish to change sessions on a permanent basis. Extra sessions can be booked and charged appropriately on an ad hoc basis, subject to availability.
- Holiday Club only - Holiday club sessions can be booked on an ad hoc basis, however, once booked they cannot be cancelled without full payment being made.
- Nursery opening hours are 7:30am - 6:30pm, with a variety of flexible session times. Prompt collections are required, and 'drop offs' are not permitted before the start of your child's session time as we deploy our staff around the hours of your children's attendance and have to ensure we maintain staffing ratios and adhere to our insurance conditions at all times. Late collections will incur a late collection charge of £1 per minute, plus an additional £10 charge after 30 minutes late. If after 1 hour late, a child is still uncollected, it is the duty of the nursery staff to contact the local children and young people's services. Please see our Non collection of Children policy for further details.
- Please inform the Nursery of booked holidays to enable us to effectively plan around the attendance of your child.

Fees

At Little Learners we understand that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the nursery/club, we must ask that parents/carers respect its policy in respect of fees. We are happy to help and provide support and advice in terms of financial help that may be available to you, including the Nursery Education Funding, working tax credits and childcare vouchers.

- Fees are due monthly in advance, by the 1st of each month that they relate to, late payments will incur a 5% charge. Payments are to be made by standing order, and only at the discretion of the Nursery Proprietors, will other payment methods or dates be discussed and arranged.
- If fees are over due by 1 week, the nursery reserves the right to suspend the child's place until the payment is made in full. Payment in lieu of the suspended place will also be incurred, up to 4 weeks to reflect our notice procedure.

We reserve the right to take the necessary legal action.

- Fees are calculated calendar monthly for the club and are annualised for the Nursery (weekly fee x 51 / 12), with any ad hoc extra sessions being invoiced for immediately at the time of booking, which would be due to be paid within seven days of invoice.
- Fees will be reviewed/appropriately amended annually to incorporate inflation and staff pay rises, on April 1st. At least 1 month written notice will be given, and fees will increase no more than necessary.
- Normal fees will apply during periods of absence such as sickness and holidays to reflect staffing and sustainability costs.
- No compensation will be paid or refund given if the nursery/club has to be closed due to any reason beyond the control of the nursery, such as power failures/extreme weather conditions.
- Nursery closures: The Nursery/club closes for all 8 statutory bank holidays, which full payment is required (except for 2 at Christmas) where the child would normally attend, to reflect staffing and sustainability costs. The Nursery/club also closes for an extra 3 days at Christmas, which are not charged for. Dates will be confirmed nearer the time.
- For parents looking for term time only sessions, we can offer a reduction of fees by 50% during the 6 week summer holiday period **OR** a reduction in the sessions your child attends - this must be arranged and agreed with the nursery management in advance and fees will be annualised accordingly, resulting in 12 monthly payments. If a child leaves Little Learners before a full year is completed - your last invoice will include corrections where necessary. Normal fees and sessions apply to all other 1 or 2 week school holidays.

Health and medical matters

Ultimately the health and welfare of children is our main priority.

- The Nursery/Club should be informed of all child non-attendance as soon as convenient, and details of any sickness must be provided so we can take the necessary action if required.
- The Nursery/Club has a strict illness and exclusion policy, to protect the health and welfare of our children, staff and visitors, the policy will be provided and must be adhered to.
- The nursery/Club cannot administer medicine to a child unless it is Calpol or has been prescribed by a doctor. Should the child be on prescribed medication, it is the responsibility of the parent or carer to notify the manager or key person and to sign the necessary form of consent. Under no circumstances should medication be left in a child's bag on their peg - it must be handed to a member of staff on arrival.

The offer of a place and its acceptance by the parents/carers gives rise to a legally binding contract on the basis of these terms and conditions.

_____ Signed

_____ Date