



Terms and conditions

We believe these standard terms and conditions reflect the custom and practice of private nurseries providing full/part time day-care. The rules about notice and payment of fees are designed to promote stability, assist forward planning and the proper resourcing of the nursery. 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.

- To secure your child's place at the nursery, the registration form must be completed and returned with a non-refundable registration fee of £50. In addition to the registration fee, you are also required to pay £50 deposit upon registration, which will be credited to your account and contribute to your 1st months payment. At this stage settling in sessions can be arranged.
- 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. The 1st settling in session is a nursery induction and takes place at nursery including the parents/carers, child and the child's nursery key worker. This helps to enable strong relationships to develop from the beginning and also provides the opportunity to complete the additional paperwork required. We then recommend a further 2 taster sessions (1 hour each in duration), where the child is able to join in activities in the room they will be based, familiarising them with their keyworker, nursery friends and nursery environment.
- To ensure children are able to settle in to the Nursery with ease, we operate a system where we require a minimum of four sessions to be booked per child. (1 session = 1 morning or 1 afternoon / 2 sessions = short day)
- If your child is eligible for the disadvantaged 2 year funding or the universal 3 year funding a minimum of 2 sessions are required when a funded only space is available.
- Parents / carers must inform the nursery immediately of any changes to the address or contact details to any named person on the registration form.
- Mobile phones and other technical devices are prohibited from being used in the nursery environment. All devices should be put away in pockets/bags and if staying for a long period of time they will be asked to be left in the office for safeguarding reasons. This is to protect all children in the setting as outlined in our policies and procedures.

Admissions and bookings

Our setting is open to all children in the community.

- When operating a waiting list, we operate a fair system on a first come, first served basis
- 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. (4 weeks)
- The £50 deposit is only refundable if your child starts with us and it is credited to your account as a payment towards your 1st months invoice. Should your child not start, your deposit is non-refundable and contributes to the cost of reserving your space.
- 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.
- All funded only sessions should be attended for the full duration of the nursery booking inline with the Department of Education guidelines.
- Our core nursery opening hours are 8:00am - 6:00pm, with a premium start time from 7:30am. 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.
- Government funded hours can only be used in our core hours (8am till 6pm)
- Your nursery booking will automatically be apart of our premium package unless you opt out to our standard package.
- We require a months' notice in writing to opt out of the premium package; this will be reflected in the next terms sessions.
- If you have opt'd out and decide that you would like your child to be on the premium package, we will require you to put this in writing and we will confirm when your new package commences.



- If you opt out of our premium package you will **not** be required to pay the booking deposit or registration fee if attending funded hours only.
- If attending standard sessions, you must provide certain items as detailed in the standard package guidance. If for any reason you do not provide the items detailed in the guidance, the appropriate premium session charge will be applied to your account if we need to provide these for your child.
- As part of the premium package, you can select the sessions that suit your requirement as part of your permanent booking session. If you wish to change your nursery sessions, we require one month's written notice and we will apply this depending on availability.
- As part of our standard package we offer limited session choices and reserve the right to change your child's session if business needs mean we are unable to accommodate sessions due to unforeseen circumstances.
- Please inform the Nursery of booked holidays to enable us to effectively plan around the attendance of your child.

Fees

At Little Learners we ask that parents/carers respect our fee policy. We are happy to provide support and advice in terms of financial help that may be available to you, including Tax Free Childcare, Nursery Education Funding, Tax Credits for Childcare, Universal credit for childcare, Support While You Study. **Further information can be found at www.beststartinlife.gov.uk**

- 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, tax free childcare accounts only.
- If fees are overdue 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 to collect unpaid fees along with administration costs and legal fees.
- Fees are calculated calendar monthly this means the invoice will reflect the actual sessions for each month for all children. Any ad hoc extra sessions being invoiced will need to be paid for prior or on the day of the extra session.
- If fees are paid via a Jobcentre Plus agreement or Childcare Grant Payment Service (Student Finance) the fees will be calculated on a weekly basis for each month. As fees are paid in arrears the first month's fees will be required to be paid in advance by parents/carers.
- Fees will be reviewed/amended throughout the year to incorporate inflation and all other business costs. At least 1 month written notice will be given for any changes.
- Children that are entitled to government funding and are on holiday and not attending nursery for their funding hours, maybe required to re pay the funding for the holiday period if the holiday exceeds the county councils funding restrictions.
- If your child exceeds the maximum absence threshold that is set by the county council, this may effect the funding you can claim and you will be liable for any charges occurred. This information is detailed on the county council parental declaration that you sign to claim your child funded hours.
- Normal fees will apply during periods of absence such as sickness and holidays to reflect staffing and sustainability costs.
- We reserve the right to change in circumstances where the nursery is forced to close due to reasons beyond our control, extreme weather conditions, power failures, outbreaks of illness/pandemics.
- Nursery closures: The Nursery closes for all 8 national bank holidays and these are not chargeable, any additional bank holidays over the normal 8 will be chargeable. The Nursery also closes on Christmas Eve. You will not be charged for Christmas Eve, and this will be deducted from your December invoice. The nursery closes for an extra 3 days at Christmas along with the Christmas day and Boxing Day bank holidays. You are not charged for these 3 extra closure days. Dates will be confirmed nearer the time.
- The nursery will close for one teacher training day each year. The date will be notified in advance each year and you will not be charged for the training day. The training day will be deducted from the relevant invoice.

Health and medical matters

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

- The Nursery should be informed of all child non-attendance as soon as convenient, and details of any sickness or late arrivals to nursery should be communicated with us so that we can keep a log of your child's attendance record inline with the early years foundation stage framework.
- The Nursery 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 cannot administer medicine to a child unless it is Calpol for a temperature over 38 degrees and you will be required to collect your child. If your child has been prescribed any medication a 24/48hour exclusion period may apply. 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. The prescription must be always with the medication. 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.

Little Learners reserves the right, at its sole discretion to change, modify, add, or remove portions of these terms and conditions at any time. Any changes will be communicated and unless you advise us otherwise, your child's continued attendance at nursery will be confirmation you accept and agree to any changes.

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.

Print Name:

Print Name:

Signature:

Signature:

Date:

Date: