

# Terms & Conditions



# TERMS AND CONDITIONS

## Woodlands Nurseries Terms and Conditions

### Registration

A completed Registration Form, and paid Registration Fee is required to secure your child's place.

### Registration Fee and Deposit

The registration fee of £125 covers administration and settling in sessions. A deposit of one months' fees is required at time of booking to be paid within three months of start date. The deposit will be refunded to you via the final invoice, or once your child has left the nursery providing appropriate notice of one month has been given.

### Minimum Attendance

Minimum attendance required per week is 3 days.

### Fees and Invoices

Childcare accounts are payable monthly, in advance for a calendar month of childcare. Accounts are payable via Famly pay.

We also accept childcare vouchers.

It is the responsibility of parents to pay for their child's fees. Invoices will be issued on the 22<sup>nd</sup> of each month and will be due for payment on the **1<sup>st</sup>** of the month.

Any parent or carer whose fees remain unpaid after 1<sup>st</sup> of the month, without prior agreement of the Nursery Manager or Directors, risks their child's place at the nursery being withdrawn. Any payments that are not met on time will incur a £30 administration charge, and the parent/carers will be asked to pay by debit card in future.

A sibling discount is applied to the costs for the eldest child for the jointly attended sessions. All discounts are applied to core childcare provision only and do not apply to extra/adhoc sessions.

Unless we are in breach of these terms and conditions all booked sessions must be paid for regardless of child's attendance. No refunds are given for sessions missed due to sickness or holidays or unavoidable nursery closure. Be aware that the number of days childcare provided each month may vary. Bank holidays and Christmas closure are still charged.

If you expect to be late collecting your child, please notify the nursery as soon as possible. Late collection will be charged at a rate of £1 per minute to cover emergency staffing and other arrangements.

In case of default on payment the nursery reserves the right to apply a £50 administration fee for preparation of court papers and interest will be charged at 8% above the bank's prevailing base

rate. The nursery is not responsible for collection of fees from any third parties except in the case of statutory nursery education funding allowance. The nursery will give parents and carers two months' notice of increase of fees which will normally be reviewed annually with fee changes taking effect from April each year.

## Discounts

10% Discounts are available for siblings.

10% Discounts are available for NHS workers and teachers.

All fees are inclusive of the cost of nappies, wipes, and food for our children.

## Opening times

The nursery sessions run from 07:30 to 18:30. We are closed for bank holidays, inset days and for one week between Christmas and New Year.

## Termination, cancellation and change of sessions

One months' notice is required by either party for any change of sessions or termination of agreement. If parents choose to leave prior to the end of their notice, fees are non-refundable. The minimum period for any permanent change of sessions is one month. If the notified start date is changed by the parent, we reserve the right to charge from the original start date notified on the Agreement form.

The nursery reserves the right to terminate the Agreement with immediate effect in case of non-payment of fees, or if a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause.

Intimidation or abuse of our staff will not be tolerated and may result in immediate termination. In all other cases the standard notice period of one month will apply.

## Insurance

The nursery has extensive insurance cover for nursery-based activities and outings. Details of the insurance may be requested from the nursery manager. The Certificate is displayed in the nursery.

## Personal property and belongings

The nursery cannot be held responsible for any loss or damage to any parent's, carers or child's property or belongings. Every reasonable effort will be made by the nursery staff to ensure that property or belongings of any parent, carer or child is not damaged. Please ensure your child's clothing is clearly labelled and we suggest that all toys, books, and equipment are left at home.

## Liability

The nursery accepts no liability for any losses suffered by parents arising directly or indirectly, as a result of the nursery being temporarily closed or the non-admittance of your child to the nursery for any reason. We accept no responsibility for children whilst in their parent's care on nursery premises. We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parent's property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind.

## Accidents and illness

The nursery reserves the right to administer first aid and any emergency treatment as required. Parents will be informed of all accidents and will be asked to sign an Accident record form in Family. If emergency treatment at hospital is required the nursery will make all reasonable attempts to contact the parents but if this is not possible, we are authorised to act on behalf of the parents and authorise any necessary emergency treatment.

We will administer prescribed medicines only if parents have completed a Medicine Consent form.

We may require parents to withdraw their child from nursery in the event that they require special medical care or attention which is not available or refused by the parent, or it is considered that the child is not well enough to attend nursery. We may also ask parents to withdraw their child from the nursery if we have reasonable cause to believe that the child is suffering from or has suffered from any communicable disease or infection and there remains a danger that other children may contract such a disease or infection. Please refer to our Sickness and Illness Policy regarding exclusion and incubation periods by which we are bound. Parents must inform the nursery if the child is suffering from any illness, sickness, or allergies before attending the nursery. The nursery is mindful of the needs of working parents and will endeavour to provide as much continuity of service as possible within the recommendations of the Health Protection Agency by which the nursery is bound.

## Agreement

These Terms and Conditions represent the entire agreement and understanding between the parents (including other carers) and the nursery. Any other understandings, agreements, warranties, conditions, terms, and representations, whether verbal or written, expressed or implied are excluded to the fullest extent permitted by law. We reserve the right to update / amend these Terms and Conditions at any time. One months' notice will be given of any changes made.

The nursery is operated by Woodlands Nurseries (EFWY Educational Services Ltd).

I have read and understand these Terms and Conditions and agree to be bound by them.