



## Terms and Conditions

### Age of Admittance

The nursery caters for children aged 2 months - 5 years (starting dates for primary school will be taken into consideration, leaving some flexibility)

Out of school care is available for children aged up to 11 years.

### Hours of Opening

Monday to Friday. 7.30am-6.30pm.

The nursery is open 51 weeks per year closing Christmas week.

### Meal Times

**Morning Snack:** ongoing

**Lunch Time:** 11.45am - 12.30pm.

**Afternoon Snack:** ongoing

**Afternoon Tea:** 3.45pm - 4.15pm

### Full Time Sessions

Children will be accepted from 7.30am onwards and must be collected by 6.30pm.

#### Morning Sessions

Children will be accepted from 7.30am and must be collected by 1.00pm. This session includes morning snack and lunch.

#### Afternoon Sessions

Children will be accepted from 1pm and must be collected by 6.30pm. This session includes afternoon snack and tea.

### Enrolment

A non- refundable deposit reserves a place for your child. This will be deducted from your last month's fee. The deposit is £50.00.

### Fees

Nursery fees are due on the 1<sup>st</sup> of the month, payable one month in advance. Should your child be absent from nursery for any reason then the fees will apply as follows:

**Illness:** Full fees payable for one week, thereafter half fees.

**Holidays:** Half fees payable as follows: 2 weeks holiday @ 50% automatically discounted and a further 1week for the festive holiday.

A further 2 weeks can be accessed upon booking time away from the nursery by submitting a holiday form at least 2 weeks before.

*Maximum half fees of 4 weeks (pro-rata) per year, whatever the reason.*

**Late collection** from the nursery will be charged at £5.00 per every 10 minutes over the finishing time of the session booked unless previously discussed and agreed by the manager.

Fees are to be paid directly into our nursery account and received no later than the 15<sup>th</sup> of each month, **including all voucher payments.**

A £10.00 **late payment** charge will be added for any payments made after this date unless otherwise discussed with the manager.

The nursery will close the week between Christmas and New Year. This will be charged at 50% and does not affect the above holiday entitlement.

### Notice of Leaving

We require 4 weeks written notice of your intention to withdraw your child from the nursery or to increase or reduce their hours. Failure to provide adequate notice will result in full fees being made payable. In the event of the nursery terminating your contract due to the breach of the terms and conditions you will be charged full fees for a period of 4 weeks.

### Notice of Variation

The management reserves the right to give 4 weeks written notice to terminate or vary the condition of this contract.

### Bank Holidays

Bank holidays will be charged at 50% at Station House which is generally the same throughout the sector.

Please speak to the manager for any further information.

### Illness/ Absence

Please notify the nursery as soon as possible if your child will not be attending due to illness or other absence. This will help staff determine how many children will be present for certain activities that may have been planned for the nursery session.

Any child with a doubtful rash, discharge from eyes, diarrhoea and sickness or high temperature should not be brought in to nursery and if any of these symptoms occur whilst in the nursery, every effort will be made to contact the parent/ carer. The manager reserves the right to refuse entry into the nursery if a child shows symptoms of the above. There must be **48** hours from the last bout of sickness or diarrhoea before your child returns to nursery. The nursery sickness exclusion policy is available as part of the parent/carers pack for your information.

### Medication

If your child requires medicine to be administered whilst in nursery, then a senior member of staff must be informed and the correct nursery procedure will be followed. All medication must be prescribed by a doctor and your child must have been taking it for 24 hours before returning to nursery. Prescribed medicines containing paracetamol may be administered at the discretion of the nursery manager but no more than 5ml at any point during the nursery day and parents/carers will always be contacted before this action takes place. Under NO circumstances will the nursery administer any medication containing aspirin. Parents/carers are asked to be sensible when bringing their child into nursery if they are unwell.

### Accident/ Injury

During a child's early years they inevitably sustain minor knocks etc during play and from other children. We will endeavour to minimise these accidents, but cannot accept responsibility for accidents, injuries or infections caused by other children.

### Outings

Notification of such will be given in advance as well as a request form for your permission, when required.

### **Clothing and Personal Property**

All babies attending the nursery will be required to provide a change of clothing, with their name clearly marked in case of emergency. Sensitive skin wipes are provided by the nursery, however nappies must be provided by parents/carers. All sterilising and preparing of bottles must be carried out at home, if possible. This reduces any risks or mix ups or allergies that may occur. Older children will be required to bring suitable clothing and footwear into nursery for outdoor play, clearly labelled, as we will endeavour to take children outside as often as possible, weather permitting. We cannot accept responsibility for the loss or damage of any personal property left at nursery. Please do not bring food, toys or money in to the nursery. This will avoid any distress or upset amongst other children within the group and will also eliminate any choking hazards. However comforters may be brought in by children, if they are required. The wearing of jewellery is not permitted.

### **Arriving and Leaving the Nursery**

Please drive carefully; there should be enough space for everyone to drive into the nursery safely. Your child must be handed over to a recognised member of staff. This will be obvious as all staff members will be wearing a uniform showing the nursery logo. The nursery Manager/Proprietor reserves the right to refuse release of your child to anyone unknown to her. Please inform the manager or a senior member of staff if any other person/s are collecting your child and give appropriate information.

### **Biometric Thumb Print Entry System**

On registering with the nursery, you will be invited to add your thumbprint to the nursery system that will grant you access between 7.30am - 6.30pm, Mon-Fri. Please note, you are welcome to register up to 4 'prints' per child, to enable you and the nominated people on your child's care plan instant access to collect your child. Such prints will be removed from the system as your child leaves nursery.

### **Mobile Phone/Camera Policy for Parents and Practitioners**

The priority of the nursery is to ensure children are kept safe.

Parents, Carers and Visitors are asked to refrain from using mobile phones, cameras/recording devices while on nursery premises.

We do understand as working parents, work related/personal correspondence may be required as you drop off/collect your child, but please may we ask you to keep all conversations and use of devices to the Conservatory as part of our Child Protection Procedure.

We hold annual events such as our Christmas Plays/Sports Days etc... which we understand, as proud parents you will want to capture through photo/video to re-play over and over again! On each occasion we ensure each parent gives permission for their child to be captured/videod as a group by others' on the understanding that they will be kept for personal use only and will not be uploaded to social network sites such as Facebook or Twitter.

### **Thank you for reading our Terms and Conditions**

If you have any questions, please feel free to contact the Nursery Manager.

