

# **Warden Park Day Nurseries Terms & Conditions 2017/18**

This document will be reviewed in July 2018, ready for the 2018/19 academic year

Welcome to Warden Park Nursery. To ensure the smooth running of our nursery, we expect all parents and guardians to adhere to the following Terms and Conditions. A signature from parents/guardians on the child's enrollment form is all that's required to accept these Terms and Conditions.

## **Age of Admittance**

We provide care for children aged 2 to 5 years of age.

## **Opening Hours**

The nursery is open during WPPA term times at the following times:

A 3 hour morning session (8:45 – 11:45)

A 3 hour afternoon session (12:15 – 15:15)

A Lunch Session (11:45 – 12:15)

Please inform the nursery if your child will be absent from nursery by 9.00am. The nursery closes for all Bank Holidays and INSET days. We accept no responsibility for the closure of the nursery due to circumstances beyond our control, and we shall be under no obligation to provide alternative childcare facilities to you. (e.g. extreme weather and loss of power) In such circumstances, no refund of fees will be offered and parents are to refer to the nursery website for updates. If you are late collecting your child from nursery, a late charge at the rate of £6.00 per hour will be charged.

## **Bookings & Registration**

The following are required prior to your child being admitted to the nursery:

- Registration Form - We will confirm your childcare place within 7 working days as this is subject to the availability of places.
- Acceptance Form (if you are entitled to funded hours, you must include your child's unique reference number)
- Enrolment Form (including proof of address and your child's birth certificate)  
Signed terms and conditions document (include payment/bank details)  
Payment of Deposit (If paying for sessions, you will be required to pay a deposit of the equivalent of 4 weeks sessions prior to your child being admitted to the nursery). This deposit is fully refundable when your child leaves the nursery and all outstanding fees have been paid

## **Settling In**

It is our aim to allow all children time for settling in, so that the child can form relationships with their carers and become familiar within the nursery surroundings. Each child and their needs differ so the length of time for settling in varies from child to child.

We request that a parent attends the nursery two weeks before the start date with the child for stay and play sessions until he or she is happy to be left and so that parents can read all policies and procedures and staff can obtain the relevant child related information and consent to ensure a smooth transition into nursery.

When possible, all children who have accepted places will be visited at home by 2 members of the Warden Park nursery /EY team, at a pre-arranged time prior to the child starting.

## **Booking Patterns**

To increase your booking pattern we require 5 working days' notice subject to availability. To decrease your booking pattern you must provide us with 30 days' notice in writing or by email to the nursery manager. Should insufficient notice be given then you will be invoiced for the full childcare fees for 30 days' notice from the date of any change as if the hours had not decreased.

## **Nursery Fees & Charges**

The schedule of fees is as follows:

A 3 hour morning session (8:45 – 11:45) - £18

A 3 hour afternoon session (12:15 – 15:15) - £18

A Lunch Session (11:45 – 12:15)

A hot meal provided - £5

Children bring a packed lunch - £3

Full day 8:45 – 15:15 (with hot meal) - £41

Full day 8:45 – 15:15 (packed lunch) - £39

This fee includes a healthy snack and a drink (water or milk).

Parents are required to supply nappies, wipes and cream for their child(ren). If necessary the nursery will supply nappies and charge at a rate of £1.00 per nappy used. The cost will be added to your monthly bill.

Fees and charges will be reviewed each April in preparation for the next academic year.

Your monthly payment is based on the total number of sessions your child is registered to attend in each calendar month. This figure may vary on a monthly basis, taking into account school holidays and INSET days.

Any extra sessions or additional charges will be invoiced in arrears.

We are unable to offer "swaps" for sessions which fall on a Bank Holiday or at any other time.

Other than if we are in breach of these Terms and Conditions, all sessions booked must be paid for, regardless of whether the child attends. No refunds or additional sessions will be given for sessions missed due to holidays, sickness, Bank Holidays or for the closure of the nursery due to circumstances beyond our control.

## **Your First Invoice**

We will create your first invoice from your child's first day of attendance until the end of the month. This invoice must be paid in advance before or on your child's first day of attendance.

## **Your Final Invoice**

We will create your final invoice from the date of your termination email. You will be required to pay the full fees for the thirty days' notice. Your child may attend during this time unless you have breached the childcare contract terms and conditions.

### **Payment of Childcare Fees**

Payment of fees are payable in advance using 'Parentpay' on or before the 1st of each month. Payment will not be accepted in cash. For more details about setting up a Parent pay account please speak to the school office or email [nursery@wardenparkprimary.co.uk](mailto:nursery@wardenparkprimary.co.uk).

### **Childcare Vouchers**

Parents may arrange to pay part or all of the standard monthly fees by childcare voucher. We have arrangements with a number of childcare voucher companies; please see the nursery manager for further details. The childcare voucher must be for the same amount each month and be clearly marked with the child's name. Parents will need to set up regular payment through the voucher company on 30<sup>th</sup> of each month for the following month's fees, irrespective of the date the voucher is prepared by the parent's employer.

### **Early Years Education Funding**

All children are entitled to Early Years Funding from West Sussex County Council from the term after their 3rd birthday. They will fund up to 15 hours a week, for 38 weeks of the year, free nursery education, which is paid directly to the nursery. In order for the nursery to claim this funding you will need to provide a copy of your child's birth certificate and submit their unique reference number. During funded hours, the nursery will offer free nursery education, the only charge during these hours is for lunchtime supervision and food. We also offer 30 hours funding. Eligibility for the 30 hours can only be confirmed by WSCC after parents complete an online application and eligibility is based upon parent's earnings and hours. If you are eligible you will be issued a code. All digital codes need to be submitted to us along with the parents' NI number and the child's date of birth, which will enable us to confirm eligibility and the validity dates.

Two year old funding is available to some parents. To have access to the two year old funding, parents will need to provide a copy of their child's unique reference number to confirm they have been granted the funding. Eligibility for two year old funding can only be confirmed by WSCC after parents complete an online application and eligibility is based upon parent's earnings and hours. If you are eligible you will be issued a code. All digital codes need to be submitted to us along with the parents' NI number and the child's date of birth, which will enable us to confirm eligibility and the validity dates.

Please speak to the nursery manager for further details.

### **Arrears**

Any fees still outstanding after the 15<sup>th</sup> of the month will incur a £25.00 charge. Please note that if more than 75% of the monthly fees are unpaid by the end of the month, the nursery place will be suspended until at least 75% of the debt has been paid. Please note that fees are still charge during any suspension period. Any costs incurred as a result of suspension or termination will be paid by the parent/guardian of the child. Failure to meet payments will unfortunately result in the termination of the nursery place and in such circumstances the parents will not be entitled to a refund of any fees or deposit. We are not liable for collections from third parties, e.g. colleges, grant funding, voucher provider and the parent remains responsible for all outstanding fees. If you leave the nursery with outstanding fees, details of your name, address and payment record will be given to a debt collecting agency, and debt recovery charges and legal costs will be added to your account.

### **Cancellation/Termination/Change**

We require 30 days notice, in writing, should you wish to terminate your place for any reason. Parents remain liable for fees throughout the notice period and all fees that are outstanding need to be cleared at the beginning of the notice period in order for the nursery to admit the child. If a parent withdraws their child during this notice period, the fees shall still remain payable. When families leave Warden Park, it is their responsibility to cancel any future payments to the nursery. Any overpayments that need to be refunded, will incur an admin fee of £25.00 per transaction. We reserve the right to terminate a place with immediate effect if parents fail to adhere to our terms and conditions, if any fees are not paid by the due date, or if a parent/guardian displays abusive, threatening or otherwise inappropriate behaviour. If a parent wishes to change their booking pattern, one months' written notice must be given. Parents are requested to inform Warden Park of any changes to any information kept in the nursery. A child's place will automatically terminate on the last day of the summer term in the year in which they are due to start in Reception, unless we are otherwise informed in writing by April.

### **Court order**

You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

### **Off Premises Visits**

Staff will occasionally take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained (via the local visits consent form in the enrolment pack).

### **Mobile Phones**

To ensure the safety and wellbeing of all children who attend our nurseries we enforce a no personal mobile phone usage within our settings. Should you be on your personal mobile phone as you arrive at the nursery can we please ask that you conclude your phone call before entering the premises and do not use this again until you have left the nursery.

### **Personal Property & Belongings**

Warden Park Nursery cannot be held liable for the loss of, or damage of, any item belonging to the public on our premises. This particularly applies to children's clothing or toys. Please discourage your child from bringing items of value to the Nursery. Parents are requested to send children in wearing clothes that are appropriate to the weather conditions. Appropriate clothes are recommended as we encourage the children to engage in messy and art activities during which clothes will get dirty. Please provide a spare set of clothing for your child in case of an accident or the need for change of clothing. Parents are encouraged to provide their child with wellington boots at nursery at all times, as we will use the garden in all weather conditions. During the hotter months, parents are required to provide a sunhat for their child. Please do not send your child to nursery wearing jewellery, especially hooped earrings. It is the parent's responsibility to name all items of clothing, sheets, comforters, bottles and any other item sent to nursery.

### **Liability**

We accept no responsibility for any loss suffered by parents, arising directly or indirectly, as a result of the nursery being closed or the non-admittance of your child to Warden Park for any reason, this applies to absence due to sickness, holidays and Bank Holidays. We accept no responsibility for children whilst in their parents care on Nursery premises, i.e. prior to arrival or after pick up.

## **Security**

Under no circumstances will a child be allowed to leave Warden Park with anyone unknown to the staff unless the parent has previously authorised this. For long term changes in arrangements, parents must inform nursery staff who will then update their emergency contact details. In addition and where possible, a personal visit of introduction by the parents, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity. All collections must be by a person aged over 16 years of age.

## **Safeguarding, Equal Opportunities & Behaviour Management**

Warden Park Nursery fully recognises its responsibilities for Safeguarding children and ensures that we follow the procedures set out our Safeguarding Policy. We have a duty of care to ensure that any significant concerns about the children in our care are reported to the local authority and where appropriate Ofsted. We may consider any incident or observation of a child where we deem the child may have been or may be in the future at risk either physically or emotionally. In some cases this may be done without the prior knowledge of the Parents / Guardian until we have sought external advice. Parents should read and ensure they understand this policy. Warden Park is committed to valuing diversity and promoting equality for all children and families. Full details are available in our Equality and Diversity policy.

Full details on how we manage children's behaviour are given in our Behaviour Policy. These key policies are available to view on our website and are available in the nursery.

## **Sickness & Infections**

Warden Park Nursery cannot undertake the care of sick children. The nursery must be informed of any child sickness or problems before attempting to bring the child to the premises. In the interests of other children and staff it maybe necessary to send home any child who has been diagnosed with certain contagious illnesses and diseases. This will remain in force until the child is not longer contagious and is well enough to return. It is the parent's responsibility to read our 'Sickness and Medication' Policies.

## **Medication**

We will administer prescribed medicines if parents complete a medicine consent form, however the first 24 hours of any medicine must be given at home to ensure that the child does not have a reaction to the medicine, as well as allowing the medication to start taking effect. Parents must take all medicines home at the end of each day. Non-prescriptive medication such as pain, fever and allergy relief will be administered, but only with prior written consent of the parent and only where there is a health reason to do so. It is the parent's responsibility to inform staff that the child has received any medication before starting their day at nursery, however children cannot attend nursery if they have been given medicine to control a fever.

## **Accidents and Emergencies**

We reserve the right to administer first aid and emergency treatment when necessary. Parents will be informed of all accidents/incidents that may occur at Warden Park Nursery and will be required to sign a form. If a child sustains an injury at home, parents must complete an injury at home form, before they leave their child. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by Warden Park Nursery to contact the parents but failing this, we are authorised to act on behalf of parents and authorise any necessary emergency dental, medical or surgical treatment, including anesthetic or blood transfusion, as considered necessary by the medical authorities present.

## **Allergies**

Parents are requested to inform Warden Park of any food, medicine, activity or any other circumstances that may cause the child to have an allergic reaction. Parents must provide details, in writing, of the severity of the reaction/ allergy and must continue to inform the nursery of any changes/progress to the condition, in writing, when they become aware.

## **Water**

Fresh drinking water is available to the children throughout the day.

## **Meals & Snacks**

Children will be provided with drinks and snacks. Parents have the options to choose a hot meal or to provide their child with a packed lunch.

Partes provide the meals for our nursery and they are based at Sussex Learning Trust in Cuckfield. They provide lovely home cooked lunches prepared from scratch with locally sourced ingredients. Our meals are low in fat, sugar and salt. Our kitchens are completely nut free environments. All dietary requirements can be catered for. Where possible meals will be made as close as possible to the day's choices. If you would like to discuss your child's dietary requirements, please talk to the nursery manager. Menus for hot meals will be shared with parents on a termly basis; these include age and stage applicable meals and vegetarian options. The cost of a hot meal is £2.00.

## **Nut Allergy**

As the number of children with nut allergies is increasing with parental support we aim to keep the nursery NUT FREE. Parents are requested not to send food or empty food packaging materials into the nursery.

## **Complaints and Concerns**

Parent satisfaction is of paramount importance to us and any concerns/complaints will be reported to the Director for investigation. If you have a concern or complaint if possible please speak to the nursery manager or alternatively you can email the Nursery Manager. Please also refer to our complaints policy.

## **Data Protection Act 1998**

By signing acceptance of the Terms & Conditions you give Warden Park Nursery express consent to retain and process that information provided by the parent/guardian which relates to their child, for the sole purpose of childcare. Such information will remain with Warden Park in accordance to our policy on the retention of records.

## **Insurance**

We have extensive insurance cover and full details are available upon request, from the nursery manager.

## **Agreement**

These terms and conditions represent the entire agreement and understanding between the parents and the nursery. We reserve the right to update / amend these Terms and Conditions at anytime.

Updated December 17