



### Introduction to policy

Burgh Wood Montessori Nursery School and The Orchard Nursery School (*hereafter the "Nursery Schools"*) offer a high staff child ratio. Burgh Wood Montessori Nursery School is registered for 40 children at any one session, and The Orchard is registered for 26 children. We provide places for children aged 2-5 years.

### Summary of procedures

#### Burgh Wood Montessori Nursery School Opening Times

Burgh Wood Montessori Nursery School is open from Tuesday to Friday during term time only (39 weeks per year). The address is St Ann's Church, 4 Brighton Road, Banstead, Surrey SM7 1BS. The telephone number is 01737 376105. The emergency mobile number is 07738 205080.

There are two sessions per day; 09:00 to 12:00 and 12:00-15:00.

The fees payable per three hour session are £18.

#### The Orchard Nursery School Opening Times

The Orchard Nursery School is open on Mondays to Thursdays during term time only (39 weeks per year). The address is Banstead Institute, Banstead High Street, Banstead Surrey SM7 2NN. The telephone number is 07976 386253.

Session times are:

- Monday 09:00 to 12:00 and 12:00 to 15:00
- Tuesday, Wednesday and Friday 09:00 to 13:00.

The fees payable at The Orchard are £6 per hour.

#### Burgh Wood Montessori Nursery School and The Orchard

Depending on staffing levels and registered places we will try to offer flexible session times to meet specific needs. Places are available to children and families from all sections of the community and children of all ethnic origins and abilities, including those with special educational needs. The Nursery Schools operate an equal opportunities policy.

It is our legal obligation to put the welfare of the children in our care above any other consideration and we will share information with external agencies such as Social Services where necessary. We will also liaise with any additional child care providers.

Morning and afternoon snacks and a packed lunch must be provided by the Parents/Guardians. Please include fruit and vegetables in the lunch box each day. Milk and water are offered at snack time and water is freely available throughout the session.

We offer places on a 'first come first served basis'. We do not have any restrictions on children who are eligible for Free Childcare for 2 year olds (FEET).

The government's Universal and Extended Free Childcare for 3 and 4 year olds are available for children from the term after their third birthday. This is for a maximum of 15 hours per week over a 38 week scholastic year and is offered in three hour blocks. Parents can use their 30 hour entitlement in both Burgh Wood Montessori Nursery School and The Orchard Nursery School.

The Nursery Schools will offer Parents/Guardians their first choice of free entitlement sessions, but there may be occasions, particularly with regard to staff child ratios, that the Nursery Schools may have to offer alternative times. Hours in excess of Free Entitlement sessions will be charged for. Fees are reviewed annually.



Children attending the Nursery Schools must be between 2 and 5 years of age. We are happy to work with Parents/Guardians for toilet training. Please provide a complete change of clothes and/or nappies. During autumn and winter please send a pair of named wellington boots for outside play.

Due to the high demand for places, a deposit of £50 is required upon registration. This also entitles each child to a Nursery School polo shirt and sweatshirt. Additional uniform items are available at reasonable prices. Once sessions have been reserved, if you are unable to take up your place for any reason, refunds of deposits are at our discretion. We will do our best to meet your requirements for days and times of sessions. However, if sessions are full, alternatives will be offered and non-acceptance of these will not normally qualify as a reason for a refund. If we are unable to offer any sessions at all, we will refund in full.

Fees will be invoiced at the start of each term and are due by the end of the first week of term. Please note that fees are not refundable for absences due to illness or family holidays during term time, nor is there an entitlement to alternative sessions in place of those missed. When an outing or event takes place during a normal Nursery School session, no compensatory session will be offered nor a refund issued for fees for that session.

If due to circumstances such as power supply failure, flooding, fire damage, high levels of sickness, loss of heating or water, bereavement or extreme weather conditions, the Nursery Schools are unable to open, we regret that we are unable to refund the fees or guarantee alternative sessions for these days. If Parents/Guardians are unable to reach the Nursery School due to similar unforeseen or extreme conditions fees will not be refunded nor will alternative sessions be guaranteed.

Parents are requested to complete information about their child before the child starts at the Nursery School. The Nursery School's policies and procedures are available for parents to access through the Nursery Schools' website [www.burghwoodmontessori.com](http://www.burghwoodmontessori.com).

Parents are requested to notify the Nursery Schools of any changes in personal details or family circumstances.

Parents and children are invited to attend two settling in sessions in the term prior to starting at the Nursery School. In addition, parents are offered the opportunity to stay for part or all of the session during the first few weeks so that children have the opportunity to get to know us. Shorter sessions are available during the settling in process if required. Home visits can be arranged if required.

Each child is allocated a key person and this person will support both parents and children throughout their time at the Nursery Schools. All staff at the Nursery Schools take responsibility for the day to day personal care of every child. The key person's role is to support and report back to Parents/Guardians about the child's progress within the Nursery Schools. Parents/Guardians are encouraged to discuss their child with the key person whenever they want. A successful transition from home to Nursery School may take longer for some children than others. Parents/Guardians are asked to be positive when leaving a child and to be patient and not expect too much too soon. We are aware of the anxieties and problems experienced by both Parents/Guardians and child during these initial separations and will work with you to support and help you through this settling in period. During the early weeks please try to ensure that your child is collected on time as this will help to reassure him/her. If a child has been unsettled at the start of a session the key person will ring the parent at some time during the session to let them know that everything is okay.

Parents/Guardians are requested to notify the Nursery Schools if their child is unwell or unable to attend nursery for any reason. It would be helpful if parents would inform us of the reason their child is absent. Please ring Burgh Wood Montessori Nursery School on 01737 356105 and The Orchard Nursery School on 07976 386253 as early as possible on the day of absence. If we do not hear from you within 30 minutes after the expected arrival time, a member of the team will contact you to check that everything is OK. Reasons for absence will be recorded in the register and unexplained absences will be followed up in accordance with our Safeguarding and Child Protection Policy. Parents should notify the nursery of any planned absences.



The Nursery Schools keep a list of people authorised to collect your child; in addition, each family has a security password which the Nursery Schools hold which enable Parents/Guardians to nominate someone other than those on the list to collect their child. We need to be introduced to these people before we release a child into their care.

Please let us know when leaving your child if he/she is upset or behaving unusually for any reason and let us know if there has been a family event that might upset your child (such as the loss of a grandparent or family pet).

We aim to involve Parents/Guardians wherever possible in activities, outings and events or specific events. Information regarding children's progress will be offered verbally on a regular basis, at parent's meetings held each year and termly as a written report. We issue newsletters and bulletins on a regular basis.

Learning journals are kept for each child and this is available for the Parents/Guardians to see on request. Journals are given to Parents/Guardians when the child leaves and can be passed on to reception year teachers. A meeting will be arranged between the Principal of the Nursery Schools, your child's key person and a representative from your child's on going primary school during the summer term before the child leaves the Nursery Schools. Additional consultations with the Principal or staff are available on request or may be suggested by the Managers.

As part of the initial Registration Form, Parents/Guardians are required to sign the medical consent and use of photographs/videos forms. A paper copy of the policies and procedures are available on request and are available on the website. If you require large print or help with understanding the policies please ask a member of the team.

Whilst we endeavour to be fair and to make allowances for difficulties either on the road or at home, a charge will be levied for any pick-ups that are more than 10 minutes late. Additional charges will be in increments of 15 minutes at the prevailing rate.

A term's notice is required if a child is to decrease their hours or leave the Nursery School. We require notice in order to be able to offer vacant places to other children on our waiting list. Without notice we are unable to refund any fees paid in advance. If you wish to increase your child's hours, please contact the Principal who will advise if the Nursery Schools are able to accommodate an increase in hours.

If you have any concerns or complaints we are always happy to talk to you. A complaints procedure is detailed in our policies and procedures. Any complaints that we cannot resolve between us can be referred to Ofsted tel. 03001231231 or in writing to Piccadilly Gate, Store Street, Manchester M1 2WD.