

Little Dreams Day Nursery

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Dear Parents,

Thank you for your initial enquiry. Please find enclosed our prospectus.

I would be very pleased to arrange a visit for you to view the nursery at your convenience. If we can be of any further assistance, please do not hesitate to contact us.

Yours sincerely

Bindia Dalal
Proprietor/Manager

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ABOUT OUR NURSERY

Little Dreams Day Nursery has been established since June 2003. We are a small and friendly nursery, located in a residential area.

We are registered for 35 children, and offer care for children from the age of 3 months – 5 years on a part-time and full-time basis. Our opening times are, Monday to Friday from 08:00 – 18:00 except Bank Holidays and on Christmas Eve and New Years Eve we close at 12.45 pm.

We recognise how important it is for you, the parent/carer, to know that your child is happy and well looked after. With our webcam facilities, at a click of a button you can log on into your computer and see your child at play.

Our environment is safe, warm and stimulating and as described by Ofsted, a very happy and welcoming nursery with an excellent range of facilities.

Our nursery is divided into three areas. We have our “Bunnies area” for the babies aged 3 months – 2years, “Rabbits area” for our 2 – 3 years, and “Bears area” for our 3 – 5 years. Each has their own daily routines and the children are encouraged to learn through play.

Our garden outside is a breath of fresh air for the children to enjoy. It is surrounded by high fencing and is private and secure. Our outdoor activities are fun and extremely varied, equipped with apparatus to develop the children physically, socially and morally.

We follow the “Eat Better Start Better” programme and provide healthy and well-balanced nutritious meals. Menus are displayed on the parent’s notice board.

All our practitioners have the required experience and aptitude to look after your child. The Nursery Nurses have NNEB or equivalent qualifications and the staffing ratios mean that your child will always be within the supervision of a qualified carer.

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OUR AIM

At Little Dreams our aim is to provide a warm and welcoming environment for the children and the parents. We work together with you the parent so that your child achieves a high standard in all aspects of development. We will involve you the parent(s), regarding your child's development through regular meetings and discussions. When you collect your child, we will provide you with a summary of their day at the nursery.

We want your child to feel that their nursery is their second home. We provide a healthy, happy, relaxed and secure environment so that your child can flourish in our warm surroundings.

OUR OBJECTIVES

We believe children learn through play and plan our curriculum following the Early Years Foundation Stage Framework. The nursery is equipped with resources that help all ages from 3 months – 5 years. We provide a wide range of activities, which promote all aspects of development.

A healthy child will be a happy child. We take great pride in preparation and presenting our meals and snacks. A well balanced diet is provided appropriate to age, allergies and individual beliefs.

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FEES

Fees are to be paid on or before the first working day of any month. Payments can be paid online, by cheque or cash.

Registration fee

When booking a new place, a £75.00 non-refundable fee is payable.

Deposit

On acceptance of placement a deposit of £400.00 full time £300.00 part time is payable. This will be held until notice is given and used towards payment for the last months fees. In the absence of any notice the deposit will be retained as part payment towards the outstanding invoice.

Fees

	Up to the age of 3-5 year Free Entitlement	3-5 years Free Entitlement	Meals (only for funded children)
Per day	£62.00	£75.00	£9.00
Per session	£37.50	£45.00	£4.50
A.M. session 8.00 - 12.45 P.M. session 1.00 - 6.00	A minimum of 2 sessions are required per week		
Additional hour	11.00	11.00	

What's included:

- Breakfast, Morning Snack, Lunch, Afternoon Snack, Tea. (Water and milk throughout the day)

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Fees & Sessions

- All fees are calculated over a 52-week year.
- There are no reductions made for sickness, holidays, closure due to weather or any other absences.
- The nursery is closed on all public holidays.
- The nursery closes at 12.45pm on Christmas Eve and New Years Eve. Should Christmas Eve or New Years Eve fall on a weekend, the Friday prior will be a half-day.
- A fee review takes place every January.
- One month's written notice must be given should you no longer require a place.
- Should you wish to change sessions, we require one month's written notice
- Late collection fee will be charged at £15.00 and will commence from 13:00 / 18:00.
- Additional sessions need to be cancelled 24 hours in advance otherwise the full charge will be incurred.
- Additional hours/sessions are to be arranged in advance and are subject to availability.

Necessary requirements

Babies

Lotions, creams, wipes, nappies, spare clothing, formula milk and weaning foods.

Other children

Toothbrush and toothpaste, nappies, wipes and any lotions, spare clothing and a pair of indoor shoes.

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SETTLING IN POLICY

We recognise that each child is different and individual and some children take longer to adapt to new surroundings than others. We want to make this transition as easy as possible for them and you. We also want parents to feel welcomed and involved from the beginning.

As each child is different, there is no set way of dealing with every situation; however we will work alongside each other to make your child settle in their new environment as easily and quickly as possible.

In order to accomplish this you will be offered free settling in sessions before your official starting date. You will normally find that after a few sessions your child will be quite happy for you to leave him/her.

If your child is still unhappy, let them bring in a favourite toy, book or a comforter such as a blanket. Inform us of their interests or current achievements.

You may find to leave them straight away in our care may help. If your child is still distressed and not settling down we will contact you immediately to return to the nursery, however this situation would be extremely rare.

Children cannot play or learn successfully if they are anxious and unhappy. Our settling procedures aim to help parents and children to feel comfortable in the nursery, and to ensure that children can benefit from what we have to offer and feel confident that their parents will return at the end of the session/day.

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Terms and Conditions

The document and the terms and conditions within it govern the basis on which Little Dreams Day Nursery (referred to here as 'we' / 'our' / 'us' agree to provide childcare services to parent(s)/guardian(s) (referred to as 'you').

Only a parent/guardian with parental responsibility for a child can register that child for a childcare place with us. We will ask to see your child's birth certificate, or other relevant documentation, to confirm that you have parental responsibility for the child as part of our registration process.

Terms and conditions

1.0 Our obligation to you

- 1.1 We will inform you as soon as possible whether your application for a place has been successful. You must confirm within one week of receiving notification that you still wish to take up a place. If you do not then the offer of a place may be withdrawn. Once you have confirmed the place, a deposit payment will be required to hold the place for your child. The monetary value of the deposit will be published as part of our schedule of fees, which can be obtained on request. The deposit will be returned upon payment of the final invoice at the end of your child's attendance at our provision. The deposit will be taken off the amount of the final invoice at the end of your child's attendance.
- 1.2 We will provide the agreed childcare facilities for your child at the agreed times (subject to any days when we are closed). If we change the opening hours, we will give you as much notice of our decision as possible and, if necessary, will work with you to agree a change to your child's hours of attendance.
- 1.3 We will adhere to the principles of the General Data Protection Regulations (2018) when collecting and processing information about you and your child. We explain how your data is processed, collected, kept up-to-date in our Privacy Notice which is given to you at the point of registration.
- 1.4 We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.
- 1.5 We will notify you as soon as possible of any days we will be closed.
- 1.6 We will treat your child with the utmost respect and dignity. We will never use or threaten any type of punishment that could adversely affect a child's wellbeing.
- 1.7 We will provide you with regular verbal updates as to your child's progress and we will agree times to discuss with you the progress of your child or any other aspects of our childcare services as and when required.

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- 1.8 We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regards to the childcare services we provide for your child.
- 1.9 We will provide you with details of our policies and procedures, which outline how we satisfy the requirements of the EYFS in our everyday practice; and we will notify you as and when any changes are made to our policies and procedures. We will be available to discuss or explain our policies and procedures, and/or any relevant changes, at a mutually agreed time.
- 1.10 We will maintain appropriate insurance to cover our childcare activities.
- 1.11 We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available.

2.0 Your obligation to Us

- 2.1 You will need to complete and return our *Registration Form* before your child can start with us.
- 2.2 You must notify us immediately of any changes to the information you have provided to us and keep us informed of any other necessary information that may affect the childcare that we provide for your child.
- 2.3 The *Registration Form* includes medicine consent and emergency treatment authorisations, which you will need to complete prior to your child attending.
- 2.4 You will read and abide by our policies and procedures.
- 2.5 You will make yourself available as and when required to discuss the progress of your child or any factor relating to their childcare place with us at mutually agreed times.
- 2.6 You must immediately inform us if your child absent or is suffering from any contagious disease, or if your child has been diagnosed by a medical practitioner with a notifiable disease. For the benefit of other children attending you must not allow your child to attend whilst they are contagious and pose a risk to other children during normal daily activities.
- 2.7 You must keep us informed of the identity of the persons who will be collecting your child. If the person who is due to collect your child is not usually responsible for collecting them we will require proof of identity/password. If we are not reasonably satisfied that the person collecting your child is who we were expecting, we will not release your child into their care until we have checked with you.
- 2.8 You must inform us immediately if you are not able to collect your child by the official collection time. You must make arrangements for another authorised person to collect your child as soon as possible. A late payment charge will be applied; please refer to the current fee schedule for details.
- 2.9 You will inform us as far in advance as possible of any dates on which your child will not be attending.
- 2.10 You will provide us with at least one month's notice of your intention to decrease the number of hours your child attends or to withdraw your

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child (and end this Agreement). If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of notice. If you are ending this Agreement, notice must be given by completing our *Notification of Leaving Date* form which is available on request.

- 2.11 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.
- 2.12 Every child should attend the nursery in suitable clothing for the weather. Spare and named clothing will be required. The nursery does not take responsibility for any lost items.
- 2.13 Children must not bring in any money or valuables such as jewellery. Neither must they bring in any sweets or toys from home except comforters.
- 2.14 Any person parking their vehicle outside the nursery does on their own risk. The nursery will not accept any responsibility for injury, damage or loss to visitor's vehicles or property.

3.0 Payment of fees

- 3.1 Our fees are based on a weekly fee that shall be notified to you in advance of your child starting ('Weekly Fee'). We may review these fees at any time but shall inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee, you may end this Agreement by giving us one month's notice, by completing our *Notification of Leaving Date* form, which can be obtained from our setting manager/deputy.
- 3.2 Fees must be paid on a monthly basis, in advance. We calculate the amount payable by you each month by multiplying the Weekly Fee by the number of weeks we are open during the year and dividing the total number by 12. This will give 12 equal monthly payments. Fees apply 12 months of the year. Fees may be paid weekly, in advance, by special arrangement.
- 3.3 All payments made under the Agreement should be by standing order (or direct debit where the facility is available) unless payment by cash or cheque is agreed with us in advance. All payment, regardless of method, shall be made by you monthly, in advance on the first day of each month (the due date). If payment is made by cash, it is your responsibility to obtain a receipt as proof of payment. Late payments incur a late payment fee of £10 per week.
- 3.4 If the payment of fees referred to in 3.3 is outstanding for more than 14 days then we may terminate this Agreement immediately. Upon termination of this contract the child shall cease forthwith to be admitted, and the notice to so terminate shall be regarded as a formal demand for outstanding monies. If you have requested additional sessions or have been unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities, we will raise the applicable charges under either the current months invoice or the month after.

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- 3.5 No refund will be given for periods where the place is unfulfilled due to illness or holidays. We are closed on bank holidays and half day on Christmas Eve and New Years Eve. We accept no liability for other costs which you incur if we are unable to provide childcare for any reason.
- 3.6 Where we offer a reduced fee rate after a child's birthday, that reduction will take effect from the first day of the following billing period.
- 3.7 In the event of late collection of your child, we reserve the right to charge for each additional 15 minutes as soon as the session has finished. You have the duty to inform us that you are running late, however this does not override the late charge.

4.0 Suspension of a child

- 4.1 We may suspend the provision of childcare to your child at any time if you have failed to pay any fees due.
- 4.2 If the period of suspension for non-payment of fees exceeds one month, either of us may terminate this Agreement by giving written notice, which will take effect on receipt of the notice.
- 4.3 We do not support the exclusion of any child on the grounds of behaviour. However, if your child's behaviour is deemed by us to endanger the safety and well-being of your child and/or other children and adults, it may be necessary to suspend the provision of childcare whilst we try to address these issues with you and external agencies as appropriate.
- 4.4 During any period of suspension for behaviour-related issues we will work with the local authority and where appropriate other welfare agencies to identify appropriate provision or services for your child.
- 4.5 If your child is suspended part way through the month, under the conditions stated in clause 4.3 we shall give you a credit for any fees you have already paid for the remaining part of that month, calculated on a pro rata basis. This sum may be offset against any sums payable by you to us.

5.0 Termination of the Agreement

- 5.1 You may end this Agreement at any time, giving us at least one month's notice by completing the 'Notification of Leaving Date' form.
- 5.2 We may immediately end this Agreement if:
 - 5.2.1 You have failed to pay your fees;
 - 5.2.2 You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time after we have drawn it to your attention;
 - 5.2.3 You behave unacceptably, as we do not tolerate any physical or verbal abuse or threats towards myself or my staff;
 - 5.2.4 We take the decision to close. We will give you as much notice as possible in the event of such a decision.
- 5.3 It may become apparent that the support we are able to offer your child is not sufficient to meet his/her needs. In these circumstances we will work

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with you, the local authority and other welfare agencies as per our procedures to identify appropriate support, at which point we may end this Agreement.

6.0 General

- 6.1 If we have to close or we take the decision to close due to events or circumstances beyond our control (e.g. extreme weather conditions) the Hourly/Weekly Fee will continue to be payable in full and we shall be under no obligation to provide alternative childcare to you. If the closure exceeds three consecutive days in duration (excluding any days when we would otherwise have been closed), we will credit you with an amount that represents the number of days closed in excess of three days.
- 6.2 If you have any concerns regarding the services we provide, please discuss them with the manager/deputy. Customer satisfaction is paramount and any concerns/complaints will be dealt with in line with *Our Making a Complaint Policy*.
- 6.3 From time to time we will take photographs and video recordings of the children who attend. These photographs are used for on-going recording of our curriculum and for children's individual development records. They are stored on our computer whilst your child is with us. The photographs are used for display and for your child's records within the setting. If we wished to use any image of your child for training, publicity or marketing purposes, we would always seek your written consent, as indicated on *Our Registration Form*.
- 6.4 We reserve the right to refuse to admit your child if they have a temperature, sickness and diarrhoea or a contagious infection or disease on arrival at our setting, or to ask you to collect your child if they become unwell whilst in our care, in line with our *Managing Children who are Sick, Infectious or with Allergies Policy*.
- 6.5 Whilst food and drink is provided on the premises, we are not a commercial kitchen and may not be able to cater for the individual needs of every child. As cross contamination cannot be ruled out, a risk assessment is conducted for children with any known allergies. Every effort is made to follow recommended food preparation guidance and to ensure that all staff involved in the preparation and serving of food are suitably trained.
- 6.6 Any personal information you supply to us will be collected, stored and used in accordance with the principles of the General Data Protection Regulations (GDPR) (2018) and *Our Confidentiality and Client Access to Records Policy*. We will always seek your consent where we need to share information about your child with any other professional or agency. We are required by law to override your refusal to give consent only in specific circumstances where the child or someone in the family may be in danger if we do not share that information.

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6.7 We do not swap sessions at any given point.

7.0 This Agreement

7.1 We reserve the right to vary the terms and conditions contained in this Agreement

7.2 This Agreement contains the full and complete understanding between the parties and supersedes all prior arrangements and understanding whether written or oral relating to the subject of this Agreement except to the extent that we vary terms from time to time.

7.3 Acceptance of a place will be deemed as acceptance by you of these terms and conditions.

POLICIES AND PROCEDURES

A COPY OF ALL POLICIES AND PROCEDURES ARE ON THE PARENT NOTICE BOARD IN THE LOBBY.