**Termination, cancellation and change of sessions.** 6 weeks’ 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 6 weeks. 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. Parents/carers who use our flexible sessions are required to give 6 weeks notice of termination of agreement. If no notice of termination is given, an average of the past 12 months of flexible sessions will be calculated and charged.

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 6 weeks will apply.

**Insurance**. The nursery settings have extensive insurance cover for the 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 parents, carer’s 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 are 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 parents care on the 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 parents 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.

**Holidays and absences**. Sessions booked cannot be refunded due to children being absence or on holiday. NEF/24U/Talking 2’s funded sessions cannot be rebooked. We may be able to offer some sickness/holiday days in lieu, up to a maximum of 5 days per year. All days in lieu must be used within one month, subject to availability. The Mulberry Bush Day Nursery is open throughout the Christmas Holidays (except Bank Holidays for which you are not charged) for all families of Hazles Farm Childcare Ltd nurseries that choose to use it. Throughout the Christmas period we will bank any days that you have informed us that you will not be using, which are also to be used within one month, subject to availability. This is in addition to the 5 days per annum stated above.

**Admission**. A completed Childcare Registration & Agreement Form is required to secure your child’s place.

**Fees and invoices**. Childcare accounts are payable monthly, in advance for a calendar month of childcare. Accounts are payable by standing order, bank transfer, cash or cheque. We also accept childcare vouchers. We can apply on your behalf for the Free Entitlement from your local LEA (more information will be provided when your child becomes eligible).

We also accept 2 Year Old Funding, such as 24U and Talking 2’s educational funding. Invoices will be issued as per the invoicing schedule and payment will be due 7 days after the issue of the statement. A charge of £20 will be made for fees outstanding after the 20th of each invoiced month. Any parent or carer whose fees remain unpaid on the 1st of the following month risk their child’s place being withdrawn. Any payments that are cancelled or returned from the bank will incur a £20 administration charge. A sibling discount is applied when 2 or more siblings attend the same setting to their jointly attended sessions. All discounts are applied to core childcare provision only and do not apply to extra sessions, nursery lunches or other services.

Unless we are in breach of these terms and conditions all booked sessions must be paid for regardless of a child’s attendance. No refunds are given for sessions missed due to sickness or holidays or unavoidable nursery closure. Please be aware that the number of day’s childcare provided each month may vary. Bank holidays are not charged for.

In case of default payment the nursery reserves the right to apply a £50 administration fee for preparation of court papers. The nursery is not responsible for collection of fees from any third parties except in the case of statutory nursery education funding.

The nursery will give parents 1 months’ notice of increase in fees which are normally reviewed in September.

**Accidents and sickness**. 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. If parents cannot be contacted, nursery reserves the right to act on behalf of the parent/carer in their absence for any emergency medical treatment. Prescribed medicines will only be administered with the completion of a Medicine Consent Form.

We may require parents to withdraw their child from nursery to seek further medical attention or that it is considered that the child is not well enough to attend nursery. It is the parents and carers responsibility to read the information on exclusion periods which are provided on enrolment and in the nursery foyer policies and procedures. The nursery is mindful 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.

**Opening times.** The nursery sessions run from 08:00 to 18:00. Care between 07:00 and 08:00 and 18:00 and 19:00 is by arrangement only and extra fees apply. The nursery is open all year round except bank holidays and Christmas & New Year closures. Parents will be notified of such closures. Arrivals and collections outside of booked sessions will incur a £10 fee, applicable to all sessions. A £10 fee will be charged for time up to 10 minutes and subsequently per 10 minute interval.