

## Terms and conditions

**Nursery Places and Bookings:** The Nursery must receive a signed and fully completed application form before a place can be considered. Full and part time sessions must fit in to the session times detailed on the application form; however, we will attempt to meet individual needs where necessary. Our minimum session requirement is 2 sessions over 2 days.

**Fees and Invoices:** Nursery fees are payable in advance by Bacs/ standing order or workplace vouchers on the 1st working day of each month.

Non funded term time only places will be subject to a retainer charge to retain the place.

All invoices will be sent out at least three days prior to the 1st of the month. If invoices have not been received by the 1st it is the responsibility of the parent to inform the Nursery.

Any late payments delivered after the 7th will incur a £10.00 weekly charge.

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 will be given for sessions missed due to holidays or sickness.

### **COVID-19 exemption -**

**If your child is asked to self isolate, you will receive a reduced invoice for missed sessions to reflect a 50% retainer.**

If anyone in your household tests positive it is a requirement to let nursery know as soon as you're are notified.

Failure to meet payments will result in the termination of the Nursery place and in such circumstances the parents will not be entitled to a refund of any fees, this includes bank holidays.

If you wish to take your child out of the Nursery, we require one month's notice & a notification to leave form must be completed & authorized by management. Notification to leave forms can be obtained from the Nursery manager.

**Nursery Grants:** 30 or 15 hours free funding is available for all 3 and 4-year old's from the term following their third birthday. This funding is available for 38 weeks a year. 15 hours free funding is also available for some 2 years olds if they meet the criteria, this funding can also be spread over the full year. (stretched)

**Operating Hours:** We are open from 07:30am – 18:00pm from Monday to Friday.

If you are late collecting your child we will have to follow our uncollected child policy which may result in us getting in touch with social services and could also incur a £20 late payment fee.

Please be punctual.

Please inform us if your child will be late or not attending the setting.

**Nursery Closure:** The Nursery is open as specified on the Prospectus. The Nursery will also be closed one week between Christmas and New Year. For all other Bank Holiday (s) during the year and the Christmas break, the nursery will be closed, fees are still payable on all these dates.

**Behaviour Management:** We may require parents to withdraw or remove their child from Nursery, in the event that the Nursery Management Team considers the child to be disruptive or displaying inappropriate behaviour.

We will not tolerate Nursery staff being spoken to in an abusive or threatening manner by parents, carer's or children. Such behaviour may result in the termination of a Nursery place.

**Insurance:** We have extensive Insurance cover - full details of the Insurance is available upon request, from the Nursery Owner.

**Personal Property and Belongings:** We cannot be held responsible for any loss or damage to children's property. Every reasonable effort will be made by the Nursery staff to ensure the children's belongings are not lost or damaged.

Practical 'inexpensive' clothing is strongly recommended for children attending Mere House Day Nursery. It is the parent's responsibility to name and clearly label all items of clothing.

We suggest that all toys, books or other equipment are left at home.

**Termination / Cancellation / Change:** We require one month's notice & a notification to leave form must be completed & authorized by management should you wish to terminate a Nursery place for any reason. Parents still remain liable for fees throughout the notice period. If a parent withdraws their child during this notice period, the fees shall still remain payable. We reserve the right to terminate a Nursery place with immediate effect if any fees are not paid by the due date, or if a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour.

In all other circumstances we will give you one months' notice, in writing, should we wish to terminate a Nursery place for any reason.

If the parent for any reason postpones a start date, we reserve the right to charge from the original start date stated on the application form.

If a parent wishes to change the number of sessions taken at Nursery, one months' notice, in writing, must be given and a 'Change of Sessions' form must be completed and handed in at Nursery.

**Liability:** We accept no responsibility for any loss 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, 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.

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.

We will make reasonable endeavors to keep parents and / or children's property in good order.

Liability for damage of such property is excluded except where caused by our negligence.

**Accidents and Illness:** We reserve the right to administer basic first aid and treatment when necessary.

Parents will be informed of all accidents and will be required to sign an accident form. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by Nursery to contact the parents but failing this, we are hereby authorised to act on behalf of parents and authorise necessary treatment. We will administer prescribed medicines if parents complete a 'Medicine Consent' form; however, the first dose of medicine must be given at home and parents must take all medicines home at the end of each day. We may require parents to withdraw their child from Nursery, in the event that they require special medical care or attention, which is not available or refused by parents or it is considered that the child is not well enough to attend Nursery. We may also ask parents to withdraw their child from Nursery, if we have reasonable cause to believe that they are or maybe suffering from or has suffered from any contagious disease/infection and there remains a danger that other children at the Nursery may contract such a disease/infection. We accept no responsibility for children contracting contagious diseases/infections. Parents are requested to inform the Nursery if their child is suffering from any illness, sickness or allergies before attending Nursery.

We have a realistic attitude to the needs of working parents but we reserve the right to contact parents if their child becomes ill during Nursery hours.

Please inform us if your child has sustained any injuries before coming into nursery or anything else which may have upset your child. An incoming accident form will have to be completed.

**Security:** Under no circumstances will the child be allowed to leave Nursery with anyone unknown to Nursery staff unless the parent has previously arranged through a password system verified with the Management Team. If the parent has made alternative arrangements by telephone, the Nursery use will this password and proof of identity will be required upon arrival at the Nursery. A list of responsible adults who are authorised to collect the child should be given to the Nursery Manager.

**General Information:** Parents are requested to inform the Nursery of any food, medicine, activity or any other circumstances that may cause the child to have an allergic reaction/ allergy. 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. Parents are requested to inform the Nursery of any changes to all information kept in the Nursery.

**Agreement:** These Terms and Conditions represent the entire agreement and understanding between the parents and the Nursery. Any other understandings, agreements, warranties, conditions, terms or representations, whether verbal or

written, expressed or implied are excluded to the fullest extent, permitted by law. We reserve the right to update / amend these Terms and Conditions at any time. One months' notice will be given of any changes made.

### **Uncollected child policy**

If a child has not been collected from the nursery after a reasonable amount of time, 15 minutes has been allowed for lateness, we will initiate the following procedure:

- The nursery manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team
- The nursery will inform Ofsted as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of £14 per child will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.