



# Wood street nursery and Forest school

## 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.

### REGISTRATION FEES AND DEPOSITS

A £75.00 non-refundable admin fee is required upon booking a place. This is payable at time of registration

Please pay to (Using your child's name as the reference)

Tiny acorns preschool:

10944013

16-20-30

### FEES AND INVOICES

Nursery fees are payable in advance by cheque, cash, bank transfer or workplace vouchers on the 10th working day of each month. All invoices will be sent out on the 10<sup>th</sup> of the month. If invoices have not been received by the 10<sup>th</sup> of the following month it is the responsibility of the parent to inform the Nursery. Any late payments delivered after the 10<sup>th</sup> will incur a £10.00 daily 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. 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. A holiday discount rate of 10% is warrant provided the Nursery receives one month's written notice of the dates. There is no restriction on how many holidays can be taken. If parents are claiming the 'free' childcare funding, the setting needs written confirmation for every absence, including holiday as our claims may be audited by surrey.CC. who are able to claw back any Early Years grants claimed for and not used. Should this happen we will claim money from you. The Nursery offers a reduction fee if you enrol your second child and subsequent children with us. If both children attend 2 days (4 sessions) with us you will receive a 5% discount. If they both attend more than 4 sessions a 10% discount will be given. Any customer of the Nursery receiving a discount on their fees will NOT be entitled to any holiday discount. This does not apply to the '30% off first month fees' offer. One month's written notice is required if you wish to take your child out of the Nursery.

### NURSERY GRANTS / FUNDED HOURS

Nursery grant funding is available for all 2- 3 and 4-year olds from the term following their birthday. This funding is available for 38 weeks a year. Please note, placements are not offered solely for these weeks, and you will be expected to pay full fees when funding is not available. Please be advised if the funding stops or is not paid it is down to the main carer to pay the balance to the nursery. Any payment made in error by the fault of the parent will be charged to the parent.

### OPERATING HOURS

Tiny Acorns preschool is open from 8.00am – 5:30pm. If you are late collecting your child from their designated session time at the Nursery, a late collection charge of £1.00 for every minute may be imposed– this is at the discretion of the Nursery Owners. Please be punctual.

### NURSERY CLOSURE

The Nursery is open 50 weeks of the year, during the rest of the year the nursery will be closed. Tiny Acorns preschool will follow surrey. Cc holiday patterns for any term time only places, however we have the right to change these dates in line with the nursery's inset days. Closures will be two weeks at Christmas and one week in the summer holiday, closing each Friday in the summer holidays.

### BEHAVIOUR MANAGEMENT

Staff all receive training in child development and behaviour management. The Nursery has a behaviour management policy which staff will happily share with parents. The owners expect all staff to be respectful in their interactions with parents and they will not tolerate Nursery staff being spoken to in an abusive or threatening manner by parents, carers 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 Tiny Acorns preschool. 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 on half term paid' notice, in writing, 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 (Bank holiday will be charges for). We accept no responsibility for children whilst in their parents are 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 endeavours 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.

#### SECURITY

Under no circumstances will the child be allowed to leave Nursery with anyone unknown to Nursery staff unless the parent has previously arranged this. If the parent has made alternative arrangements by telephone, the Nursery will require the name, address and telephone number of the person permitted to collect the child 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. The Nursery does also use a password system in these cases.

#### 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.

#### 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. Public Health England advise all Nurseries that a child should not return to a setting until 48 hours after their last episode of sickness and diarrhoea. The Nursery will rigorously enforce this advice.

#### Tapestry online journals

Tapestry is an online journal to help record all the learning and fun of children's early years education. Pictures are taken of your children when it becomes their focus week. All information will be placed on tapestry and it is your responsibility to sign up and comment on what we put up.

#### 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. Two months' notice will be given of any changes made.

Child's name .....

Parent's name .....

Signature .....

Date .....