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Terms and Conditions for Little Willows Day Nursery

**Nursery Places and Bookings**

All Parents / Carers must fully complete and return an application form, along with the required non-refundable £50 admin fee to enable us to process a place for your child.

Children are required to be registered for a minimum of 2 full days or school day sessions per week or 4x half day sessions (AM or PM)

When paying the admin fees and deposits by BACS, please can we ask for you to mark it saying admin and or deposit and the child’s full name.

**Deposits**

A £200 deposit is also required to secure a place for your child if they attend our toddler and pre-school rooms.

Under 2s: A deposit equaling the amount of 1x weeks fee, *which is charged at our daily rate,* will be required to secure a place within our under 2s rooms.

All Deposits must be paid 3x months before your child(s) agreed start date.

**Fees and Financial**

All on-going fees must be paid by the 1st of each month in advance and we request, where possible, that you set up a Standing Order. We also accept the following methods of payment;

* Tax-Free Childcare transfers
* Childcare Vouchers
* Electronic bank transfer (BAC)
* Cash
* Cheques.

The first month’s fees are payable before/on the child’s first day with us. Failure to meet payments may result in the termination of the nursery place.

Fees are calculated by multiplying the weekly fees x 51 weeks and dividing by 12 months to get your monthly amount, except when in receipt of EYE funding.

Extra sessions are payable in arrears by any of the above methods. In certain circumstances extra sessions may need to be paid for on the day.

If your child starts date is part way through the month then we will invoice for the actual sessions and begin the calendar monthly calculation the following month.

**All fees are reviewed April and September.**

**Accessing Early Years Entitlement Funding (EYE)**

When in receipt of any early years funding Little Willows claims for a whole term, as directed by our local authority. Please note that if you are accessing EYE funding and would like to Leave Little Willows or access a dual setting placement then in this instance, we require 1x terms notice or one months’ notice depending on which is greater.

**Late payment of fees**

Fee’s received 5 days later than the agreed date will be charged at £5 a day unless previously agreed by the manager. If fees remain unpaid 14 days after due date then we reserve the right to freeze your place and where necessary terminate your contract with Little Willows.

**Late collection of your child**

Please phone the nursery as soon as you can to inform them of how late you will be. Failure to do so will result in an additional charge based on £5 for every 10 minutes or part thereof. Persistent lateness will be charged at a higher rate.

**Inset days**

The nursery will be closed for two inset days of the year. Inset days are essential to ensure Little Willows can fulfil team training, planning, auditing and policies and procedures etc. it will also be a time for us to reflect on the parents/carers feedback with the view of continually improving the quality of care/experience for the children within the setting. These inset days will be chargeable to parents. However the costs will be absorbed over the year on a recurring basis to make it fair to all. These dates will be reviewed each year and all parents and carers will be informed of these as soon as they are agreed.

**Nursery Closure / Disruptions (Force Majeure)**

The nursery is open all year round except for Bank Holidays, two inset days and 1 week at Christmas. Please note that you will not be charged for bank holidays and the Christmas week. If the nursery closes due to the following reasons;

* Bad weather
* Diseases/ viruses
* Healthy and safety issues
* ‘Acts of god’ or third parties’ issues outside of the nurseries control including disruptions to public transports & highways

In the event Little Willows may not be able to operate we will contact parents/Carers via email in the first instance. Under no circumstances will Little Willows operate if by doing so, puts the health and safety of the children and staff within the care of Little Willows at any risk. In such cases fees will be remain payable during any period of closure.

**Absence from nursery including holidays**

If your child is absent from nursery for any reason normal charges will still apply.

**Accidents and illness**

We reserve the right to administer basic first aid and treatment when necessary. Parents are informed of all accidents and are required to sign an accident form. For more serious accidents we may need to seek medical help, if this occurs, we endeavor to contact the Parents but if this is not possible, we are hereby authorised to act on behalf of parents and authorise necessary treatment. If a child becomes ill at nursery, we will contact you to ask that you collect your child at the first possible opportunity and adhere to our communicable diseases policy.

We are able to accept some medicines if parents complete the relevant medicine consent form. **Please see our medicine policy for more information**.

Any child who has, or develops, an infectious illness must be kept at home until clear of symptom for a minimum of 48 hours. **Please see our communicable diseases policy for further information.**

Fees are payable during the period of sickness absence from the nursery.

**Termination of a place**

We require 1 months’ notice in writing to terminate a place or decrease sessions. If the appropriate termination period has been adhered to you will receive your initial deposit after your final nursery invoice has been paid in full.

**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 team to ensure the children’s belongings are not lost or damaged.

Practical ‘inexpensive’ clothing is strongly recommended for children attending nursery. It is the parent’s responsibility to name and clearly label all items.

**Behaviour Management**

We may require Parents to withdraw or remove their child from nursery if the Manager considers the child to be disruptive or displaying inappropriate behavior. We work closely with parents and outside agencies where appropriate to support children’s emotional well-being and additional need.

We have a zero-tolerance approach to the team being spoken to in an abusive or threatening manner by Parents, Carers or Children.

**Security**

Under no circumstances will the team allow a child to leave the nursery with anyone unknown to the team unless the parent has previously arranged this in line with our Policy & Procedures. **Please see our safeguarding policy for further information**.

**Insurance**

We have full public liability insurance with Sterling Insurance. The Certificate is on display in the entrance hall.

**Data Protection**

Little Willows acknowledges and shall always comply with the provisions and obligations imposed by Data Protection Act and the Protection Principles contained within the Data Protection Act 1998.

**Agreement**

We reserve the right to update/amend these terms and conditions. One month’s notice will be given for any such change.

I understand that Little Willows Policy & Procedures are available for me to view at any time necessary and they are situated in the Parents Room. I am also able to request a digital copy to be sent to me via email.

I have read and understood the Terms and Conditions as shown and agree to comply by them.

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| Print name: | Signature: | Date: |