

Terms and Conditions

General

Age of Admittance

2 years – 3 years of age

Hours of Opening

Zone4kids Coquet Park is open 7.45am – 6.00pm, please see Parent handbook for Toddler zone sessions.

Weeks Open

Zone4kids Coquet Park is open Term Time only for 39 weeks of the year.

Settling In / Gradual Admissions

It is our aim to allow all children time for settling in, so that the child can form good relationships with their carers and become familiar with Zone4kids Coquet Park surroundings. Each child and their needs differ so the length of time for settling in varies from child to child.

We request that a parent completes all of the registration forms and permission forms in advance of the start date and that the week before the start date a parent attend Zone4kids Coquet Park so they can read all the policies and procedures and staff can obtain the relevant child related information and consent to ensure a smooth transition into Zone4kids Coquet Park.

Changes

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice. The current terms and conditions are published online on our website.

Change of Details

Please immediately inform us of any changes to any of your contact details.

Court order

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.

Nappies

Parents are asked to provide supplies of their preferred nappies. These will be labelled with each child's name

Off Premises Visits

Staff may occasionally take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained.

Mobile Phone

To ensure the safety and wellbeing of all children who attend our nurseries we enforce a no personal mobile phone usage within our settings, this includes but not limited to smart watches which can access the camera. Should you be on your personal mobile phone as you arrive at Zone4kids Coquet Park can we please ask that you conclude your phone call before entering the premises and do not use this again until you have left Zone4kids Coquet Park.

Equal Opportunities

We are an equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

Zone4kids Coquet Park Closure

If Zone4kids at Coquet Park has to close or we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you. However, we will make every endeavour to offer care at one of our other settings subject to availability.

Complaints or Concerns

Customer satisfaction is of paramount importance to us and any concerns/complaints will be reported to the Area Manager for investigation. We operate a complaints procedure:

Stage 1: Keyworker/Senior member of staff

Stage 2: Formal written letter to Zone4kids Coquet Park Manager

Stage 3: Formal meeting between parties concerned

Stage 4: Company Director

Stage 5: If no mutual resolve can be made between Stages 1–4, parents have the right to contact Ofsted (including at any point through the stages)

The full flow chart guide can be found on the parent notice board in the setting.

Employment or Solicitation of Staff

If, during this childcare contract and for a period of 6 months after the termination of this contract, you (directly or indirectly) employ or otherwise engage the services of any member of our staff who has had contact with your child under this contract then you will be liable to pay and you will be invoiced a fee of £2,000.00 as payment to us for recruiting and training a suitable replacement member of staff.

Medical

Emergency Treatment

Any child who attends Zone4kids Coquet Park and has an accident whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps or bruises.

Any emergency treatment or medical advice will be permitted unless a parent states in writing otherwise. The Zone4kids Coquet Park does not accept any responsibility for treatment given against parent's wishes if we have not been informed otherwise.

Accident Book

All Parents will be informed and required to sign the accident book and accident form. In the case of a more serious accident or incident a child will be taken immediately to the nearest hospital and parents will be informed.

Sickness

Zone4kids Coquet Park will make every effort to notify parents should their child become ill at the Zone4kids Coquet Park. Senior staff reserves the right to remove the child to hospital in an emergency. Please note minimum exclusion periods apply and must be adhered to; our policy and guidelines are available from the Zone4kids Coquet Park Manager.

Minimum Exclusion Period for Zone4kids Coquet Park

Disease / Illness Minimum Exclusion Period

When on Antibiotics First two doses to be given at home. Zone4kids Coquet Park will give your child antibiotics only if a medication form is filled out. The medicine must remain in its original bottle with the child's name on, medicine name and dosage instructions.

Chickenpox: 5 days from the onset of rash

Conjunctivitis: None

Diarrhoea: 48 hours after last occurrence

Gastroenteritis: Until authorised by Doctor

Hand, foot and mouth: None

Impetigo: Until lesions are crusted and healed, or 48 hours after commencing antibiotic treatment

Infective hepatitis: 7 days from onset of Jaundice (or 7 days after symptom onset if no jaundice)

Head lice: None. If lice are found on your child's head then you will be asked to treat the lice.

Measles: 4 days from appearance of rash

Meningococcal infection: Until recovered from illness

Mumps: 5 days after onset of swelling

Plantar warts: No exclusion should be treated and covered

Poliomyelitis: Until declared free from infection by a doctor

Rubella: 4 days from the appearance of the rash

Ringworm of Body: Seldom necessary to exclude provided treatment is being given

Scabies: Child can return after first treatment

Scarlet fever: Child can return 24 hours after commencing appropriate antibiotic treatment

Tuberculosis: Until authorised by Doctor

Typhoid fever: Until authorised by Doctor

Vomiting: 48 hours after last occurrence

Whooping Cough: 5 days from commencing antibiotic treatment or 21 days from the onset of illness if no antibiotic treatment

Temperature If your child has a temperature above 37.5*c and under 39*c we will contact you to ask permission to administer age appropriate dose of calpol, we will retake your child's temperature within the hour if it hasn't returned to the normal temperature 37.5*c then we will require you to come and collect your child within 30 minutes. However, if the temperature is above 39*c we will ring for permission to give calpol but will require you to collect your child

If we fail to contact you, we will contact the named 2nd person on your contact list.

Should you be unable to collect, we ask you make arrangements for an alternate named person to collect.

No medication can be given without prior consent, the only exception is calpol for a high temperature.

Zone4kids Coquet Park's exclusion policy is guided by the relevant local Authority. Please inform us immediately if your child is diagnosed with any allergy or intolerance.

Child Security and Protection

Child Protection

Any child who attends Zone4kids Coquet Park, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background has a right to protection from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care.

Zone4kids Coquet Park has a full written policy on Child protection which is available from the Zone4kids Coquet Park Manager.

Arrival of children

On arrival please be sure your children are put directly into the care of a Zone4kids Coquet Park Staff Member and entered into the attendance register.

Collection of Children

Children will not be released into the care of anyone other than those named on the childcare registration form unless authorised by the parents personally, by telephone or in writing. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.

In addition, a personal visit of introduction by the parents, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity.

You are required to inform us immediately if you are unable to collect your child from Zone4kids Coquet Park by the official collection time. All collections must be by an adult over 16 years of age.

Social Services

It is our obligation to require or seek professional advice or actions from the local social services team if we suspect a child is suffering from harm. We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

Behaviour Management

Zone4kids Coquet Park has a written policy on behaviour management which is available from the Zone4kids Coquet Park Manager.

Property and Premises

Personal Property

Zone4kids Coquet Park does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents.

Clothing

Parents are requested to send children in easily washable, clearly labelled clothing which is appropriate to the weather conditions. Please discourage your child from bringing items of value to the Zone4kids Coquet Park. Please provide indoor shoes and a spare set of clothing for your child in case of an accident or the need for change of clothing

Food and Drink

Water

Fresh drinking water is available to all children throughout the day.

For the older children water is available for them to help themselves when thirsty, this promotes independence and self-help skills. For the younger children water will be available and offered throughout the day alongside designated snack and meal times.

All children will be encouraged by the staff to drink water throughout the day as part of our commitment to offering healthy food and drink options.

Meals & Snacks

Children will be provided with drinks and snacks at regular morning and afternoon snack times along with a nutritious, balanced hot meal daily. Menus are displayed on the parents display board; these include age and stage applicable meals and vegetarian options. Where ever possible all special dietary requirements will be catered for. Meals are included in our fees but are now separated as when your child receives 15 hour/30 hour funding the funding does not include any provision for meals which we will continue to charge for separately.

For Health and Safety reasons we do not accept children bringing in their own packed lunch, unless an arrangement with the Manager has been made.

Nut Allergy

As the number of children with nut allergies is increasing with parental support we aim to keep Zone4kids Coquet Park NUT FREE. Parents are requested not to send food or empty food packaging materials into the Zone4kids Coquet Park.

Childcare Registration

Confirmation of Your Childcare Place

We will confirm your childcare place within 7 working days as this is subject to childcare place availability.

Schedule of Fees

The schedule of fees is available from the Zone4kids Coquet Park Manager. These are reviewed annually, in most case for a September introduction.

Booking Pattern

Invoice values will change in accordance with the number of days in the month. Your running balance will be available to view on Parent Admin once you have your log on details for Nursery in a Box. When your child leaves Zone4kids, any over payment will be refunded and any under charge will become payable in child's last month at Zone4kids.

Parents on a regular booking pattern take precedence over new, ad hoc or intermittent user of Zone4kids.

Additional Hours & Extra days

Should you require additional hours or extra days, then the appropriate charge will apply. Places are limited and subject to availability.

Change of Booking Pattern

To amend your booking pattern, we require one month's notice, but we will endeavour to make the change sooner if required, subject to availability.

Should insufficient notice be given then you will be invoiced for the full childcare fee's for one months notice from the date of any changes as if the hours had not decreased.

Booking & Cancellations for Toddler Zone and wrap around

In order to guarantee your childcare provision for Breakfast & Afterschool club and to ensure your childcare needs can be met, parents/carers are required to complete a booking form with their required sessions.

Parents on a regular booking pattern take precedence over new or ad hoc / intermittent users of Zone4kids.

Please note we follow North Tyneside Schools admission policy, for more information, please follow the link <http://my.norhtynside.gov.uk/category/129/school-admissions>

Cancellations, Sickness & No shows

Fees for periods of absence including holidays & sickness, are charged in full and are not transferable, as the child's place is kept open and staff and associated costs continue to accumulate and be met by Zone4kids

Extra-curriculum clubs

We appreciate that the children will attend extra-curriculum clubs which take place afterschool but in order to hold your place, you will be charged 50% of the session your child will be absent from if you pick your child up from the extra-curricular club. Normal charges will apply if you still require the staff to collect the children when the club has finished.

Sickness

Should your child be absent from school for more than 48 hours (2 school days), on the 3rd day your child's place will be charged at 50%.

Holiday's taken within the term

We require 1 weeks' notice for holiday taken within the school term. 50% charge will be applied in order for your place to be held.

Discounts

Discount

Where parents have more than one child at the Zone4kids Coquet Park, a 10% reduction is allowed for the older child. For more than two the second oldest would receive a 5% discount. If a parent qualifies for more than one discount then only the larger of the two will be applied. All discounts will lapse when in receipt of 15/30 hours funding.

Termination of Fees

Four weeks written notice is required if you wish to terminate your place.

Childcare Vouchers

Childcare Voucher Payments

Currently each parent is able to claim £243 per month.
The voucher company pays the Zone4kids Coquet Park directly.

Payment

Payment of Fees

Invoice will be raised on the first working day of the month for the previous months use.

Payment by cash, cheque, credit or debit card.

Late Pick up Charge

Zone4kids Coquet Park is open from 7.45am - 6:00pm. Any late pick up outside of your booked session will be classed as a late pick up and is chargeable at £8 per 15 minutes until the child is collected.

Non Payment of Fees

Should more than two months fee's be owed, or equivalent, the manager has the right to suspend your child's nursery place until your account is brought up to date. Should payment not be made the company reserves the right to take legal action action by passing your personal details to BFL Debt Collections Services.