



## **1. General**

### **Age of Admittance**

0 to 5 years of age. (Zone4kids at Whitley Lodge 0 to 11 years of age)

### **Hours of Opening**

The Nursery is open Monday to Friday from 7:30am to 6:00pm. (Zone4kids at Whitley Lodge opens from 7:45am to 6:00pm)

### **Nursery Closure**

The nursery is open all year round but is closed on public Bank Holidays and from 12.30 on Christmas Eve (or the last working day before Christmas if it falls on a weekend). It will remain closed until the start of January.

If the Nursery that your child attends needs 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.

If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed in excess of 3 days for the sessions you have prepaid.

### **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 staff and become familiar within the nursery surroundings. Each child and their needs differ so the length of time for settling in varies from child to child. Most children settle within 3 sessions, but this could be more or less and will be agreed between parent and setting.

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

### **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 recorded and labelled with each child's name. We do have spare nappies in Nursery in the event that a child may run out, and the nurseries also provide water wipes and nappy cream if needed.

### **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 no personal mobile phone usage within our settings, this includes but is not limited to smart watches which can access a camera. Should you be on your personal mobile phone as you arrive at the nursery you will be asked to conclude your phone call before entering the premises and not use the phone again until you have left the nursery.

### **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.

### **Complaints or Concerns**

Customer satisfaction is of paramount importance to us and any concerns/complaints will be fully investigated and addressed. We operate the following procedure:

Stage 1: Keyworker/Senior member of staff

Stage 2: Formal written complaint to Nursery Manager

Stage 3: Formal meeting between parties concerned

Stage 4: Area Manager

Stage 5: If no mutual resolve cannot be made at any stage, parents have the right to contact Ofsted.

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

### **Conflict Resolution**

We have a zero-tolerance policy regarding abusive calls, emails, social media posts, and face to face confrontation. In the event one of these is used to raise a complaint, the Manager will direct you to the complaints procedure. Please see 'Conflict Resolution with Parents and Aggressive Behaviour' policy.



### **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 £2,500.00 (per employee) as payment to us for recruiting and training a suitable replacement member of staff.

## **2. Medical**

### **Emergency Treatment**

Any child who attends Nursery 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 Nursery does not accept any responsibility for treatment given against parent's wishes if we have not been informed otherwise.

### **Accident Form**

All Parents will be informed and required to sign an accident and/or incident 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**

Please note our settings follow all Public Health England guidance and exclusion periods. These must be adhered to, and our policy and guidelines are available from the Nursery Manager.

The Nursery will make every effort to notify parents should their child become ill at the Nursery. Senior staff reserve the right to transport the child to hospital in an emergency.

### **Medication**

When a new antibiotic and/or medication has been prescribed, the child must stay at home for 24 hours before returning to nursery. Nursery will give your child medication and/or antibiotics only if a medication form is filled out. The medicine must remain in its original container with the child's name, the medicine name and dosage instructions clearly visible on the packaging.

### **Common Illness and Exclusion Periods**

**Chickenpox:** Until all vesicles have crusted over

**Conjunctivitis:** None after treatment

**Diarrhoea/Vomiting:** 48 hours after last occurrence

**Gastroenteritis:** Until authorised by GP

**Hand, foot and mouth:** None unless severe

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

**Hepatitis A:** 7 days from onset of Jaundice (or 7 days after symptom onset if no jaundice)

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**Head lice:** None, however, if live lice are found on your child's head then you will be asked to treat the lice.

**Measles:** 4 days from the onset of rash

**Meningococcal infection:** Until recovered from illness

**Mumps:** 5 days after onset of swelling

**Plantar warts:** None

**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 GP

**Typhoid fever:** Until authorised by GP

**Whooping Cough:** 48 hours from commencing antibiotic treatment or treatment or 21 days from the onset of illness if no antibiotic treatment

### **High Temperature:**

If your child has a temperature above 37.5°C and under 39°C we will contact you to ask permission to administer an age-appropriate dose of Calpol, we will retake your child's temperature within the hour if it hasn't returned to the normal temperature 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 as soon as possible. If we fail to contact you, we will contact the second named person on your contact list.

Should you be unable to collect, we ask that 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.

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

### **3. Child Security and Protection**

#### **Child Protection**

Any child who attends the Nursery, 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.

The Nursery has a full written policy on safeguarding children which is available from the Nursery Manager.



### **Arrival of Children**

On arrival, please ensure your children are placed directly into the care of Nursery Staff so their attendance can be recorded accurately.

### **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 via 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 nursery 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**

The Nursery has a written policy on promoting positive behaviour which is available from the Nursery Manager. Our nurseries actively promote British Values and encourage and praise positive, caring, and polite behaviour at all times. Our nurseries all provide an environment where children learn to respect themselves, other people, and their surroundings.

## **4. Property and Premises**

### **Personal Property**

The Nursery 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 Nursery. Please provide indoor shoes and a spare set of clothing for your child in case of an accident or the need for a change of clothing.

### **Car Parking**

Please drive and park with consideration for neighbours and the safety of the children arriving and departing the Nursery.



## **5. 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 in either beakers or cups depending upon the age and stage of development of the children.

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 and Consumables Charge**

This covers meals, snacks and refreshments (including our baby weaning menu) throughout your child's session, extra-curricular activities, outings and events. We also provide wipes, nappy creams, emergency Calpol and Piriton, Sun Cream and specialised staff training.

Children will be provided with a healthy, nutritious, homecooked menu each day including healthy snacks and drinks. Menus are displayed on the parents notice board; this includes the baby weaning menu, we also cater for allergies, intolerances and preferences. We do not allow food or snacks from home as many of our children have allergies, in some cases severe allergies, in addition we have nowhere to store a packed lunch box/bag.

### **Nut Free Nursery**

As the number of children with nut allergies is increasing, with parental support, we aim to keep the nursery NUT FREE. Parents are requested not to send unpackaged food items into the nursery.

### **Milk Feeds**

Parents will provide formula milk for babies that require this, it will be prepared as per instruction from the parent, cow's milk will be provided for children 1 year plus.

## **6. Childcare Registration**

### **Confirmation of Your Childcare Place**

We will confirm your childcare place within 7 working days.

### **Reserving a Childcare Place**

We understand that sometimes circumstances change and accept that your booking pattern may be subject to change, this can be amended with one month's written notice at no cost.



### **Schedule of Fees**

The schedule of fees is available from the Nursery Manager. These are reviewed annually in March for an April introduction. Although very unlikely, we do reserve the right to change our fees at any time, parents/carers will be given at least 4 week's notice to any fee changes.

### **7. Booking Pattern**

Invoice values will change in accordance with the number of days in the month. At the end of each month your invoice for the following month will be calculated and sent to you (except for Zone4Kids who invoice for the current month). This must be paid within 7 days. Your running balance will be available to view on Parent Admin once you have your log in details.

Our nursery 'Parent admin' software will automatically calculate new tariffs when your child becomes 2. Funding will also be taken off your fees when applicable. When your child leaves nursery any overpayment will be refunded, and any undercharge will become payable in your child's last month at nursery. Your final bill must be paid before your child's last day.

### **Sessions**

Full day sessions are calculated from 7.30am to 6:00pm. (Zone4kids at Whitley Lodge 7:45am to 6:00pm).

Half day sessions are calculated from 8:00am to 13:00pm (Zone4kids 7:45am to 1:00pm) or 13:00pm to 18:00pm.

### **Term Time Only**

We are only able to accept a limited number of term time only places (39 weeks). Funding only covers 38 weeks per year so there is always a non-funded week for Term Time only parents. In the event of a funded only term time place being unavailable we will make every effort to offer a place at one of our other settings depending on availability.

### **Change of Booking Pattern**

To increase your booking pattern we require one week's notice, however, this is subject to availability.

To decrease your booking pattern you must provide us with one month's notice in writing or by email to the Nursery Manager.

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

### **8. Discounts and Absence**

#### **Discounts**

Where parents have more than one child at the Nursery, 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. Discounts are only applied on the regular booking pattern, not any Meals and Consumables.



## **Absence**

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

Where Government funding is applied, the Meals and Consumables cost is chargeable for periods of absence including holidays and sickness.

## **9. Free Early Years Entitlement (FEYE)**

### **Free Early Years Entitlement (FEYE) / Funded Places**

FEYE is available for all working parents, dependant on their income, from the term AFTER the child's qualifying age.

For more information, please visit <https://www.childcarechoices.gov.uk/> or speak to the Nursery Manager.

Your child will be entitled to 15/30 hours of free childcare, per week, for 38 weeks (term time only). Please bear in mind that most term time periods are 39 weeks and funding only covers 38 weeks. If you attend the 39<sup>th</sup> week this will be chargeable at the normal tariff. You will receive notification of the non-funded week in advance.

We reserve the right to recalculate fees and review daily Meals and Consumables costs upon the introduction of funded childcare for qualifying parents/carers on a child-by-child basis.

## **10. Childcare Vouchers**

### **Childcare Voucher Payments**

These are currently being phased out and only parents with an existing account can use vouchers. The Tax Free Childcare scheme is now available for all parents to apply for.

### **Tax Free Childcare Payments**

Working families including the self-employed, in the UK can apply. For every £8.00 you pay into your account, the Government will add an extra £2.00, up to £2,000.00 per child per year. Once registered with TFC you will receive your unique child reference code, this must be given to the Nursery Manager to allow us to allocate your payment correctly and on time. Payments are made directly from your TFC account to Nursery.



### **11. Additional Days/Sessions**

Should you require additional hours or extra days, then the appropriate charge will be applied. You may receive a separate invoice along with your regular monthly invoice depending on when the extra session is requested. Please note this invoice should be paid within 7 days of receipt. Places are limited and subject to availability.

### **12. Payments**

#### **Your First Invoice**

Once your place has been confirmed, we will issue you your first invoice from your child's first day of attendance until the end of that month. This is payable in full BEFORE your child's first day.

When your child is eligible for government funding, we will amend your invoice to reflect this, daily Meals and Consumables charges and any sibling discounts will be adjusted in order to comply with the Local Authority Service Level Agreement and the Code of Practice.

#### **Method of Payment**

If your preferred method of payment is TFC or Direct Debit, please ensure that you have made the correct arrangements with the nursery in order for your first payment to be made as per the above.

#### **Direct Debit**

If your preferred method of payment is Direct Debit you will receive a separate Direct Debit email notification advising of the amount and date this will be taken, usually within 3-5 working days.

Should a Direct Debit fail, you will be charged an admin fee of £15.00, we will then make a second attempt to collect the Direct Debit with notice of the date, failure of this collection will also incur an admin charge of £15.00.

In the event we fail to collect the payment, your child's place may be suspended with immediate effect until your account is brought up to date.

#### **Payment of Fees (Monthly in advance)**

Fees are due monthly in advance in accordance to your booking pattern before the period has begun.

Payment is required within 7 days of receipt of invoice payable by Direct Debit, TFC or Bank Transfer.

#### **Non-Payment of Fees**

Should more than one month's fees be owed, or equivalent, the manager reserves 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. If we must pass your account onto an external company for nonpayment, extra fees may be incurred.

#### **Student Funding/Bursary & Childcare Grant**

Parents must make payments direct to nursery until student funding/bursary is received, once received, parent will be reimbursed equal to the amount already paid if applicable.

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Where a Childcare Grant is offered, a top up payment (usually 20%) is required by the parent, this is to be paid in line with the normal terms and conditions.

### **Late Pick up Charge**

Please inform yourself of your child's session end time and booking pattern. Any extra time due to a late pick up is chargeable at £1 per minute and is added to your account as a late fee. The Nursery closes promptly at 6:00pm.

### **Your Final Invoice**

We will issue you your final invoice at the start of your last month, and payment is expected as normal before your child's last day at nursery.

### **Termination of Contract**

If you no longer wish to maintain your child's place at the Nursery you will be required to give one month's notice in writing or by email to the Nursery Manager. Normal fees and payment policy apply. If there are outstanding fees after your child has left the nursery, we will contact you to make arrangements for payment to be made.

If we fail to make contact or receive the outstanding fees, we reserve the right to take legal action to secure payment, fees added by a third-party debt collector will be payable by the parent.