(Please sign and return one copy to Nursery)

TERMS & CONDITIONS

Please read the terms and conditions carefully

Please help us to provide the highest quality care for your child by reading and adhering to the following terms and conditions.

Opening Hours

Our opening hours are 8.30 –3.15 pm Monday to Friday, we are neither registered nor insured before or after these times. If parents arrive early and/or late of their booked times, they will be charged an extra £5.00 for every 15 minutes. In the event of late collection of children, we will contact people on your child's emergency contacts. If we are unable to contact anyone we will get in touch with Telford and Wrekin Social Services Team and advice will be followed.

Bookings

Please fill in a booking form to tell us which regular sessions you would like your child to attend Ladygrove Nursery on a weekly basis. After selecting the sessions that you would like your child to attend each week, we will try to accommodate your needs. The nursery is term time only. **Please allow four weeks notice when requesting to change or cancel your sessions.** However, we will always try to be flexible and cater for your individual needs if we can, so if we have a space available then we may be able to accommodate an extra booking at short notice. Sessions must be booked and confirmed by a senior member of staff or administrator in advance of your child starting at Nursery and the session must be paid for in advance.

Sickness (See Sick Children Policy)

It is in the best interests of all children in the nursery that we try to keep the spread of infection to a minimum. Parents are requested not to send their child to nursery if they are suffering from any infectious disease or if they are feeling poorly. Telford and Wrekin policy clearly states 48 hours symptom free for sickness and diarrhoea before returning to nursery. Other guidelines for absence are clearly stated in our policy. Please speak to a member of staff. We understand the difficulties for working parents but for the well-being of all the children in our care, we reserve the right to ask you to collect your child from nursery if they are unwell. Please inform nursery if your child has been poorly at home. **Please be aware that you will still be charged for this period that your child is away from Nursery.**

Exceptional Leave in Term time

If you require your child to have exceptional leave in term time, we ask that you fill in the leave in term time request.

Fees

- Funded children receiving only 15 hours of free education will not be required to give a deposit and, will be informed that their place has been accepted a term in advance of their start date.
- All Nursery fees are invoiced on 15th of each month and are due on the last day of the same month. Each invoice will be amended appropriately for any Holiday's, extra care or Bank Holidays.
  Due to unexpected school closure i.e. snow day, fees will be reimbursed at 50%.
- Late payment of fees will result in a £25.00 charge.
- Any additional bookings made at short notice, need to be paid for in advance, and are non-refundable should these sessions change.
- **Once care has been booked and confirmed at Ladygrove Nursery, the agreed payment must be met in full. Please note that any outstanding fees will result in your child's care agreement being terminated without the need for further notice. The debt will then be passed to Telford & Wrekin Council debt collection.** We reserve the right to exclude children from nursery at our discretion.
- Payments can be made by bank transfer, childcare vouchers/government gateway, cash or cheque.
- The notice period of 4 weeks should be given in writing, to terminate a child's place, or to reduce the number of sessions attended by the child monthly.
- If at any time a parent/carer goes into arrears with their nursery fees we will reserve the right to withdraw the child's place and invoice for the full amount owing.
- Fees are subject to review at any time with a minimum of one month's written notice being given to parents whose children currently attend nursery. If there is to be an increase, it is usually annually.
- Fees are still charged if children are ill or do not attend as their place has been reserved.

- Parents/Carers who are having financial difficulty are requested to contact the Nursery to implement a suitable payment plan.
- Nursery fees do not include nappies, baby wipes, these are to be provided by parents/carers.

30 Hours Funding

- To qualify for the additional 15 hours it is the parents responsibility to register on the following link https://childcare-support.tax.service.gov.uk/par/app/applynow
- Parent/carers are to confirm with the nursery the 11 digit code, their national insurance number and proof of identity.
- Parents are to sign a declaration form.
- Funding will be offered on a term time only basis.
- Sessions will be allocated to children who attend the nursery in the first instance, all remaining sessions will be allocated according to the nursery admissions criteria.

PLEASE NOTE THESE TERMS AND CONDITIONS REPLACE ALL PREVIOUS ONES

Personal Property

As we encourage exploration and discovery with the children they can sometimes get a little messy. They need comfortable, practical, easy care, washable clothing, and possibly a spare set in their bag for emergencies, please also supply nappies and cream. **Please label all their clothing,** as we know from experience that families often buy similar items. Outdoor play is encouraged in all weather so please remember to leave suitable clothing such as coats, boots and woollen hats in winter and sun hats in the summer. We would appreciate it if you could encourage your children to leave their toys at home, or take them with you, as they can soon be broken, lost or become mixed up with the nursery toys and can lead to upset and distress. We can accept no responsibility for toys brought in from home. Comfort objects however, are absolutely fine and will help your child settle into nursery.

Your satisfaction is very important to us. If you have any concerns regarding your child's care, please speak to your child's key person. Should you need to discuss your concern further please speak to Mrs Morgan in the first instance then Mrs Barrow if this is not resolved, as detailed in our Complaints Policy. N.B. policies are available for parents / carers to look at.

Please sign both copies of this agreement confirming that you fully understand and will abide by the above then return one copy to Nursery and keep one copy for your records.

Failure to agree will result in a loss of your child's place.

I have read and agreed to the above -

Signed (Parent/Carer) _____

Date _____

Print_____

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