



## **TERMS & CONDITIONS**

### Nursery

We aim to provide parents with a high-quality service, which provides a safe, caring and stimulating environment for children in our care to learn effectively. We are committed to quality, equal opportunities and child protection. Little Smarties Nursery works in partnership with Ofsted.

#### **1. APPLICATION FORM**

1.1 A registration form, parental contract and Terms and Conditions must be completed and signed by parent/carer prior to your child starting.

1.2 Updates to information changes must be made aware to the Nursery immediately.

1.3 If your child moves from the Nursery to breakfast and after school, then a new registration form will need to be completed.

#### **2. OPERATING HOURS**

2.1 The Nursery is open from 07:00 – 18:00 daily.

2.2. If you require us to open for your child(ren) at 06:30, then 24 hours' notice will be needed, and a £10 charge will be added onto your following months invoice.

#### **3. CANCELLATIONS**

3.1 A months' notice is required when you wish to cancel your child's place unless they are staying in the breakfast and afterschool club in September.

3.2 If 3.1 is not adhered to then fees are still liable to be paid by parents/carers during this period.

3.3 If your child does not attend Nursery for more than 30 days and we have not received notice, fees will still be liable, and a place can no longer be reserved.

3.4 If fees are not paid, we will take necessary legal action to recoup any fees owed to us.

3.5 If you need to cancel a day for any reason, fees will still apply.

#### **4. FEES**

4.1 All fees are to be paid by BACS transfer and are to be paid monthly in advance. ALL payments made by BACS need to use a reference using your child's full name so that payments can be allocated accordingly.

4.2 An invoice will be sent by the 25<sup>th</sup> of every month.

4.3 All fees are due by the 5<sup>th</sup> of every month.

4.4 Additional sessions during the month will be added to the following months' invoice.

4.5 Late payment of fees will incur an additional charge of £25. If still outstanding by the end of the month, this will increase to £50. For subsequent months where the fees remain unpaid, a further £50 will be applied for 3 months until legal action is taken.

4.6 Payment will be accepted through childcare vouchers and bank transfers a month in advance – it is your responsibility to manage and maintain your childcare voucher account.

4.7 Childcare vouchers cannot be reimbursed.

4.8 Cheques are not accepted.

PLEASE BE ADVISED THAT CHILD CARE VOUCHERS TAKE 5 WORKING DAYS TO REACH US

4.9 If you collect your child late from their session, you will pay a charge of £15 per 15 minutes to cover the costs of the two staff that are legally required to stay and this will be added to your following months invoice.

4.10 If you drop your child off early for their session, you will pay £15 towards the additional staff costs incurred. This will be added to the following months invoice.

4.11 Late collection on a regular basis may result in a termination of contract.

4.12 Bank holidays will not be charged.

4.13 If your child attends full time (5 days a week, every month) then they are entitled to two free full week's holiday a year.

4.14 If you have two or more children enrolled at the nursery for three full days or more, then a 5% discount will be offered for the older child.

4.15 Periods of sickness and holiday are non-refundable.

4.16 A pricing review will take place every April.

## **5. ILLNESS**

5.1 If your child has sickness or diarrhoea, they will not be allowed on the premises for 48 hours after last bout of sickness.

5.2 The Nursery will have the right to admit a child or send a child home if they feel they are unwell. Fees will still apply.

5.3 Parent/Carers will be asked to contact the nursery prior to attendance if they have any concerns of any other illness, sickness, or conditions (Inclusive of COVID).

## **MEDICINE**

5.5 Little Smarties are happy to administer prescribed medication, but it must have the child's name etc, on the label.

5.6 Other medication will be allowed but this will be down to the discretion of management.

## **6. TERM TIME ONLY & FLEXIBLE WORKING PATTERNS**

6.1 Little Smarties offers Term Time Only and Flexible Working Patterns throughout the year.

6.2 If Term Time Only is needed, there will be a retainer fee payable to secure your child's place when not in attendance. Term Time Only retainer fees will be £10 a day, for your contractual days.

6.3 Term Time Only arrangements are in line with Essex County Council school term times only, inset days are not included and will need to be paid for.

6.4 Full time rates are applicable for children who are contractually attending for 5 full days a week for the full month.

6.5 Under our flexi-working contract, a minimum of two sessions per week will be invoiced.

## **7. OTHER**

7.1 Little Smarties Nursery Ltd cannot be liable or responsible for any car parked in the car park. Cars are parked at the owner's risk.

7.2 Digital CCTV is installed for your child and staff's safety. This will be solely for protection and safety and will not be used for any other purpose.

7.3 Due to data protection, no parent or outside source, except the police, will be able to review the CCTV recordings.

7.4 The Nursery will not tolerate the staff being spoken to in an abusive or threatening manner.

7.5 Under no circumstances will the child be able to leave the Nursery with anyone unknown to the Nursery staff unless the parent has previously arranged this. The parent will be asked to provide a password (the one on the registration form), a name and/or a photo for anyone authorised by the parent/carer.

7.6 All policies may be read on the website (<https://www.littlesmartiesnursery.co.uk/>) or in hard copy form on reception.

7.7 The Nursery has full rights to close in the event of adverse weather conditions or other crisis circumstances to ensure the safety and security of both staff and children.

7.8 We do not offer swapping of days, however, this can be subject to management discretion.

7.9 Nappies will need to be provided by parents and replenished when needed. Once the Nursery has requested replenishment, a charge of 50p per nappy will be added to the monthly invoice thereafter.

7.10 Should you make a referral for a parent to start their child at the nursery, you will be given half a day free, redeemable after their first month's invoice has been paid.

**Terms and Conditions are subject to change**

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I have read and understood and agree to comply with Little Smarties Nursery terms and conditions.

Signed.....

Print Name:.....Date.....