



Terms of Business

1. REGISTRATION FEES AND DEPOSIT

To register your child with us a non-refundable administration fee of £25.00 is payable with the completed application form. A deposit of 50% of the first month's fees is also required to secure your child's place. This deposit will be refunded on your first invoice so that only 50% of your first month's fees will be payable when your child starts at the setting.

2. PAYMENT OF FEES

2.1. INVOICES

Invoices are issued monthly on or around the 1st of the month. Invoices will be either emailed to you or handed to you at nursery/pre-school. If you have not received your invoice by the 5th of each month, you will need to notify management who will reissue your invoice. Any discrepancies with your invoice must be notified to management prior to the 10th of each month.

2.2. FEES DUE BY DATE

Fees are invoiced monthly in advance and are payable by the 10th of each month. Any extra sessions to the normal booked sessions, and any classes your child has attended during the previous month, will be billed in arrears.

2.3. PAYMENTS DURING PERIODS OF ABSENCE

Fees are payable during periods of absence from the setting, including sickness, holidays and Bank Holidays.

2.4. CHILDCARE VOUCHERS

We accept childcare vouchers from all companies. If the provider is new to us then the Manager/Assistant Manager will complete the set up paperwork. Vouchers payments are payable by the 10th of each month.

2.5. PAYMENTS BY DIRECT DEBITS

We prefer fees to be paid by direct debit as this means less administration for both us and you. If you would like to pay your fees this way, you need to complete the direct debit form. Your monthly invoice will show the amount that will be taken from your account by direct debit which will be on, or around, the 10th or 30th of each month. If you use childcare vouchers, then the amount to be taken by direct debit will be your fees minus your voucher amount.

2.6. PAYMENTS BY CHEQUE, BANK TRANSFER OR CASH

Alternatively, we accept payments by cheque, bank transfer or cash.

2.7. UNPAID PAYMENTS

Unpaid cheques incur a fee of £5.00; unpaid direct debits incur a fee of £10.00.



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2.8. LATE PAYMENTS AND NON-PAYMENTS

If fees are not paid by the 10th of the month, a £25.00 late payment fee will be added unless an alternative payment schedule has been agreed with the Manager. If the fees remain unpaid for a period of one month or more we would have no option but to consider refusal of your child's admission into the setting, or if your child is funded reduce your child's hours to funded hours only. In addition, we will levy an 8% charge each month the debt is outstanding before passing the debt to our Credit Controllers for recovery. The fees are the responsibility of the individuals who sign this contract and therefore the debt will pass to the second signatory should our Credit Controllers be unable to recover the debt from the first signatory.

3. FEES AND THE REVISION OF FEES

Our current List of Fees is enclosed with the Terms of Business. We reserve the right to review the fees from time to time. You will always be given 2 months' notice of any fee changes.

4. NURSERY EDUCATION FUNDING

From the term following your child's 3rd birthday, your child is entitled to a 15 free hours of nursery/pre school education for 38 weeks of the year. They may be entitled to an additional 15 hours of free hours (subject to criteria and availability). The number of funded hours depends on the number of hours and days your child attends the setting. The funding can be taken for the 38 weeks of the academic year if your child is attending term time only or it can be spread over the 51 weeks of the year.

Your child's funded hours can be taken all with the one setting or split with another setting. If you wish to claim hours at another setting, it is your responsibility to notify us of this on the funding form which you will be required to complete each term.

Children age 2-3 years may be entitled to receive funding up to 15 hours per week during term time only.

Your Manager/Assistant Manager will be able to advise you further on the local authority guidelines, criteria for receiving funding and number of funded hours that you can claim.

5. DISCOUNTS

There is a 10% sibling discount which is applied to the eldest child and applies to siblings attending the nursery/pre school only, not in the associated out of school club.

If holiday dates are provided with a month or more notice then the fees due during your child's holiday period will be reduced by 10%. This will only apply to holidays with a minimum of 1 week and a maximum of 3 weeks in any one block and will be deducted from the following month.

6. SWAPPING, CHANGING AND EXTRA SESSIONS

Due to the staff rota, hours of working and place availability, it is often not possible to swap, change or provide extra sessions to your regular booked sessions, though requests will be accommodated if it is possible to do so.

7. OPENING TIMES AND EARLY STARTS OR LATE FINISHES

Please check with the setting your core opening times, Pre school is open term time only. If Christmas Eve falls on a week day we close at 4pm. We also close for English Bank and Public holidays and for the period between Christmas Day and New Year's Day.

8. COLLECTION TIMES





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Children must be collected at/before the collection time of the session booked unless agreed with the Manager/Assistant Manager.

It is important that you do not bring your child in earlier or pick them up later than the times agreed between yourselves and the nursery. If we have too many children in the nursery we are not complying with the statutory requirements of the Early Years Foundation Stage (EYFS).

A charge is payable for late collection of your child/ren, which is £5.00 per 5 minutes and will be added to your monthly bill.

If in exceptional circumstances, you are going to be later than the closing time of the setting, you inform us soon as possible so that we can make arrangements to care for your child until you arrive or someone can collect him/her.

The setting must be informed if anyone other than yourself is to be collecting your child. Please bring in and introduce new carers or ask them to provide identification and a password. We hold a daily register and your child will need to be signed in and out of the setting.

Once signed out of the nursery/pre school your child becomes your responsibility.

9. CHANGE OF CONTACT DETAILS/COURT ORDERS

We request that you keep us informed of any changes of address, telephone numbers, place of work or email addresses so that we can keep our records up-to-date.

You must immediately notify the setting of any court order which may affect your child, which the nursery/pre school must be aware of to protect the interest or welfare of your child.

10. PERIOD OF NOTICE

If you wish to withdraw your child from the nursery/pre school we require one month's notice in writing or the payment of one month's fees in lieu of notice.

11. SETTLING IN

We offer 5 hours free sessions at the setting to help settle your child in. You may use these any way you wish, such as having 2 or 3 short sessions, please discuss with your child's room leader for the best way of doing this. You are welcome to stay for as long as you would like when bringing your child to the setting, although we ask you to appreciate that our staff do have a great deal of experience in this area and it may be easier for your child to settle if you were to leave after a brief period.

12. MEALS

The current seasonal menu is displayed in the reception area. We encourage children to try all foods and dishes. Parents **must** inform the nursery/pre school of any allergies; any special dietary requirements or religious dietary preferences on the registration form provided and ask that you keep us informed of any changes to your child's dietary requirements.

Parents of babies are asked to discuss with our baby room staff their child's routine, this initially being held during the baby's settling in period.

13. FOOD

We promote healthy eating within our settings encouraging children to make healthy food choices, teaching them how to keep their bodies healthy. We also ensure children keep active during their time



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with us and have full use of outside areas throughout the day. All children are encouraged to eat fresh fruit and vegetables whilst with us and we limit access to fatty or sugary foods.

All meals are freshly prepared each day and choices of healthy snacks are provided. The setting provides either milk or water for drinks. The nursery does not provide formula milk as individual preferences are impractical to cater for; however, the staff will make up bottles using the formula portions you provide.

Due to the food allergies and intolerances of some children and our healthy eating policy birthday cakes can be ordered and made by the chef for your child's birthday to share with his/her friends. Any treats brought in by your child will be kept until going home time.

14. ILLNESS

If your child is ill or has an infectious disease we ask that for the health and welfare of all the children and staff attending the setting that you do not bring them in. In the event of illness occurring whilst the child is attending nursery/pre school we will contact you so you can come and collect them. If we are unable to contact you, we will contact the emergency contact you have given on the registration form.

If your child is unwell and will not be attending on a day they are registered, please call to make us aware.

14.1. COMMON AILMENTS

If your child is suffering from a high temperature, sore throat, rashes, headache or discharges from eyes or ears please consult with the Manager/Assistant Manager as each case is assessed individually.

14.2. SICKNESS AND DIARRHOEA

If your child is suffering from sickness and/or diarrhoea, he/she should not attend nursery/pre school for 48 hours after the last episode of sickness or diarrhoea.

14.3. CHICKEN POX

If your child is suffering from Chicken Pox, he/she should not attend nursery/pre school for the recommended exclusion period of at least 5 days until all the spots have scabbed over.

Any period of sickness will be charged for in full.

We reserve the right to exclude your child from the setting, if in the Manager's/Assistant Manager's opinion, your child is not well enough to be at the nursery/pre school.

15. MEDICATION

Should you require us to administer any prescribed medicines to your child could you please place the medication in a clearly marked bag. You will be asked to sign a medicine sheet on arrival.

Please note: in accordance with the statutory requirements of the EYFS, without prior written consent we will not be able to administer medication, prescribed or non-prescribed. All medication must be in the original packaging. Prescribed medication must be provided in the original container as dispensed by a pharmacist and include the pharmacist's instructions.

If your child has been prescribed antibiotics then they will only be permitted to attend if they have had this medication before otherwise they need to wait 24 hours after the first dose before returning to the setting.



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Please refer to our Medication Policy for further information.

16. ACCIDENTS

Should your child be hurt whilst on the nursery/pre school premises either by another child or through falling or bumping themselves, an entry in this respect will be made in the accident book. You will be asked to sign the entry in the book as confirmation that you have been advised of the accident. Should your child arrive at the setting with any unusual bruising or other injury that we do not already know about, our existing injury form will be filled in by a member of staff. We ask that you draw any accident to the attention of a member of staff. You will be asked to sign a form in this respect.

17. VISITS AND OUTINGS

We often take groups of children for walks around the village/town. These trips are always very well supervised and are enjoyed by the children as part of their learning and development. You will always be made aware when your child has been on an outing and your permission for them is sought on the registration form.

18. CLOTHING

We advise that your child comes to us dressed in clothing suitable for playing outside and messy play and brings a complete change of clothing kept in a named bag. We request that your child also keeps a pair of slippers at the setting. All items of clothing should be labelled.

The nursery/pre school cannot accept liability for damaged, stained, lost or mislaid clothing.

No small hair items or jewellery should be worn by your child during the nursery/pre school day.

19. DISCIPLINE

Our aim is to teach the children the difference between right and wrong, to encourage socially acceptable behaviour and to discourage socially unacceptable behaviour. We believe that children should be polite, considerate and respectful of others and their property. In order to achieve this, our policy is to constantly reinforce good behaviour with praise and attention.

20. MISBEHAVIOUR

One strategy we use is to give the children "thinking time" (as a guideline 1 min per year of age), after this time has elapsed the child and a member of staff discuss the actions of the child and possible implications of the behaviour exhibited. Depending on the severity of their behaviour you will be notified. We will discuss other strategies with you if and when it becomes necessary to do so. It is advisable not to punish your child after leaving the setting. Each room has a behaviour policy.

21. SAFEGUARDING

We have a responsibility to the children in our care to keep them safe from harm. We have a responsibility to report any injuries that are not adequately explained or if we have any concerns. The nursery/pre school Designated Child Protection Officer will follow the Local Safeguarding Children Board (LSCB). Our safeguarding policy is available to be viewed.

22. INCLUSION





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The setting is open to all children regardless of colour, creed, race, culture, ability or disability. Our Inclusion policy is available to be viewed.

23. SPECIAL EDUCATIONAL NEEDS

The nursery/pre school provides for all children with special educational needs. We have adopted the methods of special educational needs assessment and provision recommended by the local authority.

The special educational needs co-ordinator is responsible for assessment and provision alongside the Key Person. Our Special Educational Needs policy is available to be viewed.

24. TWO AND A HALF YEAR CHECK

From September 2012 it became a statutory requirement for childcare providers to provide a two year check between the ages of two and three. If your child has had a two year progress check the nursery/pre school requests you hand a copy of this to your child's key worker.

25. STAFF

All staff employed by the nursery/pre school undergo checks with the Disclosure and Barring Service. All staff hold a qualification in childcare, are undergoing training, or are experienced in the care of children. Training is provided in Paediatric First Aid Certificate and Food Hygiene.

The nursery/pre school encourages all staff to attend training courses as part of their Continuous Professional Development. For those staff wishing to improve on their childcare qualifications, level 4 up to level 6 (degree) courses are supported by Davidson Roberts..

26. ALLEGATIONS AGAINST STAFF

Should you have any cause for concern regarding a member of staff we ask you to refer to our Whistleblowing and Safer Recruitment policies.

27. SOCIAL MEDIA

We respectfully discourage you from becoming Facebook friends with nursery/pre school staff. Instead we invite you to "like" the dedicated Facebook pages which provide "status" updates on events and activities.

28. RIGHTS OF EXCLUSION

The nursery/pre school reserves the right to exclude a parent if their behaviour is deemed to be unsuitable such as threats, foul language, verbal abuse, or violence. If unsuitable behaviour is shown by a child, then support and advice is always the first course of action.

29. CONTRACT REVIEW

The management reserve the right to change the contract conditions at any time. There will be 2 months' notice of any such change.

By signing below you are confirming you understand and accept the terms Davison Roberts Terms of Business, a copy can also be found on the Davidson Roberts website (www.davidson-roberts.co.uk).

Name of Child Registered _____





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Mother/Carer Name _____

Signed _____

Father/Carer Name _____

Signed _____

Date _____

Name of Setting _____

It is important that both parents (or carers) sign, unless there are reasonable reasons why this is difficult to do so.