

TERMS & CONDITIONS

These standard terms and conditions reflect the custom and practice of private nurseries providing full time day care. The rules about notice and payment of fees are designed to promote stability, assist forward planning and the proper resourcing of the Nursery. Nothing within these terms and conditions affects the parent / carer statutory rights. To enable us to provide and maintain the highest standards of care, we require all parent / carer to be aware of, and abide by, the following conditions:

Registration

To register your child at the Nursery, please complete our REGISTRATION FORM, which serves merely to express your interest and to be placed on our WAITING LIST. There is no charge for being on our waiting list.

Once we have a suitable space for your child, (sessions may differ from the sessions you have required due to space available), we will contact you via email with an OFFER OF PLACEMENT, with suggested start date and sessions.

To accept the OFFER OF PLACEMENT, we will require the signed ACCEPTANCE AGREEMENT, (confirming sessions, start date and your commitment), copy of your child's birth certificate, together with a non-refundable Administration Fee of £50 and a refundable Deposit of £50 (the £50 Deposit will be refunded when your child leaves Nursery subject to your account being settled and that you have given one month's written notice). Fees become payable as soon as the parent / carer and Little Tots Nurseries have entered into this agreement. At this stage your space cannot be allocated to another child without one month's written notice. Your deposit will not be refundable if you decide not to start within one month of your agreed starting date.

Nearer to your start date, you will receive a WELCOME PACK via email, this will contain all the information you will need before starting Nursery.

Nursery opening times are Monday to Friday 8am – 6pm. We are open ALL YEAR (approx. 51 weeks of the year) except for one week at Christmas when we are closed. Please note that a minimum attendance of three sessions per week is required to make the child's experience at Nursery beneficial and help them to get into a routine. Please consider choosing your sessions carefully as it will be unlikely we can increase sessions throughout the year as the Nursery is usually full to capacity.

Criteria of Space Allocation

We prioritise the space allocation at Little Tots Nurseries in the following order:

1. Current children wanting to increase sessions
2. New children wanting an ALL YEAR and Immediate Start
3. Siblings
4. Waiting List
5. Free Funded Only / Term Time Only Spaces (very limited space only).

Term Time Only Spaces

Little Tots Nursery at Stoney Heath is a full time day care facility – not a term time school. We are open approx. 51 weeks of the year 8am-6pm. We offer a very limited amount of Term Time spaces per session, these sessions are popular, fill up very quickly and we have a lengthy waiting list.

Changing Session Allocation

Once your child's registration has been confirmed your session allocation is set for a full academic year. If you would like to alter your child's sessions, we require one month's notice in writing of your new requirements. If there

are spaces available and we can accommodate your change requests, we will email you to confirm. We do not offer ad hoc swapping of sessions due to staff / child ratio.

If you require your child to change from an All Year space to a Term Time Only space, you will be placed on a waiting list and will only be offered to you when the space becomes available – there are only limited Term Time Only spaces available. If we cannot fulfil your requirements to change to Term Time Only in a time that you desire, you have the option to give one month's notice to terminate your child's space at our Nursery, allowing you the opportunity to find a term time only space elsewhere.

Funded Spaces

- **Two-Year-Old Funding** – you will need approval from your local authority to claim two-year funding, you will be allocated a “Two-Year Funding Code”, which you will need to provide us before you can start at the Nursery. We have a limited amount of two-year-old funded spaces, which are allocated on a term time only basis (38 weeks of the year).
- **Three Year Old Funding** – three year old funding is eligible the term after the child's third birthday.
- **30 Hours Funding** - 30 hours funding spaces will be allocated on an All Year basis depending on availability.

Fees

All fees are invoiced within the first few days of each calendar month and become payable on receipt, fees can be paid by bank transfer (details on our invoice), cheque (payable to Little Tots Nurseries Ltd), cash (payable only directly at the Nursery, please ensure you obtain a receipt, do not post any monies) or through a childcare voucher scheme. Please ensure your child's name is clearly referenced on any payment made to us.

Little Tots Nurseries Ltd reserves the right to charge a late payment fee of £25 plus 8% interest each and every month on any unpaid balances not cleared in full by the end of the calendar month. If the outstanding amount is not settled within a 2-month period, then Little Tots Nurseries have the right to instigate small claims proceedings and will terminate the child's registration until the amount is paid in full. Any unpaid or unrepresented cheques will incur a £10 fee.

Fees are payable during periods of absence from the Nursery, including sickness, holidays, closure due to bad weather and unexpected events or maintenance.

Fees will be revised annually.

Notice

One month's written notice is required if you wish to add to or reduce the number of sessions booked, in order for the Nursery to arrange their staffing requirements. If there are spaces available and we can accommodate your change requests we will email you to confirm, otherwise you will be placed on a waiting list.

One month's written notice is required if you no longer require the place or wish to withdraw your child from the Nursery. Fees are payable if there is any delay taking up the place once accepted.

School Intake

In April each year our current parent's / carer's are informed of the school placement allocated to their child. In the likelihood of a parent / carer not being allocated their chosen school placement, they can opt to stay on another year at Nursery (until the term after 5th birthday, when a child must be in school) and will take priority over new starters. This may affect your place on the waiting list or on rare occasions your confirmed space may have to be deferred.

Accidents

Little Tots Nurseries Ltd does not accept responsibility for accidental injury or loss of property. Little Tots Nurseries Ltd is fully covered by insurances required by law. Details of these are available from the Nursery manager. Copies

of the current Employer's Liability and Public Liability Insurance Policies are displayed on the notice board in the Nursery.

If your child receives an injury, no matter how minor, you will always be told. All injuries are recorded in an accident book and will identify the accident, the injury, what treatment was carried out and the staff member dealing with it. You will be asked to sign that you have seen the entry and that you are content with how the matter was handled.

If your child's injury is more serious and requires urgent medical treatment, we will give basic first aid initially while an ambulance is called. We will inform parent / carers and a transport plan will be discussed at this point.

Sickness

If your child becomes ill during a Nursery session, the Nursery manager will contact the parent / carer or the emergency contact indicated on the registration form.

Please do not send your child into Nursery if they are unwell, or if Calpol (or similar medicines) have been given, this can mask an underlying medical condition/illness. Please ensure you keep them at home until a Doctor confirms that any risk of infection has disappeared, which normally would be 24 / 48 hours. This would include diarrhoea, vomiting, fever with a temperature of 99.5°F / 37.5°C or above. Chickenpox, measles, mumps, meningitis, hepatitis, a virus or any unexplained rash will require advice from your Doctor regarding a time to return to Nursery.

The Nursery reserve the right to request that children be collected if it is felt in any way that they are not well enough to attend.

Medicines cannot be administered by the Nursery unless requested by parent / carer on the appropriate form and only if they have been prescribed by a Doctor and are clearly labelled as such.

Please advise us of any infectious ailment. If exposure to a communicable disease is suspected, all parent / carer will be informed via email.

Fees are payable during periods of absence from the Nursery due to sickness.

Holidays

The Nursery is open ALL YEAR, open approx. 51 weeks of the year, only closed for Bank Holiday and one week over the Christmas Period. In common with industry and commerce our staff are paid for annual holiday and Bank Holidays.

If a parent / carer decides to take a child out of Nursery for a holiday, they will still be charged at normal rates, to secure the child's Nursery space and cover staffing and Nursery costs.

Sessions and days are not interchangeable.

Allergies

Parent's / carer's will inform staff in writing of any allergy their child has and necessary treatment, prior to their test session. Please ensure that there are no nut products in your child's lunch box. Severe allergies can be life threatening.

Medical Conditions

If your child has a medical condition that we need to be aware of, please ensure that you bring it to our attention prior to your child starting at Nursery. This includes any concerns regarding developmental delay or any other concerns you may have about your child. If your child has a severe allergy, which requires a treatment plan, this should be discussed with staff prior to the child starting, so that we can ensure the safety of your child at all times.

Children that use inhalers, or take regular medication also need to discuss this with staff prior to starting Nursery so we can implement a treatment plan. Staff are able to administer antibiotics (once your child has been clear of symptoms for 48 hours) and parent / carers will be required to sign a medication form authorising staff to administer the medication. Staff can also administer Calpol, if a child starts to become unwell whilst at Nursery (if they have parent / carer's authorisation, and providing they have signed a consent form), but the parent / carer will be expected to collect the child as soon as possible after the administration of Calpol.

Dietary Requirements

We ask for you to fill in this section on the registration form to ensure that we adhere to your child's dietary needs or foods to avoid due to choice, allergies or religion.

Photographs

You should be aware that Little Tots Nurseries Ltd take photographs within the Nursery which may be used in the children's learning profile – ParentZone, newsletters, training, Facebook/Twitter, our website or promotional material. If you do not want your child's photo being used, please indicate this in the permission's section of the Registration Form.

Lateness

The Nursery will close at 6pm. We are not insured to provide care for your child out of the Nursery hours. In an emergency it is vital that you alert us to your problem ASAP, so we can make timely arrangements. A late collection fee will be charged for late pick up. The Nursery will issue parent / carer with a warning letter on the first late pick up. If a further late pick up occurs, then an invoice will be issued with a fine for lateness. The fee is to cover the costs of paying two staff to stay on the premises, until the child has been collected and for additional insurance costs. Lateness fees will be charged at a rate of £10.00 for the first 10 minutes and then £10.00 per 5 minutes thereafter. If your child has not been collected within half an hour from closing time, the Nursery has a duty to inform Social Services who will then take over care of your child. This also applies to late collections of children from their session's through the day; 11.30am, 1pm and 4.30pm.

Lunch

A hot lunch is cooked fresh every morninh at our Reading Nursery and delivered to Stoney Heath. The menu caters for most dietary needs and a vegetarian option is offered alongside a meat/fish option. The Cook and management review the menu on a termly basis incorporating new flavours, ideas and seasonal choices.

We positively encourage children to eat savoury before pudding, but we will never attempt to force a child to eat.

Snacks

Children should bring in a piece of fruit or vegetable for each session they attend, these will be prepared and served with a drink of water or milk.

Sweets are not freely available at Nursery and we ask parent / carer not to send sweets in with their child.

Birthdays

Because of the number of children who have very severe allergies, we do ask that parent's / carer's do not bring in birthday cake for their child's birthday. You may bring in a selection of fruit and raisins as a treat. We celebrate each child's birthday with a birthday celebration and encourage parent's / carer's to bring in photos of each year's milestone and achievements to show as they walk around the "Birthday Globe".

Clothing

Children are encouraged to join in all activities. In having fun children will undoubtedly get dirty, parent's / carer's are asked to provide a spare change of named clothing (tops, bottoms, underwear & socks) in a named bag which is

to be brought into Nursery on the day they attend. Children has access to the free flow garden, so please ensure they a have a labelled coat, wellies and gloves. Clothes bags are to be clearly labelled on the outside. Little Tots Nurseries offer a uniform of a Sweatshirt and Poloshirt, however this is not compulsory.

Toilet Training

We are very happy to support children whilst they are potty training, please speak to staff regarding what you are doing at home, so that we can help support your child, we prefer children to come into Nursery in pants/knickers with many spare pairs, we find children wearing pull ups rely on the comfort of a nappy rather than disturbing play to go for wee, when they are in pants/knickers they learn quicker as they feel the wet sensation. If the pants/knickers are extremely soiled during an accident, we will throw them away unless otherwise stated.

Nappies – If your child is still in nappies, please ensure that they come to Nursery wearing nappies not pull ups, as this makes things much easier at Nursery – as we do not have to strip off each child to change their nappy.

Arrivals and Departures

Arrivals - the Nursery can only accept responsibility for a child when they have been handed over to a member of staff. Parent's / carer's are asked to ensure that a staff member is aware that a child is being left.

Departures – once the parent / carer has entered the Nursery setting and acknowledged their child, the responsibility of that child is then handed over the parent / carer immediately. To ensure the safety of the children, parent's / carer's are asked to discuss any handover information about their child with staff while inside the Nursery. Parent's / carer's are asked not to discuss such items with the staff member supervising the door, as it can distract them from their duties of ensuring that children have not run out of the door unaccompanied or with the wrong person. There are always staff available at the end of each session to discuss your child's session.

To protect child confidentiality, we request that more private “one to one” discussions about the child are arranged at a mutually convenient time or if of an urgent nature, please request to speak to a member of staff in a quieter / private area of the Nursery.

Password Collection

On the odd occasion when you use someone we are not familiar with to collect your child, you must inform us beforehand and we will provide you with a password to give to this person, so we know they have your permission to collect your child. If no authorisation has been given, that person will remain in the hall while a phone call will be made to yourselves to ensure that it is secure for the person in hand to collect your child.

Settling In

This can be an emotional time for both the child and parent / carer. We have found from experience that a number of short settling periods in advance of a child starting can ease this situation. It is not unusual for a child to appear unhappy when initially being left in, though once the parent / carer leaves, the distress rarely lasts for more than a few minutes.

The excitement of their new surroundings and the other children quickly attracts their attention. Parent / carer can feel reassured that if their child shows any undue distress, they will be advised and a number of alternative settling in

approaches will be suggested. On enrolment the staff will discuss with the parent / carers various options for the settling in period. We are also happy for parent / carer to telephone at any time for an update on their child.

At times the Nursery may suggest a home visit before you start to see the child in their own environment.

If the Nursery feels that your child is not settling in or that the Nursery environment is not suitable for your child, we reserve the right to give you one month's notice to cancel your child's space.

Discipline

We have a policy of encouraging constructive and positive social behaviour. Disapproval of unacceptable behaviour will be shown consistently, in a positive manner. No child will be disciplined by smacking, shouting or through humiliation. We use a sand timer and “time out” as a last resort, giving two warnings prior to this. If a child continues with inappropriate behaviour, we will agree a strategy with the parent / carer.

OFSTED

It is understood that Little Tots Nurseries Ltd is under an obligation to report to OFSTED and/or Child Protection any incident where we consider a child may have been abused or neglected. This may be done without informing the parent / carer.

Policy & Procedures

A copy of our policies and procedures are available on request, for parent / carers to read at any time.

Areas of Concern

If staff have any concerns with your child, socially, emotionally or academically, this will be discussed with you first prior to these concerns being taken further. A referral to speech & language or other agencies involved in supporting additional needs will be requested and information will be shared with all parties to ensure clear guidelines are being followed and appropriate support given.

Little Tots Nursery Notice

All issues relating to the Nursery, sessions, staffing or finance will be dealt with in a professional and amicable manner. Little Tots Montessori Nurseries reserve the right to give one month’s written notice to the parent / carer to remove their child from the Nursery for non-compliance of Little Tots Nursery Terms & Conditions.

Complaints Procedure

Should any parent / carer wish to discuss any problems or concerns regarding their child at the Nursery, in the first instance contact the Nursery Manager or Deputy Manager. If the problem cannot be resolved through discussion, the parent / carer must put their complaint in writing to the Nursery Co Owners – Heather Schofield or Julie Torrible.