



# Little Explorers Nursery and Pre-school Ltd

Company No. 08060412 Ofsted Reg No. EY448927

## Terms and Conditions

### NURSERY AND PRE-SCHOOL PLACES AND BOOKINGS

Little Explorers must receive a signed and fully completed application form before a place can be confirmed. Full and part time sessions must fit in to the session times detailed on the Contract form.

### REGISTRATION FEE AND DEPOSIT

Upon registration we require a non-refundable registration fee of £35, and a £50 deposit. The deposit will be refunded to your account to pay towards your final invoice.

Once your child's place has been confirmed, if you then decide not to send your child to Little Explorers Nursery and Pre-school Ltd a minimum of four weeks written notice is required, and no additional monies will be payable. If you do not or it is not possible to give four weeks written notice, then you must pay the monies for the unnotified period.

### FEES AND INVOICES

Nursery fees are payable monthly in advance, on the 1<sup>st</sup> of each month. Payment can be made by cash, standing order, bank transfer or card. We also accept payment through Tax-Free Childcare. If for any reason your payment is not received as expected, you will be responsible for the payment of the fees by another method.

For children not in receipt of funded hours and attending all year round, the monthly fees are calculated as shown below:

$$\text{Cost of sessions a week} \times 49 \text{ weeks} \div 12 = \text{£ per month}$$

For children not in receipt of funded hours and attending term-time only, the monthly fees will reflect the total cost of the sessions booked for each month.

For your first and last month's invoice if it is a part month, you will be billed for the actual cost of the individual sessions booked to attend and fees must be paid before a child begins their place at the setting

If extra sessions are booked, they will be charged for on the next invoice created following the booking.

### EARLY YEARS EDUCATION (EYE) FUNDING

EYE funding is available for all 3 and 4 year olds from the funding period following their third birthday. EYE funding is also available to eligible families for children aged 9 months and older under the working entitlement criteria and for eligible 2 year olds under the disadvantaged criteria.

If you wish to access EYE funding, you will be required to complete and sign a Parent Declaration Form, detailing how and when you will take up the funded hours; and this will need to be updated prior to any changes in sessions. You will also need to sign a separate 'Terms and Conditions' which details how your remaining fees are calculated when in receipt of funded hours. If you have not provided us with your child's birth certificate or passport upon registration, then you will need to provide us with this in order to claim the funding. Charges will be applied for meals, consumables and any hours exceeding the funded hour entitlement.

For all funding that requires eligibility through the working entitlement or disadvantaged 2 year old criteria, it is your responsibility to apply for eligibility and provide us with the eligibility code and your National Insurance Number. If in receipt of the working entitlement funding, you must ensure your details are reconfirmed through your online childcare account with HMRC every three months, to maintain your continued eligibility.

If you would like any further information regarding funded hours or to discuss how this might suit your needs, then please contact the office.

## DISCOUNTS

We offer a 10% Sibling and Military discount but can only offer one discount at the full rate to one child of each family. If you are entitled to a second discount, your eldest child will receive 10% and a maximum of 5% will be applied to the next youngest child.

Discounts cannot be backdated and will only be applied from the date of the production of a Military ID Card or when a younger or older sibling starts their place with us.

In order to receive the Military discount, the ID provided must belong to the parents of the child.

The sibling discount will be applied to the eldest child's fees and will no longer apply once the eldest child has left the nursery.

## LATE PAYMENTS

Payment of fees is due in advance on the 1<sup>st</sup> of each month. Any balance that remains unpaid after this time will result in an immediate and temporary suspension of the child's place until payment is received in full. Late payments are also subject to a late payment fee of £15.00. Persistent late payment of fees may result in the cancellation of the childcare place, and outstanding debts referred to a debt recovery agency. Legal proceedings may form part of the debt recovery process.

## CHARGES

If the nursery incurs any outside charges from cancelled charges or by any other means, the amount incurred by Little Explorers Nursery and Pre-school Ltd will be added to your invoice.

If any further payments are made after a child has left resulting in a refund being due, then a £5 administration fee will be applied for each refund processed.

Please note that it is not always possible to refund monies paid by Childcare Vouchers or Tax-Free Childcare Payments.

## NOTICE PERIODS

A minimum of four weeks written notice is required when you wish to terminate your child's place with us, or four week's fees will be charged in lieu of notice.

If you wish to reduce your child's sessions, then we require four weeks written notice. If less than four weeks written notice is given, then you must still pay the monies for the unnotified period.

A minimum of one week's written notice is required if you wish to cancel a booked extra session or the charge will still apply.

We reserve the right to terminate a nursery place with immediate effect if fees are not paid, or if a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour on a face to face basis, via social media and other forms of communication.

## REFUNDS

If your child is absent due to illness, away on holiday, or if the nursery closes due to 'acts of god', terrorism or environmental factors beyond our control, then Little Explorers Nursery and Pre-school Ltd will not offer you a refund.

If your child is not able to attend their regular session, then no refund will be given.

Upon your child leaving the nursery if there is money left in your account to be refunded to you, then this will be done within six weeks of the child's last booked session.

## EXTRA SESSIONS AND CHANGES OF SESSIONS

We will try and accommodate any requests you make for additional sessions and/or extended hours. If you wish to book extra sessions, then please complete the 'Extra Sessions Request Form' which can be found at the main reception.

If you need to change your child's regular sessions, then please complete the 'Change of sessions request form' which can be found at the main reception.

As a rule, we do not allow sessions to be swapped for any child, except in extreme circumstances and at the Childcare Manager's discretion. Any request to a swap session must be put in writing to the Childcare Manager.

## LATE COLLECTION

We politely request that you collect your child punctually. If you are late collecting your child at the end of their booked session you may be subject to a late collection fee at the rate of £1 for each minute that passes the collection time.

You should allow sufficient time for discussion with staff at the end of their session to ensure the end of session time is not exceeded.

## PERSONAL PROPERTY AND BELONGINGS

Little Explorers Nursery and Pre-school Limited cannot be held responsible for any loss or damage to your child's property. Every reasonable effort will be made by the Nursery staff to ensure the children's belongings are not lost or damaged.

Practical 'inexpensive' clothing is strongly recommended for your child whilst attending the nursery. It is your responsibility to name and clearly label all items of clothing.

We suggest that all toys, books and other equipment is left at home, unless they are used for comfort whilst settling in. If they do bring items with them, we accept no responsibility for damage or loss.

## SAFEGUARDING CHILDREN

We have an obligation to report to the relevant authorities any suspicions we have that your child has suffered neglect or abuse, and where necessary we may do so without your consent and/or without informing you.

You are requested to complete a 'Non-setting' accident form should your child arrive at nursery with an injury. In turn we will ask you to read and sign an 'Accident form' if your child has had an accident whilst in our care.

You are asked to refrain from using mobile phones, smart watches or personal cameras in the playrooms and in the presence of the children.

## SECURITY

Under no circumstances will your child be allowed to leave the nursery with anyone unknown to nursery staff unless you have previously arranged this. If you have made alternative arrangements by telephone, we will require the name, relationship, contact number of the person permitted to collect your child, along with a pre-arranged password, proof of identity will be required upon arrival at the nursery.

For the safety of the children and staff parents are not permitted to allow other parents into the building, only senior members of staff are able to do this.

*Under NO circumstances should you allow another person to enter the building when you are entering or exiting the building.*

## DATA PROTECTION

We will adhere to the principles of the General Data Protection Regulations (2018) when collecting and processing information about you and your child. We explain how your data is processed, collected and stored in our Privacy Notice which is given to you at the point of registration.

We will always seek your consent where we need to share information about your child with any other professional or agency. We are required by law to override your refusal to give consent in specific circumstances where the child or someone in the family may be in danger if we do not share that information.

## CONCERNS AND COMPLAINTS

Any questions, concerns or complaints about the care or safety of a child must be made in the first instance to the Room Senior. If the matter cannot be resolved at this level the matter should be referred to the Childcare Manager who will follow the nursery's complaints policy.

## NURSERY CLOSURE

The nursery will be closed on Christmas Day, Boxing Day and New Year's Day and those Bank Holidays associated with these days i.e. if Christmas Day, Boxing Day or New Years Day is on a Saturday or Sunday, the relevant Bank Holidays will be carried to Monday/Tuesday. The Nursery will also remain closed for the remainder of the period between Christmas and the New Year.

We will also close at 1pm on Christmas Eve if it falls on a weekday.

For all other Bank Holidays during the year the nursery will be closed.

## CONTACT DETIALS

You must inform us immediately of any changes to your contact details, including those persons we can contact in an emergency.

## INSURANCE

The nursery undertakes to maintain our insurances that are required by law. Copies of Employers Liability and Public Liability are displayed in the entrance area.

## LIABILITY

We accept no responsibility for any loss suffered by parents, arising directly or indirectly, as a result of the nursery being temporarily closed or the non-admittance of your child to the nursery for any reason, this applies to absences due to sickness, holiday and Bank Holidays.

We accept no responsibility for children whilst in your care on nursery premises i.e. prior to arrival and after collection.

We will make reasonable endeavours to keep your/your child's property in good order. Liability for damage of such property is excluded except where caused by our negligence.

## HEALTH AND MEDICAL MATTERS

We reserve the right to refuse to admit your child if they have a temperature, sickness and diarrhoea or a contagious infection or disease on arrival at the nursery.

If your child becomes unwell during the nursery session a member of the management team will contact you, or the emergency contact indicated on the registration forms. *You must inform us of any changes to these contact details.*

If your child has been sent home with sickness and/or diarrhoea they will not be re-admitted for at least 48 hours.

We will not administer medication to your child without written consent. Should your child be taking medication prescribed by a doctor, this medication which includes inhalers, must be in its original container with the prescribed amount and the child's name clearly labelled. Parents must keep their child away from nursery for at least 48 hours if prescribed antibiotics to allow these to take effect.

All medication should be handed to staff and a medication form completed upon arrival at the nursery. No medication is to be left in your child's bag.

Medications such as liquid paracetamol must be supplied by you. We are able to store a named bottle at the setting, and we will inform you when it is running low or getting close to the expiry date.

**FEES AND TERMS AND CONDITIONS**

Fees and Terms and Conditions will normally be reviewed annually; however, we reserve the right to review and amend our fees structure and/or Terms and Conditions at any time. At least one month's notice of any change will be given.

Please sign below to indicate that you have read and understood and agree to the above terms and conditions.

Print Name	Date
Signature	Relationship to child
Print Name	Date
Signature	Relationship to child