

Terms and Conditions

The following terms and conditions form part of your registration agreement. Terms are subject to change; please read carefully.

Nursery operation and admissions

The nursery is STRICTLY open Monday to Friday from 7.45am to 5.45pm and provides care for children aged from birth to 8 years. All children must be registered with the nursery prior to attendance. Full time places will be given preference. The nursery is open all year round excluding one week at Christmas and statutory bank holidays. We close at 1pm on Christmas Eve; or on the Friday before if this is a Saturday or Sunday. We do not charge for planned closures between Christmas Day and New Year; or bank holidays. Session swaps are not permitted on a casual basis. The nursery is obliged to obtain details regarding who has parental responsibility and legal contact for every child. Upon registration you will be advised of our Privacy Statement.

Medication, illness, absence and emergencies

Medication is only administered with written consent from parents. Management reserves the right to refuse admission to a child considered 'un-fit' to attend. Management reserves the right to refuse to administer medication. Exclusion periods will depend on advice provided by Public Health; please request the associated policy for further details. It is essential that the nursery is provided with accurate details to allow staff to contact parents in the event of an emergency. **Parents are obliged to obtain consent from those named.** The nursery requires written consent from a parent/guardian to send a child to hospital in an emergency. Please inform the nursery if your child is absent, or will be.

Special educational needs

Before starting at the nursery parent's are asked to provide detailed information regarding any special needs that their child may have in order for us to provide the appropriate care. The nursery SENCO will observe nursery policy whilst assessing and coordinating support. Parents will also be directed to our 'Local Offer'; as per mandatory responsibilities. Parents raising complaint should do so via the complaints procedure, (please request relative policy).

Safeguarding

The nursery operates a comprehensive policy in relation to safeguarding children. This policy is available upon request. It is strongly recommended that all parents familiarise themselves with the aforementioned policy. Our designated officers are Amanda Donkin, Rachel Brewin and Natalie Brotherwood.

Equal opportunities

The nursery pro-actively operates alongside equality. Registration of children and recruitment of staff will be without prejudice or discrimination of any kind. Please request the relative policy.

Policies and procedures and Non-attendance.

All policies and procedures and working practices are in accordance with the Statutory Framework for the 'Early Years Foundation Stage', (Department for Education, 2014). Please see the Nursery Manager if you would like to receive any organisational material. Refund of fee payments cannot be given in respect of sickness, holidays, or nursery closures due to circumstances beyond our control; or in exceptional circumstances. The nursery has a duty of care to enquire after un-explained absences. Your cooperation is gratefully received.

Notice to terminate or alter sessions

4 weeks notice must be given in writing to alter nursery sessions or terminate your child's place. This is not required if increasing sessions; (subject to availability).

Fees and payments

Fees are calculated on an annual basis; and divided monthly, equally. Fees are strictly due for payment on the first working day of the month. Fees are reviewed annually, usually in January. 4 weeks written notice will be provided for any fee increases. A non-refundable registration fee of £70 is requested at registration. Registration fees are not taken from those families only accessing the Nursery Education Grant; (*this exemption excludes families requesting 'extra hours' in addition to the funded hours). Siblings are offered a 10% discount. This discount will apply to the eldest child if attendance is the same. If attendance between siblings varies the child with the lesser booking will be discounted. Standing order is the preferred method of payment. Cash is not accepted. Failure to pay nursery fees in full by the end of the first week will result in the contract being terminated with no notice to provide care; however, 4 weeks payment will be pursued. An interest charge of 10% per month will be added to outstanding debts and court costs.

Arrival and collection

Children must be handed to a member of staff upon arrival and never left to enter the nursery alone. Arrival and departure times are strictly recorded on attendance registers. Only parents/guardians and authorised child collectors will be permitted to collect a child from the nursery. Written consent should be provided for any collector. **A late collection charge of £5 per 5 minutes will apply to unarranged care. Please note that this is not a facility.**

Nursery Education Funding

If your child is entitled to Nursery Education Funding you will be asked to sign a 'statement of undertaking' to confirm the hours that will be accessed. Failure to attend the hours agreed will result in LCC recouping the monetary value of any loss. It is the responsibility of the nursery staff to enquire after any absences or lateness.

'Out of hours contact' / emergency

Whilst every effort will be made to respond to any contact made 'out of hours' please be advised that this is not obligatory. Please make contact via the nursery website; www.daisychainchildrensnursery.com, or 07949 049494: (Senior Manager: Amanda Donkin).

Complaints procedure

Complaints should be made to the senior or Nursery Manager, (or Assistant Manager in her absence); either verbally or in writing. The senior or Nursery Manager (or Assistant Manager in her absence) will endeavour to deal with your concern effectively in accordance with our complaints policy. All matters will be dealt with professionally, promptly and in the strictest of confidence. Should you be dissatisfied with the response/actions taken you may elect to contact Ofsted. Please be advised of the contact details; Ofsted, The National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD. Telephone: 03001231231. Email: enquiries@ofsted.gov.uk

I have read and accept the terms provided. (You have been provided with two copies of these terms; please return one signed copy to nursery).

Name of person with parental responsibility (1): (please print) _____ Relationship: _____

Signature: _____ Date: _____

Name of person with parental responsibility (2): (please print) _____ Relationship: _____

Signature: _____ Date: _____

Both parents are required to sign the registration forms where both have parental responsibility.

'terms 2018'

CONTRACT COUNTERSIGNED BY MANAGEMENT: _____ DATE: _____

You will be provided of a signed copy of this document.