



Sinfin Community Childcare Terms & Conditions (Sheridan Street)

1. General

Age of Admittance

6 weeks to 5 years of age.

Hours of Opening

The Nursery is open Monday to Friday from 07:30am to 6:00pm, 51 weeks a year excluding bank holidays. We are closed for a week at Christmas.

Nursery Closure

The Nursery is closed on public Bank Holidays. During the Christmas period the Nursery will close on Christmas Eve in the afternoon and re-open on the 2nd January or the next working day.

If the nursery must close or we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you.

Settling In

It is our aim to allow all children time for settling in, so that the child can form relationships with their carers and become familiar within the nursery surroundings. Each child and their needs differ so the length of time for settling in varies from child to child.

We find this normally consists of 2-3 sessions. Please refer to our welcome brochure for more details.

Changes

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice.

Change of Details

It is your responsibility to immediately inform us of any changes to your registration details.

Court order

It is your responsibility to inform us immediately if your child is the subject of a court order and provide us with a copy of such order on request.

Nappies & Wipes

We ask you to bring an adequate supply of nappies & wipes for the duration of your child's stay at the nursery. If you prefer, you are welcome to keep a supply of nappies & wipes at the nursery and staff will inform you when the supply is running low. Please bring a regular supply of your chosen nappy cream.

Off Premises Visits

Staff will occasionally take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained.

Mobile Phone

To ensure the safety and wellbeing of all children who attend our nurseries we enforce a no mobile phone usage within our settings. Should you be on your mobile phone as you arrive at the nursery will ask that you conclude your phone call before entering the premises.

Equal Opportunities

We are an equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

Complaints or Concerns

If you have a concern or complaint, please speak to the nursery manager who will refer you to our Compliments and Complaints policy.



Employment or Solicitation of Staff

If, during this childcare contract and for a period of 6 months after the termination of this contract, you (directly or indirectly) employ or otherwise engage the services of any member of our staff who has had contact with your child under this contract, you will be liable to pay, you will be invoiced a fee of £2,000.00 as payment to us for recruiting and training a suitable replacement member of staff.

2. Medical

Emergency Treatment

Any child who attends Nursery and has an accident whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps or bruises.

Any emergency treatment or medical advice will be permitted unless a parent states in writing otherwise. The Nursery does not accept any responsibility for treatment given against parent's wishes if we have not been informed otherwise.

Accident Form

All Parents will be informed and required to sign the accident form. In the case of a more serious accident or incident a child will be taken immediately to the nearest hospital and parents will be informed.

Sickness

The Nursery will make every effort to notify parents should their child become ill at the Nursery. In the absence of a parent/carer, a member of staff will accompany your child to hospital in an emergency. Please note minimum exclusion periods apply and must be adhered to. Our policy and guidelines are available from the nursery manager.

Contagious Disease

You must not allow your child to attend the nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the nursery.

The Nursery reserves the right to refuse to accept children until the Nursery is satisfied they are not infectious. This is to protect other children from cross infection. The Nursery's exclusion policy is guided by the relevant Local Authority.

If in doubt

If your child is suffering from a rash, sore throat, discharge from the eyes, nose, diarrhoea, or any similar symptoms; please keep the child at home until the doctor has confirmed the child is well enough to return to nursery.

You must inform us immediately if your child is diagnosed with any allergy or intolerance so their record can be updated.

Medication/Antibiotics

If your child is prescribed medication/antibiotics, please ensure that the first dose of ANY medication is given at home and in your care for at least an hour prior to attending nursery in case of any adverse reactions to this.

3. Safeguarding

Safeguarding

Any child who attends the Nursery, irrespective of their racial origin, gender, age, physical or mental impairment, class, religion, or cultural background has a right to be safeguarded from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care.

The Nursery has a full written policy on safeguarding which is available from the nursery manager.

Arrival of children

Children should be handed over by parents/carers into the care of a Nursery Staff Member.

Door Policy

Anyone entering the nursery building should not allow any other person to follow them into the building. When leaving the nursery building ensure the door has been closed securely.



Collection of Children

Children will not be released into the care of anyone other than those named on the childcare registration form unless authorised by the parents personally, by telephone or in writing and the approved password is given. If we are not satisfied that an individual is allowed to collect your child, we will not release your child into their care.

In addition, a personal visit of introduction by the parents, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity.

You are required to inform us immediately if you are unable to collect your child from nursery by the official collection time. All collections must be by an adult over 16 years of age.

Social Care

It is our duty to seek professional advice from the local social care team if we suspect a child is suffering from harm. We have a duty to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

Promoting Positive Behaviour

The Nursery has a written policy on promoting positive behaviour which is available from the nursery manager. The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable.

4. Property and Premises

Personal Property (including toys/devices)

The Nursery does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents. We do not allow children to bring in any electronic devices for example, Smart watches, mobiles phones or iPads.

Clothing

Parents are requested to send children in easily washable, clearly labelled clothing which is appropriate to the weather conditions. Please discourage your child from bringing items of value to the Nursery. Please provide a spare set of clothing for your child in case of an accident or the need for change of clothing in a clearly labelled bag. For more information on what to pack, please speak to our Nursery staff for further information.

Car Park

The speed limit within the nursery grounds is 5mph. No children/siblings should be left unattended in your vehicle whilst dropping off/collecting your child. Children should be supervised at all times.

CCTV

CCTV is in operation at all times internally & externally.

5. Food and Drink

Water

Fresh drinking water is available to all children throughout the day and milk is provided at snack times.

For the older children water is available for them to help themselves when thirsty, this promotes independence and self-help skills. For the younger children water will be available and offered throughout the day alongside designated snack and meal times in either beakers or cups depending upon the age and stage of development of the children.

All children will be encouraged by the staff to drink water throughout the day as part of our commitment to offering healthy food and drink options.

Meals & Snacks

Children will be provided with drinks and snacks at regular morning and afternoon snack times along with three nutritious, balanced meals daily. Menus are on display within the nursery. All special dietary requirements will be catered for.



Milk Feeds

We will use whichever formula you provide for your baby; we will be happy to use expressed breast milk given in accordance with your written instructions.

Nut Allergy

As the number of children with nut allergies is increasing, with parental support we aim to endeavour to keep the nursery NUT FREE. Parents are requested not to send any food or empty food packaging materials into the nursery.

6. Fees

Schedule of Fees

Fees are calculated in accordance with your specified booking pattern. The current schedule of fees is available from the nursery manager.

Absence

Fees remain payable for periods of absence (Holidays and Sickness) as the child's place is kept open and staff and associated costs continue to accumulate and be met by the nursery. You will **NOT** be charged for any Bank Holidays. The nursery will be closed for one week over Christmas, so consequently we only charge for 51 weeks of the year.

Registration Fee

We charge a non-refundable registration fee of £30 to reserve your childcare place, or £15 per sibling thereafter.

Securing a Childcare Place

An online registration form must be complete, along with the payment of your registration fee in order for your childcare place to be secured.

Sibling/Twin Discount

Where parents have more than one child at the Nursery, a 5% reduction in fees is allocated per child, as long as they all attend a minimum of 4 full days at nursery.

Twins receive a 5% reduction in fees per child, there is no minimum attendance required for this.

Funded Childcare Hours

Funded childcare is available for all 3 and 4 year old children, regardless of parental income, from the term AFTER a child's 3rd birthday.

3 and 4 year old children will be entitled to 570 hours with an addition 570 hours available subject to eligibility. If you choose to access any additional childcare hours, you will be charged for these. Please enquire with your nursery manager about funded places for 2 year olds.

7. Booking Patterns

Sessions

A full list of sessions we offer is available on request from your nursery manager.

Regular Pattern

We have a preferred minimum requirement of 10 hours per week.

Shift Pattern

We can accept a limited 2, 3 and 4 week recurring shift booking pattern. Please contact your nursery manager to discuss.

Changes to your Booking Pattern

To increase your booking pattern, we require 24 hours' notice subject to availability.

To decrease your booking pattern, you must provide us with thirty (28) days' notice in writing or by email to the nursery manager.

Should insufficient notice be given then you will be invoiced for the full childcare fees for thirty (28) days' notice from the date of any change as if the hours had not decreased.



Additional Sessions

If additional sessions have been booked, a new invoice for that month will be issued.

If you book an extra session and then cancel within 3 working days of the session taking place, you will still be charged for the session. If you cancel more than 3 working days in advance of the session you will not be charged.

8. Payment of Fees

Fees are due monthly in advance in accordance with your booking pattern by the 10th day of each month. Payment after this date will be subject to a late payment charge of 15% of the outstanding amount.

We accept payments by Credit Card, Debit Card, Bank Transfer, Government TAX Free Childcare Payments, Employers Voucher Schemes, and Standing Order only. Cash is accepted only in the correct amount. Any overpayments will be added as credit to your account.

Childcare Voucher Payments

The voucher company pays the nursery directly.

We accept payment by most voucher companies in the UK.

Please ensure all voucher payments are made before the 7th of each month in order to avoid late payment surcharges.

Please ensure payment is made for any shortfall between voucher value and your outstanding fees.

Extra Charges

There is a £10.00 charge for any late collection up to 15 minutes after the end of your child's booked session, and then £2.00 per additional 5 minutes thereafter.

9. Cancellation

Termination of Contract

If you wish to terminate your child's place at the Nursery you will be required to give thirty (28) days' notice in writing or by email to the nursery manager. We reserve the right to exclude a child from Nursery for any breach of the childcare contract. We may terminate your childcare contract if your child's behaviour at the nursery is deemed by us to be unacceptable in line with our Promoting Positive Behaviour Policy.

10. Non-Payment of Fees

If the payment of nursery fees is outstanding for more than 14 days after the 10th of the month this will result in the suspension of your childcare contract and the loss of your childcare place. (Unless prior agreement has been made with the nursery management).

Upon termination of this contract the child shall not be permitted entry to the nursery. This shall be regarded as a formal demand for all outstanding monies and we will issue a final invoice and pass this to a debt collection agency for full recovery. In addition, you will be liable for all associated debt collection fees and court costs.