



Terms & Conditions

These terms and conditions form part of the agreement with the Nursery upon registration

- 1 **Obligations on Boys & Girls Nursery**
 - 1.1 We will inform you as soon as possible whether your application for a nursery place has been successful. You must confirm within seven days of receiving notification that you would like to take the nursery place.
 - 1.2 We will provide the agreed facilities for your child at the agreed times excluding any dates that the nursery is closed. If we change the opening hours of your child's nursery we will give you as much notice as possible.
 - 1.3 We will accommodate any requests you make for any additional sessions or extended hours.
 - 1.4 We will provide you with regular updates on your child's development.
 - 1.5 We will notify you as soon as possible of any days that your child's nursery will be closed.
 - 1.6 We will try to make a place at nursery available to siblings but this is not guaranteed.
- 2 **Obligations on You**
 - 2.1 You will complete and return your child's personal record before the agreed start date and inform us of any changes.
 - 2.2 You will immediately inform us of any changes to your contact details.
 - 2.3 You will complete a medicine consent form if you require us to administer medicine to your child.
 - 2.4 You will immediately inform us if your child has any contagious disease and adhere to the exclusion policies.
 - 2.5 You will keep us informed as to who will be collecting your child from nursery and they will provide proof of identity if they are not familiar to the nursery staff. If we are not satisfied that an individual is allowed to collect your child, we will not release your child in to their care.
 - 2.6 You will immediately inform us if you will be late collecting your child by the agreed collection time. A late collection charge of ten pounds for every fifteen minutes will be applied.
 - 2.7 You will inform us of any dates that your child will not be attending the nursery.
 - 2.8 You will provide us with a minimum of one month's written notice of your intention to decrease your child's sessions or to withdraw your child from nursery and end this agreement. If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of any changes.
- 3 **Payments**
 - 3.1 A fifty pounds non refundable registration fee is payable for all children once a place is confirmed.
 - 3.2 A deposit of one hundred pounds for a part time place and a two hundred pounds deposit for a full time place is required before your child starts. This will be deducted from the last month's fees when one month's written notice is given. We will retain any deposit if one months notice is not given or fees are unpaid.
 - 3.3 Our fees are based on a weekly fee that shall be notified to you in advance of your child starting at the nursery. We may review these fees at any time but will inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee you may end this agreement by giving one months notice.
 - 3.4 Fees are paid on a monthly basis in advance on the first of every month. We calculate the amount payable by you each month by multiplying the weekly fee by fifty two weeks and dividing by twelve. This will give twelve equal monthly payments.
 - 3.5 If you have requested additional sessions or have a late fee applied we will charge you monthly in arrears.
 - 3.6 Extra sessions will be charged for unless cancelled with five working days notice.
 - 3.7 If you fail to make payment in full by the second calendar day of the due month we will enforce a late payment fee of twenty five pounds, if payment is still not received by the fourth calendar day of the month an additional twenty five pounds charge will be applied and your place will be suspended.
 - 3.8 No refund will be given for periods where your child's nursery place is unfilled due to illness, holidays or public holidays.
 - 3.9 A reduced fee rate will take effect the months following a child's second birthday.
 - 3.10 A ten percent sibling discount will be applied to the eldest child's account, this is only applicable whilst both children are attending nursery.
- 4 **Suspensions**
 - 4.1 We may suspend the provision of childcare to your child and add on one months notice at anytime if;
 - 4.2 You have failed to pay any fees or consistently are late paying fees.
 - 4.3 Your child's behaviour at the nursery is deemed unacceptable or endangers the safety and well being of the other children at the nursery. The suspension will continue whilst we try to address these problems with you.
 - 4.4 If your child is suspended part way through a month under the conditions stated in 4.3 we shall give you a credit for sessions not attended.
 - 4.5 If the period of suspension exceeds one month either of us may terminate this agreement by written notice.
- 5 **Termination**
 - 5.1 You may end this agreement at any time by giving us at least one month's written notice.
 - 5.2 We may immediately end this agreement if you fail to pay your fees.
 - 5.3 We may immediately end this agreement if you have breached any of your obligations under this agreement and you have not or cannot put right that breach within a reasonable period of time.
 - 5.4 We may immediately end this agreement if you behave unacceptably as we will not tolerate any abuse towards staff.
 - 5.5 We may immediately end this agreement if we take the decision to close your nursery. We will give you as much notice as possible of such decision.
 - 5.6 You may immediately end this agreement if we have breached any of our obligations under this agreement and we have or cannot put right that breach within a reasonable period after you have bought it to our attention.
 - 5.7 You may immediately end this agreement if we suffer any event of insolvency.
- 6 **Employment of Staff**
 - 6.1 If during this agreement and for a period of six months after the termination of this agreement you employ (directly or indirectly) a member of staff who cared for your child at nursery you will pay a fee of twenty five percent of that staff members gross annual salary.
- 7 **General**
 - 7.1 We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities with or without informing you.
 - 7.2 If the nursery closes due to events or circumstances outside of our control we shall be under no obligation to provide alternative childcare facilities to you. If the closure exceeds three days in duration (excluding any days when the nursery would be closed) we will credit you with an amount that represents sessions lost in excess of three days.
 - 7.3 If you have any concerns regarding the services we provide please discuss with your child's key person. If you feel these have not been resolved please contact the Nursery Manager. Customer satisfaction is paramount and concerns / complaints will be reported to the Directors.
 - 7.4 We have a wide selection of toys and equipment at nursery. Unless we specifically ask, your child should not bring any of their personal toys in to nursery. If personal belongings are brought in to nursery it is done so at your own risk.
 - 7.5 We may have photographs taken of children that attend nursery; these photographs may be used for promotional purposes. If you do not want your child's photo taken please write to the nursery manager.
 - 7.6 No session can be swapped for another.