



## Terms and Conditions

### Fee Information

For new children attending the nursery there is a £65 **non-refundable** Administration Fee payable upfront prior to your child commencing which guarantees their place at the nursery. This fee includes three initial 'taster' or settling in sessions for your child and as well as a branded 'Angels Nursery' gym bag.

There is also an initial **fully refundable** Deposit Fee payable of £75. The Deposit Fee will be reimbursed in full when your child leaves the nursery subject to all outstanding fees being paid by the date of them leaving.

For new parents the first month of fees is payable upfront once the third taster session is completed.

Invoices for fees are issued around the 20<sup>th</sup> of each month in advance of the start of the next calendar month. **All parents are expected to pay their fees in full by the 4<sup>th</sup> of the following month. No variations to this policy are allowed unless by express consent with the Nursery Manager or Director.**

Fees are calculated over a 51 week period and this is divided by 12 months to give an equal monthly billing period of 4.25 weeks per month.

Fees are reviewed annually and changes made with effect from **1st April each year** and we will give parents at least 28 days' notice of any change in the annual fee structure.

The price is inclusive of all meals such as breakfast, lunches and snacks and specialist activities such as gym skills, dance and music lessons.

When your child moves to a different fee rate following their 2<sup>nd</sup> birthday, the reduced rate will take effect the following month after this.

As there are a huge variety of options in terms of sessions that parents may require and different funding options as well in terms of 15 Hour and 30 Hour funding, please contact the Nursery Manager to get specific pricing applicable to your child(ren).

Management also reserves the right to charge an additional £15 per month in **Late Payment Fees** where parents do not settle the balance of their child's fees in full by the end of the month in which the invoice is due. This is due to the additional administration time and cost it requires to follow up on outstanding debts.

**We regret that no reduction in fees can be made in the event of absence either for illness or holiday.**

Our preferred method of payment is either by standing order, online banking, tax-free childcare or childcare vouchers.



## **Nursery Closure**

The Nursery is open 51 weeks per year, but is closed on Bank Holidays and over the Christmas/New Year week.

If the nursery closes due to an event within our control or over which we should reasonably have had control such as staffing we will deduct the cost of the affected day(s) from the following month end invoice.

However, where there is a 'force majeure' which is an event outside of our control such as extreme weather conditions which may affect the health and safety of the children in our care, their parents and our staff we will have no option but to close the nursery. In this instance we will seek to offer a session(s) in lieu, subject to occupancy and staff availability, to make good any time that was lost.

We will not refund parents for any day(s) that the nursery is closed.

## **Late Pickup Charges**

Late pickup charges are £6 per every 15 minutes past normal pickup time and parents will be requested to sign a Late Pickup form as evidence of the time that they collected their child. For the avoidance of doubt the fee charged is not pro-rated so if you're 2 minutes late an extra charge of £6 is levied and if you're 20 minutes late a £12 charge will be levied. There are no exceptions to this rule as the nursery incurs significant additional staff costs where parents pick their child up late.

## **Sibling Discount**

When there are two siblings attending the nursery for the same amount of time there is a 10% discount on the fees, net of funding, of the eldest child. Alternatively a 10% discount, net of funding if applicable, is offered for the sibling who attends least.

## **Termination/Cancellation of Nursery Place**

We require four weeks' notice in writing should you wish to withdraw your child from the Nursery for any reason, and we require 48 hours notice should you wish to cancel an extra session.

For the avoidance of doubt, fees will still be owed to the Nursery throughout the notice period irrespective of whether you decide to withdraw your child prior to the end of the notice period.

Where a parent decides to alter or reduce the number of sessions that their child attends the Nursery management will need 30 Days written notice and parents will be liable for fees based on their existing contractual terms during that 30 Day period.



We reserve the right to terminate a Nursery place with immediate effect if any fees are not paid by the due date, or if a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour. We reserve the right to terminate a child's place should we feel that we can no longer work on a professional basis with parents or carers who do not abide by Nursery policies or procedure.

### **Personal Property and Belongings**

We cannot be held responsible for any loss or damage to children's property. Every reasonable effort will be made by nursery staff to ensure belongings are not lost or damaged. Practical, inexpensive clothing is strongly recommended and we ask that all items are clearly labelled with the child's name. We ask that all personal items, with the exception of comfort items, are left at home.

### **Behaviour Management**

Nursery Management will endeavour to work with parents to resolve any issues and exclusion will only be made in exceptional circumstances in line with our Behaviour Management Policy. However, we will not tolerate our staff being spoken to in an abusive or threatening manner by parents, carers or children and such behaviour may lead to the termination of the nursery place.

### **Liability**

We accept no responsibility for any loss suffered by parents arising directly or indirectly as a result of the Nursery being closed or the non-admittance of your child to the nursery for any reason, and this applies to sickness, holidays and emergency closures. We accept no responsibility for children whilst in their parents' care on Nursery premises i.e. prior to arrival, after pick up, during parent evening etc. We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parents property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind. We will make reasonable endeavours to keep parents and/or children's property in good order. Liability for damage of such property is excluded, except where caused by our negligence.

### **Insurance**

We have extensive Public Liability and Professional Indemnity insurance – please ask the Nursery Manager.



## **Accidents and Illnesses**

We reserve the right to administer basic first aid and treatment where necessary. Parents will be informed of all accidents and will be required to sign an accident form. For incidents/accidents of a more serious nature, involving hospital treatment all attempts will be made by the nursery to contact the parents, but failing this we are hereby authorised to act on behalf of parents and authorise necessary medical treatment. We will administer prescribed medicines if parents complete a Medicine form however, the first 24 hours of a new medicine must be given at home. We may ask a parent to withdraw their child from nursery until they are well again if we have reasonable cause to believe that the child may be suffering from or has suffered from any contagious disease or infection and there remains a risk that the other children in nursery may contact such disease/infection. We accept no responsibility for children contracting contagious diseases or infections. Please refer to our Sickness policy regarding incubation and exclusion periods. Parents are requested to inform Nursery if their child is suffering from any illness, sickness or allergies before attending Nursery. We have a realistic attitude to the needs of working parents but we reserve the right to contact parents if their child becomes ill, or we believe that the child is becoming ill during Nursery hours. There is an expectation that parents will collect their child as quickly as possible once contacted by the nursery, or make alternative arrangement for another person to collect their child.

## **Security**

Under no circumstances will any child be allowed to leave Nursery with anyone unknown to Nursery staff unless the parent has previously arranged this with us. If the parent has made alternative arrangements by telephone, the Nursery will require the contact details plus a password for the person permitted to collect the child, and proof of their identity will be required on arrival. Parents are required to provide an emergency contact person and a list of responsible adults who are authorised to collect the child together with a password. We will not release the child to anyone who appears to be under the age of 18.

## **General Information**

Parents are accountable to inform the Nursery of any food or medicine that may cause the child to have an allergic reaction. Parents must provide details, in writing, of the severity of the reaction/allergy and must continue to inform nursery of any change/progress to the condition. Parents are requested to inform Nursery of any changes to all information kept at nursery. Children will not be able to stay at nursery if relevant preventative medicines are not available to us. We may require parents to withdraw or remove their child from nursery in the event that the parent is not completely honest about a child's condition or withholds or is found to have withheld important information.



## **Child Protection**

Angels Day Nursery has a commitment to safeguard all children in our care. The Nursery is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in our Safeguarding Policy. We have an obligation to report any instances where we consider a child may have been neglected or abused to the relevant authorities. We may be obliged to refer concerns to the multi agency safeguarding hub (MASH) and cooperate fully in any subsequent investigation. Any child that presents with a physical injury on arrival at the Nursery parents will be required to fill in an Injury on Arrival form. For further details please refer to our Child Protection policies and procedures which are available from the Nursery Manager.

## **Complaints**

Our setting believes that children and parents are entitled to expect courtesy and attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns raised about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved and the outcome of the investigation reported back to the parents within 14 days of making the complaint. For further details please refer to our Complaints Policy which is available from the Nursery Manager. Should you wish to make a complaint to Ofsted directly please contact them on 0300 123 1231 quoting our Ofsted reference 260734.

## **Funding**

The government provide a grant called Early Years Education Funding which is available the term after a child's third birthday. The grant is based on term time funding being 38 weeks of the year at 15hrs per week. As we're open for 51 weeks of the year (the nursery is closed Christmas week) we stretch this funding over the 51 week period so that you can access funding all year round.

We offer both 15Hr and 30Hr funding. Funding is a complex area so please ask to view our 15hr and 30Hr Funding Fact Sheets which provide more specific detail on accessing funding and how we apply this at Angels. We also provide funding for 2 year olds.



## Agreement

The above Terms and Conditions represent the entire agreement and understanding between the parents and Angels Nursery Ltd. Any other understandings, agreements, warranties, conditions, terms or representations whether verbal or written expressed or implies are excluded to the fullest extent permitted by law. We reserve the right to update and/or amend these Terms and Conditions and agree that one month's written notice of any changes will be given.

Parents/carers:

I have read and understood the Terms and Conditions as shown and agree to comply with them.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_

I have received a copy of the Terms and Conditions for the Nursery's records.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_