

# Terms & Conditions

## General

### *Age of Admittance*

8 weeks to 5 years of age.

### *Hours of Opening*

The Nursery is open Monday to Friday from 07:30am to 6:00pm, 52 weeks a year excluding bank holidays.

### *Settling In*

It is our aim to allow all children time for settling in, so that the child can form relationships with their careers 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, per week for four weeks. We request that a parent attends the nursery with the child for settling in until he or she is happy to be left and so that parents can read policies and procedures and staff can obtain the relevant child related information and consent to ensure a smooth transition into nursery.

### *Changes*

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice. The current terms and conditions are published online.

### *Change of Details*

You must provide four weeks written notice (through our online notifications) to inform us of any changes to your registration details, this is charged at rate.

### *Court order*

You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

### *Nappies*

We do not provide nappies or wipes, if you can provide your own.

### *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. The nursery will always seek written permission from the parent prior to any visit off site.

### *Mobile Phone*

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

### *Equal Opportunities*

We are 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.

### *Nursery Closure*

The Nursery is closed on public Bank Holidays and charged at full rate..  
During the Christmas period the Nursery will close on Christmas Eve at 4:30pm and New Years Eve at 4:30pm.

If the nursery has to 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.

If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed in excess of 3 days, in accordance to your booking pattern (excluding funding entitlement).

### *Complaints or Concerns*

If you have a concern or complaint, please speak to the nursery manager or alternatively you can email the Nursery Manager. If you have any concerns regarding the services we provide, please discuss these with your child's key person. If these concerns have not been resolved to your satisfaction, please contact the Nursery Manager.

If any of these concerns are not resolved, please contact the proprietors through email; jumpingjacs@icloud.com

### *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 then you will be liable to pay and you will be invoiced a fee of £2,000.00 as payment to us recruiting and training a suitable replacement member of staff.

## **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 online accident form. In the case of a more serious accident or incident a child will be taken immediately to a doctor or the nearest hospital and parents will be informed. If your child has a bump to the head, the Manager/Acting Manager will contact you by telephone (using the emergency contacts you have provided) on the day of the bump to the head, to share information with you, with an online form also being completed and shared with you.

### *Sickness*

The Nursery will make every effort to notify parents should their child become ill at the Nursery. Senior staff reserves the right to remove the 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*

For the benefit of the other children in the nursery, 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.

Please kindly note fees are still charged at full rate, when a child is off sick.

### *If in doubt*

If your child is suffering from a doubtful rash, sore throat, discharge from the eyes, nose, diarrhoea or any similar symptoms; please keep the child at home until the doctor has certified that the symptoms have disappeared.

You must inform us immediately if your child is diagnosed with any allergy or intolerance.

### *Antibiotics*

If your child is prescribed antibiotics, please keep them at home until 48 hours dosage has been administered in case of adverse reaction to the medication. Antibiotics and medicines will only be administered by Nursery staff after the child has been taking them for more than 48 hours at home, and only then with written authorisation from their parent. All antibiotics must be prescribed by a doctor/chemist with a labelled medication.

## **Child Protection**

### *Child Protection*

Any child who attends the Nursery, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background has a right to protection 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 Child protection & Safeguarding which is available from the nursery manager.

### *Delivery of children*

Children should be delivered by parents/carers into the care of a Nursery Staff Member and entered into the attendance register which a staff member will do.

### *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 and in writing through the online notification system. If we are not reasonably 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. A photograph sent through the notification system is also encouraged, which we will keep on file.

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 18 years of age.

### *Social Services*

It is our obligation to require or seek professional advice or actions from the local social services team if we suspect a child is suffering from harm. We have an obligation 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.

### *Behaviour Management*

The Nursery has a written policy on behaviour management 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 at the Nursery.

### **Property and Premises**

#### *Personal Property*

The Nursery does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents.

#### *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

### **Food and Drink**

#### *Water*

Fresh drinking water is available to all children throughout the day.

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 displayed on the parents display board; these include age and stage applicable meals and vegetarian options. All special dietary requirements will be catered for.

For Health and Safety reasons we do not accept children bringing in their own snacks. A packed breakfast/lunch/tea can be brought into the Nursery, this must be agreed by the Manager prior and the lunch box policy is followed.

#### *Milk Feeds*

We provide 'Cow & Gate' Milk Formula, 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 food or empty food packaging materials into the nursery.

## **Fees**

### *Schedule of Fees*

Fees are calculated on monthly basis and invoiced to you directly. The invoice will provide all information on charges and funding entitlement claimed. The current schedule of fees is available from the nursery manager and is on display on the Parent Notice board in the hallway.

### *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.

### *Registration Fee*

We charge a Registration fee of £150 to reserve your childcare place, this is refundable once your child has started nursery, has paid a minimum of one month's fee's based on the booking pattern reserved and a full four weeks' notice is given.

### *Reserving a Childcare Place*

We are able to reserve a childcare place and booking pattern no more than 12 months in advance of your child's start date.

### *Holiday entitlement on full charged sessions*

We offer a two week 'half fee' holiday entitlement that can be claimed, only if the absence dates are logged through our App 'registers' and a full week (5 working days) notice is provided. This holiday entitlement is accumulated over a year, with our holiday year running from 'June to May' each year. The credit is applied after the dates of absence and credited to your online account. The credit is not detailed on your invoice, but available to view on your online account.

### *Refund of meal charges/Top-up on funded sessions*

We refund meal charges and top-up to funded sessions, only if the absence dates are logged through our App 'registers' and a full working days' notice (one full working day) is provided. The refund is applied after the dates of absence and credited to your online account. The refund is not detailed on your invoice, but available to view on your online account.

### *Confirmation of Your Childcare Place*

Your childcare place is secured once we have received the registration fee in full and a written Registration form has been completed by yourself and the Manager. We will confirm your childcare place within 7 working days as this is subject to childcare place availability.

### *Sibling Discount*

Where parents have more than one child at the Nursery, a 10% reduction in fees is allowed for the second and subsequent children, on any bookings of two full day sessions (by both children) or more. This is applicable only on the booking pattern on full charged sessions and does not include extra sessions, additional hours, funding entitlement sessions and/or meal charges/top-ups.

### *Funded entitlement Childcare Hours*

All 3- and 4-year-olds in England are entitled to 15 hours free childcare each week for 38 weeks of the year. Some eligible 2 year olds are also entitled. Working families of

Babies/children over 9 months old may be entitled to 30 hours. We offer our funded sessions over a Stretched option, 52 weeks of the year. Funded places are offered in accordance with national and local codes of practice and adherence to the relevant Provider

Agreement/Contract with the local authority. Parents are encouraged to access the childcare choices ([gov. link](#)) that provides clear guidance on eligibility.

If you choose to access any additional child care hours, these will be charged for at full rate. A Parent/Carer Contract must be completed by the parent, by the date requested (by the office) in order for your entitlement to be placed on your account. If you do not complete the Parent/Carer Contract, the funding may be removed and then charged at full rate to the parent.

### **Booking Patterns**

Booking patterns are available on a 52 week basis.

Your booking pattern is based on the Registration form details you have signed alongside our Manager. Any amendments to your booking pattern, must be confirmed by both parties through our message App software.

### **Sessions**

Full days are calculated from 07:30am to 6:00pm,  
AM Sessions are calculated from 07:30am to 1:00pm,  
PM Sessions are calculated from 1:00pm to 6:00pm.

Funded entitlement sessions are calculated from 8:00am to 6:00pm.

Full time booking options are available and discounted slightly for our children under 3 years, this is due to the higher rate of funding we receive from the council, as is subject to change should the rate differ. Once your child turns 3 years and on a full time place (Monday to Friday) the funding is applied on 2 days and the 3 charged sessions are at full day rate (not discounted).

OPTIONAL Extra Charges on funded session:

Top-up (7:30am-8:00am)

Meals; Breakfast, Lunch, Tea.

### **Regular Pattern**

We accept 1 day, 2 day, 3 day, 4 day and 5 day weekly booking pattern or AM/PM sessions.

### **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 four week's notice in writing through the online notifications App, to the nursery manager.

Should insufficient notice be given then you will be invoiced for the full childcare fees for four weeks notice from the date of any change as if the hours had not decreased. You will also forfeit your Registration fee held on your account.

### *Additional Sessions*

If Additional Days have been booked, these will be invoiced once they have been booked through the system. If you book and then cancel you will still be charged for the day/session booked (as four weeks' notice is required to cancel any additional session).

### **Payment of Fees**

Fees are due monthly in advance in accordance to your booking pattern PRIOR to the 1st day of each month.

We accept payments by Standing Order, that you (the parent) must organise and monitor.

We do take payment by cash; however, it is your responsibility to obtain a receipt from the nursery manager as your proof of payment.

### *Tax free childcare Payments*

We accept payments by Tax free Childcare. It is the responsibility of the bill payer to provide the nursery with your childcare tax code reference, allowing us to link this payment to your account. Please ensure this is set up to reach our account prior to the 1<sup>st</sup> of each month.

### *Funding entitlement*

We accept funding entitlement; parents can check eligibility through the link 'childcare choices'. It is the responsibility of the parent to ensure they have obtained their code and provided their code/dates through our App to us, through the 'funding section'. The parents must ensure their code is validated and reconfirm their code when required, updating the Nursery through the 'funding section' on the App each time.

It is the responsibility of the parent to inform the nursery of any changes to their claim or employment, which may affect or remove their funding entitlement. Parents are liable for the full charges (of funded sessions on their booking pattern) should their entitlement be removed. This will include the previous months not covered by the funds and any future sessions the parent wishes to continue with. If the parent chooses to cancel their place, they will remain liable for all cost of fee's which will be detailed on the new invoices generated once funding has been removed from their booking pattern.

Parents will be required to complete a 'Parent/Carer Agreement' to claim their funding entitlement with us. This will be shared with the parent at the beginning of each term, through the notifications/messages and must be completed fully by the date requested. Failure to complete this form and share it with us, may result in the removing of funding entitlement to your booking pattern.

### **Cancellation**

#### *Termination of Contract*

If you no longer wish to maintain your child's place at the Nursery you will be required to give four weeks' notice in writing through the App messages to the [nursery manager \(forfeiting your Registration fee if four weeks notice is not provided\)](#). 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 or endanger the safety and well-being of other children at the nursery.

### **Non Payment of Fees**

If the payment of nursery fees is outstanding for more than 7 days after the 1<sup>st</sup> of the month this will result in the termination 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.