



Archfield House Nursery & Woodland House Nursery

Terms and Conditions

To enable Archfield House Nursery Ltd & Woodland House Nursery Ltd (hereinafter referred to as 'the nursery') to provide and maintain the highest possible standards of childcare, it is necessary for all parents to be aware of and to agree to the following terms and conditions.

AGE:

The nursery is open to children aged between 3 months and 5 years of age.

HOURS OF OPENING:

Monday-Friday 8.00am-6.00pm.

The nursery is open between 7am – 8am for breakfast club

The nursery is closed on Bank Holidays, Inset days and the days between Christmas and the New Year. Parents will be provided with six months notice of the training days.

THE NURSERY ADMISSIONS POLICY

The nursery operates a policy of providing a minimum of two ten hour days nursery attendance per week. However, at the discretion of the nursery less than two days per week attendance may be made available to parents.

REGISTRATION AND BOOKING A NURSERY PLACE

If you would like a place at the nursery then a place would be considered following receipt of the Application for Admission. On confirmation of your child's place in writing the nursery will request a non-refundable registration fee by Direct Debit of £50.00 plus a £200.00 acceptance deposit. Subject to availability this payment confirms your acceptance of the nursery place and reserves your nursery space until the date required and agreed. Failure to take up your child's place will result in the loss of your acceptance deposit.

Children accessing FEEE hours only are exempt from paying the registration fee and acceptance deposit. The acceptance deposit will be repaid by means of a credit without interest to the final payment of fees or other sums due to the nursery upon leaving.

Submission of the admission form and relevant fees deem parents to agree to be bound by these terms and conditions.

If you require any amendments to your confirmed booking, e.g. reducing days of attendance, then it is at the nursery's discretion as to which days are reduced depending on availability.

Deferred booking – A nursery place can only be deferred by one calendar month and only if one month's written notice has been received. If a parent wishes to defer their child's place for more than one month, full fees will become due for payment.

NURSERY CARE COSTS

Nursery care costs are payable in accordance with the published tariff and are reviewed annually in August. Parents will be given one month's written notice of any change in the nursery care costs or their structure prior to the start of the new academic year.

Nursery care costs are calculated on an annual basis with no reimbursement due to illness or parent's holidays. There is no charge for Bank Holidays and Inset Days.

The Nursery operates a 5% sibling discount.

Nursery care costs are based on a monthly fee rate and require all children to attend at least two full days per week. Nursery care costs are paid on a monthly basis in advance by the 1st day of the month. We request payment by Direct Debit, Tax Free Childcare or by childcare vouchers. If paying by Direct Debit, please note that **Archfield House Nursery School Ltd** has appointed the BACS Approved Direct Debit Bureau, Eazy Collect Services Limited (www.eazycollect.co.uk), to collect your payments. **Archfield Nursery** will be shown on your bank statement for these direct debit payments. We calculate your monthly care costs by taking the daily fee rate multiplying by the day's attendance per week and then by 52 (weeks) and dividing by 12 (months). The calculation allows you to pay a regular amount each month and takes into account the fact the nursery is closed on some days during the year. For the first month's invoice and the last month you will be invoiced for the actual number of days your child attends.

Every four months a Nursery Statement will be produced showing the payments into your account and all nursery charges made. We will allow parents to overpay their account in order to save for their next child's fees. Any monies due to the nursery will be collected by Direct Debit. On request any overpayments will be repaid online or by direct credit.

- Extra days – The nursery will try to accommodate any requests for extra days when required depending on availability. These days will be charged at the normal fee rate in arrears and must be booked in advance. Unfortunately, we are unable to swap days on an occasional basis.

Nursery care costs include all snacks, meals, drinks, routine activities as well as nappies, wet wipes and formula where appropriate.

Parents will always be consulted regarding any additional costs and permission granted before applying charges to your nursery account.

- **LATE COLLECTION CHARGES**

We request children to be collected from the nursery by 5.50pm. This allows for an effective handover to take place before the nursery closes promptly at 6.00pm. In the event that a child may be collected after this time a late collection form will be completed and charges made of £10 for every 10 minutes late pro-rata. Payment should be made directly to the relevant staff.

A pre bookable late collection is available (minimum 24 hours notice)
6pm -6.30pm - £8.00

GOVERNMENT GRANT FUNDING

The nursery is registered to offer 15 Hour and 30 Hour Grant Funding for three to five year old eligible children.

The nursery offers a Maximum of 8 Hours Funding per day and the Funded hours are between 10am and 6pm

The nursery offers funded only hours. At the discretion of the nursery less than two days per week attendance may be made available to parents.

The Nursery provides Grant Funding over 52 weeks of the year only and there is no provision for Term time only funding.

For the 15 Hour Grant Funding the nursery provides 11 Hours Free Funding per week for 52 weeks of the year. This Funding is available to all children the term following their third birthday. Terms begin 1st September, 1st January and 1st April.

For the 30 Hour Grant Funding the nursery provides 22 Hours Free Funding a week for 52 weeks of the year. Parents have to be qualified by HMRC to be eligible. This funding is available to children the term following their third birthday.

The nursery will charge for all Hours in the week that are not funded by either of the grants at a rate published in our Nursery Care Costs sheet.

Late payments Failure to pay your monthly nursery fees within 30 days will result in a letter explaining that your child's place at nursery will be cancelled.

All outstanding fees will then be due within a further 7 days to prevent court action.

NURSERY CLOSURES

If it is, in our reasonable opinion, necessary or in the interest of the child to do so, we may close the nursery. In these circumstances, e.g. closure due to severe weather conditions or health pandemic we will charge you for the time that the nursery is closed. However, if the closure exceeds 3 consecutive week days we will credit you with an amount that represents the number of days the nursery is closed in excess of the three days.

AMENDMENTS OR TERMINATION TO ATTENDANCE:

A minimum of one calendar month's written notice is required when you wish to terminate your child's attendance at the nursery. Failure to provide the required notice shall render the parent liable to the nursery for one month's nursery care costs. ("Calendar month" means the period between the date on which the notice is given and the end of the subsequent full calendar month.)

A calendar month's notice is also required before your child leaves the nursery for School. Where possible we are able to offer flexible care during September when your child may attend nursery whilst settling into the routine of School. However, this is dependent on availability and priority goes to children who have continued attending the nursery throughout the summer before commencing School.

The nursery reserves the right to terminate a child's place with immediate effect if a serious breach of these terms and conditions occurs, or if termination of a place is considered to be in the best interests of the nursery and/or the continuing welfare of the child or other children at the nursery.

You may reduce, increase or amend attendance subject to availability and a minimum of 2 days per week being attended by your child. To reduce or change the days of attendance, one calendar month's written notice is required. Any amendments will only commence from the 1st of the month after necessary notice has been given.

- Temporary cancellation of your child's attendance will terminate your child's nursery place. We are not a Term Time Only provision.
- Maternity Leave – Any reductions in attendance due to maternity leave does not confirm a nursery space upon returning to work.

SICKNESS:

If your child is suffering from an infectious condition, they should not attend nursery until such time as the infection has cleared. Parents are required to notify the nursery if your child is absent from the nursery due to sickness. The nursery reserves the right to refuse admission to any child, who in the reasonable opinion of a senior staff member is unfit to attend.

If a child becomes ill whilst at nursery, a parent will be telephoned to notify them of their child's illness first and if deemed to be necessary will be asked to collect the child immediately. If the nursery is unable to reach the parents, then they will call other authorised contacts. In the event of an emergency, the nursery will administer First Aid as appropriate and/or take the child to the nearest hospital accompanied by a familiar Senior member of staff who will act 'in loco parentis' until a parent arrives.

The nursery is not obliged to administer any medicines to your child. However, our policy states that we will administer medication prescribed by a doctor and where a first dose has already been given prior to attending nursery. The only exception is Calpol (or its equivalent) and you will be telephoned before this is given. Attending the nursery whilst on medication will be at the discretion of the nursery manager.

SAFEGUARDING CHILDREN, HEALTH AND HYGIENE:

Archfield House Nursery & Woodland House Nursery are regulated by Ofsted and are fully compliant with all legal obligations requiring polices for safeguarding children, equality and diversity and health and safety. The nurseries operate high standards of hygiene, particularly when administering First Aid and when dealing with bodily fluids.

PERSONAL SAFETY:

Parents are requested to ensure the safety of their child before they enter the building and after collection at the end of their nursery day. The nursery cannot accept responsibility for accidents to children before they enter, or once they have left the nursery premises.

PERSONAL PROPERTY:

The nursery cannot accept responsibility for damage or loss to any personal property, e.g. clothes, toys or any other items brought into the nursery. It is strongly recommended that you clearly label all items including gloves, hats etc...

NOTICE OF CHANGE:

Terms are subject to change in whole or part with one month's notice by the nursery.

CONCERNS OR COMPLAINTS:

Any question, concern or complaint about the care or safety of a child must be made in the first instance to the Nursery Manager. If the matter cannot be resolved then notification should be made in writing to the Nursery Director, Rebecca Clevett. If the matter remains unresolved and in extreme circumstances then Ofsted may need to be contacted. Details can be found on the nursery notice board.

We reserve the right to update or amend these terms and conditions at any time. Two months notice will be given of any changes to be made.

**"Love, laughter and
learning!"**