



Terms and Conditions: Rosebank Day Nursery issued August 2023

Please see the separate Parent Handbook for information about Rosebank Nursery. There is also a privacy statement available in Nursery.

1. Booking Patterns and Fees

Regular Booking Pattern

You can book 2, 3, 4 or 5 day sessions. Limited half day sessions and term time only sessions may be available on request.

Change of Booking Pattern and Additional Hours or Sessions

Should you wish to increase your booking pattern, these can be booked subject to availability. Should you wish to decrease your booking pattern please give 1 calendar months' notice. Should insufficient notice be given then you will be invoiced for the full Nursery fees for the notice period.

Absence

All fees remain payable for periods of absence (such as 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.

Early Years Funding Entitlement 15 hours, 30 Hour Offer and Consumables & Extra Services

Local Authority Early Years Entitlement (15 hours) places may be available for your child the term AFTER your child is 3 years old until your child starts primary school. This funding will be fully administered by the Nursery on your behalf. Some parents are eligible for funding for children aged 2. A 30 hour offer of funded childcare for working parents, is available dependent on parents' eligibility, please see <https://www.childcarechoices.gov.uk/>

A Consumables & Extra Services fee is charged alongside the funded hours. The Consumables & Extra Services fee is £1.97 per hour for each of the 3- and 4-year funded hours claimed and for 2-year-old old funding £1.58 per hour.



The Consumables & Extra Services fee enables the Nursery to offer a very high level of care and education, going beyond the statutory requirements on staffing and providing resources, consumables and experiences that are not included in the funding payment made to nurseries. Your 30 hours of funding can be 'stretched' over the 51 weeks that the Nursery is open.

Changes cannot be made between all year care and term time only, until the next academic year, due to funding allocation.

Childcare Vouchers and Tax-Free Childcare

We accept all Childcare vouchers schemes and Tax-Free Childcare payments, for full or part payment of fees.

Please check with your employer for its current scheme details. The voucher company and Tax-Free Childcare pays the Nursery directly following your instructions for payment. Please allow up to 5 days for your vouchers to transfer into the Nursery account and ensure that your account is paid in full by the 1st of each month.

Please see <https://www.gov.uk/tax-free-childcare>.

2. Payment of Your Education Fees

Your First Invoice We will create your first invoice from your child's first booked day until the end of the month. This invoice must be paid in advance of your child's start date.

Payment of Fees (Monthly in advance)

Fees are due monthly in advance in accordance with your booking pattern by the 1st day of each month. We accept payments online by digital methods only. We are unable to accept cheques or cash. We will never inform you of a change of bank account details via email. We will only advise of a change of our bank details in writing by hand. This is to help avoid fraud.

Additional Service Fees



Additional hours for extra sessions or late collection are itemised on your invoice. Ad hoc bookings can be made subject to availability. These will be invoiced on booking and payment required within 24 hours.

Fee Review

Fees are reviewed periodically, 4 weeks' notice of fee changes will be given

Non-Payment of Fees

If you are finding it difficult to pay fees, please discuss this matter with the Nursery manager. A private appointment or telephone call can be arranged.

Late fees received after the 1st of each month will immediately incur a £10 late charge which will be invoiced separately. If the payment of Nursery fees is outstanding for more than 5 days after the first of the month this will result in the suspension of your Nursery contract, should the outstanding monies remain unpaid your nursery place will be terminated. A formal demand for all outstanding monies will be made; a final invoice will be issued and passed to a debt collection agency for full recovery. In addition, you will be liable for all associated debt collection fees and court costs. Upon termination of this contract the child shall not be permitted entry to the Nursery.

Your Final Invoice

We will create your final invoice from the date of your termination email. You will be required to pay the full fees for the notice period. An email confirmation will be sent confirming your notice has been given.

3. Cancellation of Your Nursery Place

Termination of Contract

If you no longer wish to maintain your child's place at the Nursery you will be required to give a calendar month's notice in writing or by email to the Nursery Manager. Should your child not have started at Nursery your deposit is non-refundable. For Early Education Funded places please refer to the Early Education Funding Parent Contract.



We reserve the right to exclude a child from the Nursery for any breach of the Nursery contract. We may terminate your Nursery contract if your child's behaviour or that of a parent at the Nursery is deemed by us to be unacceptable or endanger the safety and well-being of other children or our staff at the Nursery.

4. General

Age of Admittance

Children aged 5 years and under.

Hours and Weeks of Opening

The Nursery is open Monday to Friday from 7:30 a.m. to 6 p.m. The Nursery is closed on bank holidays, Christmas Eve and the days between Christmas and New Year. Your invoice will reflect our closure dates, and you are not charged for planned closures.

Settling In / Gradual Admissions

It is our aim to allow all children time for settling in. We do this with a bespoke plan for each and every family so that a child can form relationships with their carers and become familiar within the Nursery surroundings. As each child is an individual the settling in period can vary. We find this normally takes 2-3 sessions. Home visits can also be made available upon request.

We recommend that a parent attends the Nursery with their child before the start date for settling in until both the child and parent are as content as possible. During settling in sessions parents/carers are asked to read policies and procedures and staff will 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 Nursery contract by giving 4 weeks' notice.



Change of Details

You must immediately inform us of any changes to your contact numbers and address as well as medical information and parental consent by updating these via ParentAdmin on our nursery software - Nursery in a Box.

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.

Parental Responsibility

You may be asked to provide your child's birth certificate or a court order to help clarify parental responsibility. This is a standard requirement within early years education and is part of our Safeguarding Procedures.

Nappies

These are supplied by Nursery.

Off Premises Visits

Staff will occasionally take the children for visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained. Consent is sought when you join Nursery on the Registration page via ParentAdmin in Nursery in a Box.

Mobile Phones and Technological Devices

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 Nursery and do not use this again until you have left the Nursery premises.



Children are not permitted to bring mobile phones, tracking devices or any type of recording equipment into nursery.

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.

Emergency Nursery Closure

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 nursery facilities to you. However, we would do our utmost to try and accommodate all children.

If the closure exceeds 2 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 for days your child was booked in for.

Complaints or Concerns

Customer satisfaction is of paramount importance to us, and any concerns/complaints will be reported to the Nursery Manager for investigation. If you have any concerns regarding the services we provide, please discuss these with the Manager at the earliest opportunity. If you do have any queries or concerns regarding the nursery this should be raised directly and NOT via social media sites/messaging forums. If we are made aware of any detrimental comments made in this way, the setting may be obliged to seek legal advice or terminate your child's place. If these concerns have not been resolved to your satisfaction, please bring them to the attention of Nursery Operations Manager.

Data Protection Registration

This is in effect under Data Protection Act 1998 and the General Data Protection Regulations (GDPR) 2018.



Photography

We take photographs of the children to inform observations and assessments. Photographs may also be used for digital media, permission will be sought using the online consent forms - please update these via Parent Admin on our nursery software - Nursery in a box, so that we know how we may use the photos of your child.

5. Medical

Emergency Treatment

Serious accidents rarely happen, but if they do whilst in the care of the Nursery your child will be given basic first aid treatment by paediatric trained staff. This will include the treatment of minor cuts, bumps or bruises.

Should an accident happen that requires a doctor, parents/carers will be contacted immediately to arrange collection of their child. Should urgent medical treatment be required then an ambulance will be called without delay to transport a child to hospital. Advice may be given via the telephone by emergency services personnel to Nursery staff, this advice and or treatment will be followed and administered to the best of the staff member's ability.

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

There will always be adequate members of staff on duty who are Paediatric First Aid trained.

Accident forms

All parents/carers will be informed and required to sign an accident form on collection of their child if they have had an accident. If your child has had an accident since their last attendance at nursery, please advise the Nursery Manager on arrival. An existing



injury form will be required to be completed at this point. This is normal practice as is part of our Safeguarding Policy.

Sickness

The Nursery will make every effort to notify parents/carers should their child become ill at the Nursery. The Nursery Manager reserves the right to call for an ambulance to transport the child to hospital in an emergency.

Please note minimum exclusion periods apply for certain illnesses and must be adhered to.

Minimum Exclusion Period for Nursery

We follow the guidelines set out by Public Health detailed on their website - Guidance on infection control in childcare settings.

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. If in doubt, please call the Nursery Manager. The Nursery reserves the right to refuse to accept children until the Nursery is satisfied that the child is 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 and 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 certified that they are no longer infectious.

Food requirements, allergies and intolerances

You must inform us immediately if your child is diagnosed with any allergy or intolerance. A doctor's note will be required to confirm this diagnosis. Please request in writing food requirements relating to religious beliefs.

Antibiotics



If your child is prescribed antibiotics, please keep your child at home until 24 hours of 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 24 hours at home, and only then with written authorisation from their parent by completing our medications register. All antibiotics must be prescribed by a doctor with your child's name on the medicine.

6. Child Security and 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. Local Authority Council's Safeguard Board require by law for nurseries to accept responsibility to act in the best interests of the child at all times:

This means that the Nursery is obligated to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. This also includes where we feel abuse may be planned. We may do so without your consent. The Nursery has a full written policy on Child protection which is available from the Nursery Manager.

Children should arrive at nursery with parents/carers into the care of a Nursery Staff Member into their designated door no earlier than your session start time; your child will be entered into the daily attendance register on arrival.

Collection of Children

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



Person's unknown to Nursery will be required to know the password that is on your registration form. In addition, a personal visit of introduction by the parents/carers, of anyone who will be collecting the child on occasions are 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 booked collection time. If children are not collected at the end of the session time, then a charge of £10 for every 15 minutes or part thereof is charged until the child is collected. In exceptional circumstances social services may need to be informed. All collections must be by an adult over 16 years of age.

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.

7. Property and Premises

Personal Property

We do our utmost to look after anything that is brought into the Nursery, however no responsibility for loss or damage of personal property brought on to the premises by children or parents/carers can be accepted by the Nursery. Valuable or precious items are best not brought into Nursery.

Clothing

Parents/carers are requested to send children in easily washable, clearly labelled clothing which is appropriate to the weather conditions. Please provide spare sets of clothing for your child in case of an accident or the need for change of clothing due to water play etc.

8. Food and Drink

Water



Fresh drinking water is available to all children throughout the day. Milk is served at snack times. Children are encouraged to be independent and pour their own drink when they are ready.

Meals & Snacks

Children will be provided with drinks, snacks and meals throughout the day. Menus will be displayed.

Nut Allergy

Nuts are not served in Nursery and children are not permitted to bring nuts to Nursery. This is to help protect people with nut allergies.

9. Nursery Registration

Registration Forms and enrolment fee

Registration forms are to be completed online before a child can be accepted for entry into the Nursery. To ensure the nursery can meet the needs of the child, the child should visit nursery prior to registration. Offers of places are made on a first come first served basis. To confirm a place that is offered to you we ask that a non-refundable deposit of £200.00 is made by BACS transfer to the Nursery account within 48 hours of an offer of a place being made. £150 deposit is deductible from the last month's fees, £50 will be retained to cover the admission process. Should this amount of deposit cause financial hardship to you, please discuss this with the Nursery Manager, in confidence.

End of document. Issue date: August 2023