



## Witty Kiddies Nurseries Terms & Conditions

At Witty Kiddies we operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents.

### Waiting List

We operate a free waiting list, and parents are encouraged to book early for places. At the time when a booking can be confirmed, a deposit is necessary to secure the place. This deposit will be returned or deducted from the final balance when your child leaves us of which a 4 weeks written notice must be given to the setting for that to happen.

Our admission policy is on a first come, first serve but we take the following matters into account when prioritising and deciding on admissions:

- Current part-timers who wish to increase or change sessions are given priority over children on the waiting list.
- Children who have siblings who are already with us have next priority.
- Children currently attending one of our other nurseries, who may wish to change their nursery are given next priority.
- When application is received (extra weight is given to those who have been on the waiting list the longest.
- The nursery's ability to provide the facilities necessary for the welfare of the child, including appropriate staffing arrangements.
- A child requiring a full-time place may have preference over one requiring a part-time place. This depends upon work commitments, occupancy and room availability.

Parents must:

- give a copy of the child's birth certificate,
- complete and sign a Parent Contract – stating the hours your child attends. This is an agreement to allow us to claim the government funded place.
- sign our terms and conditions as part of our admission contract. Our online registration forms need to be fully completed and signed as this form provides the setting with personal details relating to the child. For example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, contact details for parents, doctor's contact details, health visitor contact details, allergies, parental consent and vaccinations etc.

Providing government funded places – 2 year old funding, universal 15 hours and extended entitlement (30 hours):

All funded sessions are in line with the Government's Statutory Guidance and Local Authority requirements. When you register your child for their funded place we will discuss your needs, and as far as possible with availability and staffing arrangements we will accommodate your wishes. We will try to accommodate hours needed or if changes to hours are needed but this should be booked in advance.

All funded or paid sessions must be booked in advance, any changes or cancellation (notice to leave) must be made in writing with plenty of notice.

- Regular booked sessions require 4 weeks' notice
- Ad Hoc sessions require 1 weeks' notice.

### *30 Hours*

Please note that if you are claiming 30 hours free childcare and your sessions are different from the sessions in our table below ie 3 long days then they will have additional charges. Please check with individual settings for exact charges.

Free Offer & charges for additional time and/or consumables/sundry			
	2 year old funding	3&4 Univ 15 hours	30hours
Free Offer – available Monday to Friday & 38 weeks of the year (Term Time Only)	9am -2pm (3days) 15 hours 9am – 12pm 12pm-3pm Any 5 mornings/afternoons (These sessions needs to be agreed by provider subject to availability)	9am -2pm (3days) 15 hours 9am – 12pm 12pm-3pm Any 5 mornings/afternoon s (These sessions needs to be agreed by provider subject to availability)	9am – 3pm all 5 days
Charges			
Consumables*	There are charges for consumables. Please check with individual settings	There are charges for consumables. Please check with individual settings	There are charges for consumables. Please check with individual settings
Additional hours Charges	Please check with individual setting		
Standard Day Rate	Please check with individual setting		
*Consumables & Sundry could be :- healthy breakfast, snacks, lunch and tea time and resources ie Arts & Crafts or some of extracurricular activities. For Consumables charges: Please check with individual settings for exact charges			
Additional Charges	Any additional hours will be charged at our hourly rate.		

# Terms & Conditions

## 1. General

### *Age of Admittance*

0 years to 5 years of age.

### *Hours of Opening*

Our Nursery is open Monday to Friday between the hours of 7:30am to 6:30pm, 50 weeks a year excluding bank holidays. PLEASE CHECK WITH INDIVIDUAL SETTINGS ABOUT OPENING TIMES & WEEKS OF THE YEAR

### *Settling In*

It is our aim to allow all children time for settling in, so that the child can form relationships with their key person 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 1-2 sessions. We do not recommend that a parent should attend the nursery with the child for settling in within our settling-in session (first 3 hours session on the first day, another 3 hours on the second day and/or 3 hours on the third day), these sessions are chargeable.

### *Changes*

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice.

## 6. Fees

### *Schedule of Fees*

Fees are calculated on a weekly booking pattern. The current schedule of fees is available from the nursery manager and our fees are reviewed annually, a minimum notice of 6 weeks will be given to parents before any increase of fees takes effect.

Invoices are sent out on the 1st day of the Month and fees are expected to be paid at least 5 working days of each month. Please, payment is required in ADVANCE. All nursery fees should be made by

online banking. If nursery fees remain outstanding for more than 5 working days after the due date, the nursery will not admit the child and the contract would be terminated without notice. Upon which a demand for outstanding nursery fees will be made and a £10 per week charge added until the account is brought up to date.

### *Absence*

Fees remain payable for periods of absence (Holidays, Sickness or Non-attendance) as the child's place is kept open and staff and associated costs continue to accumulate and be met by the nursery.

Please note: Payments are for the child's place in the nursery and not for the child's attendance.

### *Late Collection Fees:*

£1 per minute after 5 mins from end of session and a maximum 30 minutes from end of session. If the child is not picked up by that time, the local authority will be informed. This will apply after a warning has been given. Please refer to our late collection policy.

### *Registration Fee*

We charge a non-refundable registration fee of £20 to reserve your childcare place.

### *Reserving a Childcare Place*

We are able to reserve a childcare place and booking pattern no more than 3 months in advance of your child's start date. If a place is to be held for more than 3 months then a £100 deposit is required. If the child does not start on the stated date on the registration form and no contact has been made 6 weeks prior to the start date then the deposit will be forfeited.

### *Change of Details*

You must immediately inform us of any changes to your registration details by updating these through the parent admin app when you first register your child.

### *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*

Parents provide nappies, wipes and additional nappy changing materials if required.

### *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.

### *Mobile Phone*

To ensure the safety and wellbeing of all children who attend our nurseries we enforce 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 or stay within the mobile phone friendly Zones within the 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.

### *Nursery Closure*

The Nursery is closed on public Bank Holidays. During the Christmas period the Nursery will close for one week and open on the first week of January at our normal opening times. Our Nursery closes the last week of August. Specific dates will be communicated in due time.

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 that closure happens (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 which will be used as credit in your next invoice.

### *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.

### *Employment or Solicitation of Staff*

If, during this childcare contract and for a period of one year 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.

## 2. 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 the parent's wishes if we have not been informed otherwise.

### *Accident Book*

All Parents will be informed and required to sign our online accident book. 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.

### *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 our local Authority.

#### *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 a minimum of 48 hours or until the doctor has certified that the symptoms have disappeared. We will always follow our sickness and illness policy/procedures.

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 parents. All antibiotics must be prescribed by a doctor, with the child's name on the medication.

### 3. 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 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

#### *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. 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.



You are required to inform us immediately if you are unable to collect your child from the nursery by the official collection time. All collections must be by an adult over 18 years of age.

#### *Privacy Information*

We collect data on your child and process it in the following ways, to use for reasons of tracking the child's for EYFS (Early Years Foundation Stage) reason, to enable us to check that they are reaching their milestones, we will hold the data for the length of the time the child is in the setting until they go to school or move to another setting, we also hold information on your child if they have an accident at nursery, incident records, medication records and safeguarding records, we will share this information with Ofsted, LA for headcounts, HMRC, LSCB and other practitioners with a professional interest in the child

#### *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.

## **4. 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

## 5. 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 nutritious, balanced meals daily. Menus are displayed on the parents display board; these include age and stage applicable meals and vegetarian options. Special dietary requirements will be catered for and if for any reason we can't then parent will be inform immediately

### *Milk Feeds*

We will give your provided formula to your baby and 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 with nuts or nuts related into the nursery.

## **Acceptance of above terms and conditions by parent/guardian**

I/we have read and understood the above terms and conditions and I acknowledge the same as a legally binding document/contract and undertake to comply with them.