



HOLLY TREES

DAY NURSERY

Essential Parent Policies Pack

A GUIDE FOR FAMILIES



Everything you need to know about
life at Holly Trees



Welcome

TO HOLLY TREES



At Holly Trees, we believe that strong partnerships with families are at the heart of a happy and successful nursery experience. This guide has been created to help prepare your family for your child's start with us and to provide an overview of the key procedures, routines, and expectations that support the safe, nurturing, and professional environment we strive to provide every day.

This document contains parent-friendly summaries of our key nursery policies and operational procedures. Full policies are available upon request or via the nursery website.

Thank you for choosing Holly Trees

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HOLLY TREES



Settling SESSION

1



A calm, positive start to nursery life

Settling In at Holly Trees

We understand that starting nursery is a significant milestone for both children and parents. Every child settles differently, and we work closely with families to create a calm, positive, and supportive transition into nursery life.

Settling Sessions

Children are offered three complimentary settling sessions before their official start date to help support a smooth and positive transition into nursery life.

These sessions typically include:



Session 1: 1 hour



Session 2: 2 hours



Session 3: 2 hours

Additional settling sessions may be discussed where required.

Our Settling-In Approach



Settling sessions are tailored to each child's individual needs, age, and stage of development.



Sessions are introduced gradually over a one-week period wherever possible.



Parents must initially remain with their child during the first settling session.



Children are gently supported to separate confidently from parents over time.



We maintain close communication with families throughout the settling process.

Supporting Your Child

To help us support your child effectively, we ask families to:



Complete the 'All About Me' information with your child's Key Educator



Share information about routines, comforters, sleep patterns, interests, and any concerns



Remain contactable and available for collection during settling in periods



Work collaboratively with educators if additional support is required

Some children settle quickly, while others may need longer. We will always work sensitively and flexibly to support your child's emotional wellbeing.

Key Educator Approach

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Each child is assigned a dedicated Key Educator who supports their emotional wellbeing, development, learning, and daily care throughout their time within each stage of their journey at Holly Trees.

Our Key Educator approach helps children to:



Build secure and trusting relationships



Feel emotionally safe and supported



Develop confidence and independence



Experience consistency within their nursery environment

Your Child's Key Educator Will:



Build a secure and nurturing relationship with your child



Support your child's emotional wellbeing and development



Monitor learning and developmental progress



Share updates, observations, and milestones with families



Act as your primary point of contact within your child's room



We recognise that children naturally form relationships differently, and occasionally a child may develop a stronger bond with another educator within the room. Where appropriate, we will always prioritise the child's emotional wellbeing and keep parents informed.

Room Transitions & Progression

As children grow and develop, they will naturally transition into new rooms and age groups within the nursery. When this happens, children will be assigned a new Key Educator within their new room environment.

We understand that transitions are significant for both children and families, and we therefore implement a gradual and supportive transition process.



This may include:

Visits to the new room before transition



Opportunities to spend time with new educators



Gradual transition sessions



Shared handovers between current and new Key Educators



Ongoing communication with parents throughout the process

Transitions are carefully planned to ensure children feel:



Secure



confident



Emotionally supported



and familiar with their new environment before moving permanently

Our aim is always to make transitions calm, positive, and developmentally appropriate for every child.



Health, Illness & MEDICATION

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The health and wellbeing of all children remain a priority at Holly Trees. To help minimise the spread of illness and maintain a safe environment, we ask parents to follow our illness guidance carefully.

Children should remain at home if they:

-  Have vomiting or diarrhoea (48-hour exclusion applies)
-  Have a high temperature and are unwell
-  Are unable to comfortably participate in nursery activities
-  Have a contagious illness requiring exclusion
-  Require one-to-one care due to illness or discomfort

Important Illness Guidance



Sickness & Diarrhoea

Children must remain away from nursery for a minimum of 48 hours after the last episode.



Antibiotics

Children starting antibiotics should remain at home for the first 48 hours unless otherwise advised for specific conditions.



Calpol

Calpol should not be used to mask symptoms in order for children to attend nursery while unwell.

Medication

-  Medication must be provided in original packaging with prescription labels intact.
-  Written consent forms must be completed before administration
-  Medication must be clearly labelled with the child's name
-  Educators can only administer medication in accordance with nursery procedures

If a child requires medication to appear well enough to attend nursery, they are unlikely to be well enough to comfortably participate in the nursery day

Manager Discretion

The nursery management team reserves the right to refuse admission to any child who presents visibly unwell, distressed, overly fatigued, or unable to comfortably participate in the normal routines and activities of the nursery day.

This decision is made in the best interests of:

-  The individual child's wellbeing
-  The wellbeing of other children and educators
-  Maintaining a safe and supportive nursery environment

We appreciate parents working collaboratively with us when children are unwell.

When We May Contact Parents

We will contact parents if:

-  A child develops a high temperature
-  A child becomes distressed or lethargic
-  Symptoms worsen during the nursery day
-  Medical collection is required



Healthy

EATING & ALLERGIES



Nourishing children, keeping them safe

Our Approach to Healthy Eating

At Holly Trees, we promote healthy eating habits and work closely with families to safely support children with allergies or medical dietary requirements.



Nursery Meals & Snacks

We provide a variety of nutritious meals and snacks each day and we encourage:



balanced meals and snacks



healthy eating habits



positive mealtime experiences



independence during mealtimes



Allergies & Medical Dietary Needs

Parents must

- Inform the nursery of any allergies or dietary requirements before starting
- Provide all required medical documentation
- Keep medication such as antihistamines or EpiPens in date
- Notify us immediately of any changes



Milk



Eggs



Peanuts



Tree Nuts



Fish



Shellfish



Soy



Wheat

Individual Health Plans

Children with allergies or ongoing medical conditions may have an individual healthcare or allergy action plan created in partnership with families and healthcare professionals.

All educators receive paediatric first aid and allergy awareness training.



HOLLY TREES





Arrival, Collection & LATE COLLECTION



Safeguarding is central to our daily practice, and our arrival and collection procedures are designed to maintain a safe, calm, and secure environment for all children.

We recognise that arrivals and departures are important transitions within a child's day and aim to ensure these moments feel positive, organised, and supportive for both children and families.

Arrival Procedures



Children must always be safely handed over to a member of the nursery team by a parent, carer, or authorised adult.

Children should never be left:

- Unattended at the nursery entrance
- In reception areas
- In corridors
- Or outside the nursery premises



Morning Handover information

To support children effectively throughout the day, parents should share any important information at drop-off, including:

- › How the child has been since their last session
- › Sleep patterns or disturbed sleep
- › Medication given before arrival
- › Illnesses or symptoms
- › Accidents or injuries outside nursery
- › Emotional wellbeing
- › Toileting updates
- › Collection arrangements
- › Or any other information relevant to the child's care



Session Times & Collection Expectations

Children must be collected by the end of their booked session time.

The collection time is the time by which children are expected to have left the nursery premises, not the time parents should arrive to begin collection. Parents are encouraged to arrive slightly earlier to allow time for:

- verbal handovers
- gathering belongings
- discussing important updates
- supporting a calm transition home

For children attending until 6:00pm, families are encouraged to arrive no later than 5:50pm.

Collection Procedures



Children will only be released to:

- a parent or carer with legal responsibility
- or an authorised adult named by the parent/carer

Where an alternative adult is collecting:

- parents must notify the nursery in advance wherever possible
- identification and/or collection passwords may be requested
- children will not be released where safeguarding concerns arise

The nursery reserves the right to refuse collection where staff believe releasing a child may place them at risk.

Late Collection

Late collection places additional pressure on children, educators, staffing arrangements, and nursery operations.



Late Collection Charges

A late collection fee of £15.00 will apply for every 10 minutes, or part thereof, after the child's contracted finish time.

Where repeated late collections occur:

- meetings with management may be arranged
- formal warnings may be issued
- contracted sessions may be reviewed

Persistent lateness may ultimately impact a child's nursery place.





HOLLY TREES

Uniform, Clothing & Personal Belongings



At Holly Trees, we maintain a clear and consistent dress code to support children's safety, comfort, independence, and sense of belonging within the nursery environment. Our uniform expectations also help prepare older children for the transition into school life while promoting a smart and professional nursery environment.

Children take part in a wide range of activities throughout the day including:

-  Outdoor exploration
-  Creative and messy play
-  Climbing and floor play
-  Mealtimes
-  Toileting routines

Clothing should therefore always be practical, comfortable, and suitable for active participation in nursery life.

Baby Room Clothing Guidance



Children in the Baby Room are not required to wear a formal uniform. However, clothing should:

- ✓ allow free movement for crawling, rolling, and early walking
- ✓ be soft, comfortable, and weather appropriate
- ✓ support frequent nappy changes
- ✓ be easy to remove and replace

We kindly ask parents to avoid:

- restrictive or complicated clothing
- decorative accessories or loose items
- jewellery including bracelets and necklaces

Supporting Families

We understand that uniform costs can sometimes place pressure on families. Families requiring support are encouraged to speak confidentially with the Nursery Manager so appropriate support can be discussed sensitively and discreetly.

Maple Room Uniform

Children in the Toddler Room are required to wear:

-  • Holly Trees branded polo shirt
-  • Holly Trees zip-up fleece
- Plain grey leggings or grey joggers

All grey items should be plain and free from large logos or branding.

Chestnut Room Uniform

Children in Pre-School are required to wear:

-  • Holly Trees branded polo shirt
-  • Holly Trees fine knit jumper
- Plain grey trousers, Girls may alternatively wear a grey skirt with grey tights or long white socks

Chestnut Room Blazer

Children entering their final Pre-School year before primary school are also required to wear the Holly Trees blazer.



The blazer helps support:

- school readiness
- independence and responsibility
- a sense of pride and progression within the nursery

Summer Uniform

During warmer months, families will be notified when summer uniform may be worn.

Summer options may include:

- Holly Trees polo shirts
- tailored grey shorts or skirts
- Holly Trees summer dresses
- white or grey socks
- black school shoes

All items should remain in keeping with Holly Trees colours and presentation standards.



Footwear

Children's footwear should be:

- safe
- supportive
- practical
- suitable for active indoor and outdoor play

To support independence & safe nursery routines:

- Velcro fastenings are strongly encouraged
- open-toe sandals, Crocs, flip-flops, and impractical footwear are not permitted

Pre-School children should wear plain black shoes in line with school readiness expectations.

Spare Clothing (Mandatory)

All children must bring a full spare change of clothes to every nursery session.

We strongly recommend including:

- spare tops
- spare bottoms
- underwear
- socks
- weather-appropriate items

For Toddler and Pre-School children, spare uniform items should also include:

- a green polo shirt
- a green jumper or sweatshirt



Outdoor Play & Weather Requirements

Outdoor play forms an important part of the Holly Trees curriculum and takes place throughout the year in a variety of weather conditions

Parents must ensure children attend nursery with:

- a waterproof coat
- suitable outdoor footwear
- hats and gloves during colder months
- sun hats during warmer weather
- wellington boots where required

During warmer weather:

- parents should apply sun cream before arrival
- sun cream must be clearly labelled and nut-free
- educators will reapply sun cream where appropriate throughout the day

Hair, Jewellery & Appearance

Long hair should be tied back where possible to support hygiene, comfort, and safety during play and mealtimes.

Jewellery is not permitted except for:

- plain stud earrings



The following items are not permitted:

- false nails
- make-up
- temporary tattoos
- excessively impractical clothing unsuitable for nursery activities



Labelling Belongings

All clothing, footwear, bags, bottles, comforters, and personal belongings should be clearly labelled with your child's full name.

Unfortunately, Holly Trees cannot accept responsibility for lost or unlabelled items.



HOLLY TREES

Sleep & REST

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We recognise the importance of rest and sleep in supporting children's emotional wellbeing, physical development, learning, and regulation throughout the nursery day.

Sleep and rest are treated as individual developmental needs, and we work closely with families to understand each child's routine while also responding to their needs within the nursery environment.

Our Sleep Approach



Sleep routines are discussed with families and reviewed regularly



Babies are always placed on their backs to sleep in line with safe sleep guidance



Sleep is monitored closely by educators at all times



Bedding and sleep equipment are maintained to high hygiene and safety standards



Quiet rest opportunities are provided for older children who may no longer nap but still require downtime



Following Children's Individual Needs

At Holly Trees, we prioritise children's wellbeing and recognise that adequate rest is essential for healthy development.

While we work closely with families regarding sleep routines, the nursery will not routinely wake sleeping children unless there is a genuine welfare, safeguarding, or operational reason to do so.

We understand that sleep routines at home may differ from nursery; however, children who are tired during the nursery day will be supported to rest appropriately.

This approach helps to ensure children remain:



emotionally regulated



comfortable



able to participate positively in the nursery environment



supported in line with their developmental needs

Toileting & Nappy CHANGING



HOLLY TREES

We work closely with families to support children sensitively throughout all stages of toileting and self-care development.

Nappy Changing



Children are changed regularly and as needed throughout the day



Strict hygiene procedures are followed at all times



Parents should provide nappies, wipes, creams, and spare clothing where required



Toileting Support

Toilet learning is most successful when there is consistency between home and nursery. We therefore ask families to begin and consistently continue toileting routines at home before expecting children to transition fully to toileting within the nursery environment.

Our educators will:



support routines already being introduced at home



encourage children positively and sensitively



work collaboratively with families



provide guidance and suggestions where appropriate

However, the nursery cannot lead toilet training independently where routines are not also being followed consistently at home.

Inconsistent approaches between home and nursery can:



create confusion for children



delay progress



increase anxiety around toileting



make the process more difficult for both children and educators

We believe toilet learning should always be approached patiently, positively, and at the child's developmental pace.

Accidents

Accidents are a normal part of development and will always be managed discreetly, calmly, and sensitively to protect children's dignity and emotional wellbeing.

Parent Partnership & COMMUNICATION



Positive relationships between educators and families are central to nursery life.

Communication

Families will receive:



daily verbal feedback



updates through the nursery app



observations and learning updates



parent meetings and progress discussions



We Ask Parents To:



Keep emergency contact details updated



Inform us of any changes at home that may affect your child



Communicate respectfully and openly with educators



Raise concerns promptly so we can work together positively

We value parents as partners in their child's learning and development journey.

Nursery Communication

& P A R E N T A P P S



At Holly Trees, we use digital family portal that brings together our communications, learning, updates, invoicing and day-to-day information sharing in one place, making it easy for families to stay connected and informed.

These systems help us maintain strong communication between home and nursery while ensuring families remain informed, connected, and involved in their child's nursery experience.

Parenta Parent Portal

The Parenta Parent Portal is used for:

-  Invoices and fee information
-  funding documentation
-  personal information updates
-  nursery forms and permissions
-  account and enrolment administration

Parents are responsible for ensuring:

-  contact details remain up to date
-  invoices are reviewed promptly
-  requested forms and documents are completed within required timescales

Dayshare

Dayshare is used to provide:

-  daily care updates
-  meal information
-  sleep updates
-  toileting information
-  photographs and activity highlights
-  important nursery messages



Dayshare helps families remain connected to their child's nursery day and provides reassurance throughout the day.

Footsteps 2

Footsteps 2 is used to support your child's:

-  learning journey
-  observations and assessments
-  developmental progress
-  next steps in learning
-  achievements and milestones

Families are encouraged to:

-  engage with observations
-  share home learning experiences
-  upload important moments from home where appropriate
-  work collaboratively with educators to support children's development

Communication Expectations



We aim to respond to parent communication within a reasonable timeframe during nursery operating hours.



For safeguarding, wellbeing, or urgent operational matters, parents should always contact the nursery directly via telephone.



We kindly ask families not to contact educators through personal social media accounts or personal telephone numbers.



If families experience any difficulties accessing nursery systems or require support using the apps, a member of the management team will be happy to assist.

Parents & Visitors

BEHAVIOUR EXPECTATIONS



At Holly Trees, we are committed to creating a safe, respectful, and professional environment for children, families, visitors, and educators.

We value open communication and welcome questions, feedback, and concerns. When concerns arise, please speak with your child's Key Educator, Room Leader, or a member of the Management Team so we can work together to find a positive resolution.



ZERO TOLERANCE

We operate a zero-tolerance approach towards behaviour that causes distress, intimidation, or harm to our staff, children, families, or visitors.

THE FOLLOWING BEHAVIOURS WILL NOT BE TOLERATED



Shouting at or verbally abusing educators or staff



Aggressive, intimidating or threatening behaviour



Swearing, insults, or personal attacks



Harassment or discriminatory behaviour



Physical intimidation or violence



Abusive emails, messages, telephone calls, or social media communications



Recording staff without permission



Posting defamatory, misleading, or malicious comments about the nursery, staff, children, or families online



Any behaviour that undermines the wellbeing, dignity, or professionalism of our staff or community



Our Educators have the right to work in an environment where they feel safe, respected, and supported. No member of staff should be subjected to abuse, intimidation, aggression, or behaviour that undermines their wellbeing or professional dignity

CONSEQUENCES OF UNACCEPTABLE BEHAVIOUR

Where behaviour falls below our expected standards, the nursery reserves the right to take appropriate action, which may include:



Issuing a formal warning



Restricting communication to designated members of the Management Team



Requesting meetings take place with senior management present



Suspending a parent's access to nursery premises



Banning individuals from entering nursery premises



Reporting incidents to the police or other relevant authorities



Terminating a child's place at the nursery where the safety and wellbeing of staff, children, or families is compromised

These measures are rarely required; however, the nursery will not hesitate to take action where necessary to protect its children, families, visitors, and staff.

We ask all members of our nursery community to treat one another with kindness, respect, and professionalism
Together, we can provide the best possible environment for every child.



Complaints, Concerns & FEEDBACK

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At Holly Trees, we value open and honest communication with families and encourage parents to raise any questions, concerns, or feedback as soon as possible



MOST CONCERNS ARE RESOLVED INFORMALLY

The vast amount of concerns raised by parents are resolved quickly through discussion with your child's Key Educator, Room Leader, or a member of the Management Team

We believe that early conversations help us address concerns promptly and maintain positive partnerships with families.



Over 95% of concerns raised by parents are successfully resolved through informal discussion and partnership working, without the need for a formal complaint.

NEED TO MAKE A FORMAL COMPLAINT?



If a concern cannot be resolved informally, parents may submit a formal complaint.



Complaints are investigated thoroughly and fairly, with a written response normally provided within 28 calendar days



Our complaints process includes several stages of review, ensuring concerns can be escalated where necessary and considered by senior management

OUR COMPLAINTS PROCESS - STAGES OF ESCALATION



1 INFORMAL RESOLUTION

Discuss your concern with your child's Key Educator, Room Leader or a member of the management team



2 NURSERY MANAGER

If the concern remains unresolved, it will be escalated to the Nursery Manager



3 FORMAL MEETING

A formal meeting will be arranged and the concern fully investigated



4 SENIOR MANAGEMENT TEAM REVIEW

A formal meeting will be arranged and the concern fully investigated



5 BOARD OF DIRECTORS REVIEW

If still unresolved, the complaint can be escalated to the Board of Directors for review



6 CONTACTING OFSTED

If you remain dissatisfied after our internal process, you may contact Ofsted directly.



CONFIDENTIALITY & INFORMATION SHARING

Whilst we will always investigate concerns fully, there may be occasions where we cannot share specific details relating to:



Other Children



Staff disciplinary matters



Safeguarding investigations



Confidential personal information

This is to protect the privacy, safety and confidentiality of everyone involved.



OUR COMMITMENT TO YOU



We will listen carefully & treat all concerns seriously



We will respond promptly & professionally



We will investigate fairly & proportionately



We will keep accurate, secure records



We will comply with all safeguarding & statutory requirements



A copy of our full Complaints Procedure is available on request from the nursery

We are here to work in partnership with you to ensure the best possible care & experiences for your child



We ask all members of our nursery community to treat one another with kindness, respect, and professionalism.

Together, we can provide the best possible environment for every child.



Site Safety &

NURSERY ENVIRONMENT

At Holly Trees, the safety and wellbeing of children, families, educators, and visitors is always a priority. We ask all families and visitors to help us maintain a calm, safe, and respectful nursery environment at all times.



Supervision of Children on Nursery Premises

Parents and carers remain responsible for supervising their children:

- before children are formally handed over to nursery educators
- and immediately after collection

Children should remain supervised at all times whilst:

- entering and leaving the nursery
- in reception areas
- in the car park
- on pathways and outdoor areas

Children must not:

- run unsupervised around nursery grounds
- climb on gates, fences, or walls
- play in car park areas
- enter restricted areas



Car Park & Vehicle Safety

To help keep everyone safe, we kindly ask families to:

- drive slowly and carefully within nursery grounds
- hold children's hands whilst walking through the car park
- park considerately and safely
- avoid blocking entrances, pathways, or emergency access points

Children must never be left unattended in vehicles.



Mobile Phones, Photography & Recording

To safeguard all children and protect privacy:

- photography and filming of other children is not permitted
- mobile phone use should be kept to a minimum during handovers
- recording devices should not be used within nursery rooms

We may ask visitors or families not to use devices where necessary for safeguarding or privacy reasons.



Smoking, Vaping & Substance Use

Holly Trees operates a strict:

- no smoking
- no vaping
- no alcohol
- no illegal substances

policy across all nursery buildings and grounds.

Any adult whose behaviour or condition may compromise safety or safeguarding may be refused entry onto nursery premises.



Respectful Conduct

We ask all families and visitors to:

- communicate respectfully
- behave appropriately on nursery premises
- follow nursery safety procedures
- support a calm and positive environment for children

Aggressive, abusive, threatening, or unsafe behaviour will not be tolerated and may result in restricted access or further action where necessary.



Animals on Nursery Premises

To support safety, allergies, and children's wellbeing, pets and animals are not permitted on nursery grounds, including:

- entrances
- pathways
- gardens
- outdoor play areas
- car parks

Registered assistance dogs are exempt from this policy.



Safeguarding & Nursery

SECURITY



The safety of children, families, and educators is our highest priority.

Security Measures

Holly Trees operates:

-  secure entry systems
-  CCTV monitoring
-  visitor sign-in procedures
-  secure handover procedures



Safeguarding

All educators receive safeguarding training and follow strict safeguarding procedures in line with EYFS requirements.



Visitors

All visitors:

- must sign in
- provide identification
- wear a visitor badge
- remain supervised whilst on site



Parents and visitors must:

- ensure doors and gates close securely behind them
- avoid allowing unknown individuals into the nursery
- report any safeguarding or security concerns immediately





HOLLY TREES

Fees & Funding

Overview

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Part 1 of 2



At Holly Trees, we are committed to providing high-quality early years education and care within a safe, nurturing, and well-resourced environment. Our fee structure reflects the investment required to maintain exceptional standards of care, education, staffing, resources, facilities, and enrichment opportunities for all children.



Funding Options

Holly Trees offers several attendance and funding options depending on your family's eligibility and childcare requirements.

These may include:

- privately funded childcare
- government-funded childcare places
- blended funded and paid sessions

Funding availability and eligibility are determined by government guidelines and Essex County Council criteria.



Minimum Attendance Expectations

To support consistency, routine, social development, and emotional wellbeing, children attending paid or blended sessions are required to attend a minimum of three days per week.

Families accessing fully funded-only sessions may attend fewer days where appropriate.



Additional Sessions

Additional sessions outside of a child's regular attendance pattern are subject to:

- availability
- nursery staffing
- operational capacity

Additional sessions may be charged at a different rate.



Invoices & Payments

- Invoices are issued monthly in advance between the 20th and 22nd of each month
- Fees must be paid in full by the 1st of the month
- Fees are payable in advance
- Monthly fees are calculated across 52 weeks of the year and divided equally across 12 months to provide consistent monthly payments for families



Payment Methods

Holly Trees accepts:

- Direct Debit
- Tax-Free Childcare
- Childcare Voucher Schemes (where applicable)

Parents using Tax-Free Childcare or childcare vouchers remain responsible for ensuring payments reach the nursery by the required payment date.



Late Payments

If fees remain unpaid after the payment deadline:

- late payment charges may apply
- additional sessions may be refused
- payment plans may be considered in exceptional circumstances
- nursery places may be suspended where balances remain unpaid



Notice Periods

The nursery requires:

- a minimum of four weeks' written notice to withdraw a child's place
- one month's written notice to reduce booked sessions

Fees remain payable throughout the notice period.

We encourage families experiencing financial difficulty to contact the nursery office as early as possible so support can be discussed sensitively and confidentially.



Nursery Closures & Fees

Fees remain payable during:

- family holidays
- child absences due to illness
- bank holidays
- nursery inset training days
- Christmas closure periods
- emergency closures outside of the nursery's control

The nursery is closed:

- on all English bank holidays
- for up to three inset training days per year
- for one week between Christmas and New Year

In addition, the nursery closes early at 3:00pm on Christmas Eve. If Christmas Eve falls on a weekend, the nursery will instead close at 3:00pm on the last operational day before Christmas Eve.

These closure periods and adjusted hours are incorporated into the nursery's annual fee structure. Fees therefore remain payable throughout these periods as staffing, operational, and overhead costs continue to apply.

Parents will always receive advance notice of planned closures wherever possible.



HOLLY TREES

Fees & Funding

Overview

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Part 2 of 2



At Holly Trees, we are committed to providing high-quality early years education and care within a safe, nurturing, and well-resourced environment. Our fee structure reflects the investment required to maintain exceptional standards of care, education, staffing, resources, facilities, and enrichment opportunities for all children.



Consumables

Families accessing funded childcare may incur a consumables charge to cover items and services not included within government funding.

These may include:

- meals and snacks
- enrichment activities
- external sessions
- consumables such as wipes, sun cream, and creative resources

Families eligible for certain disadvantaged funding schemes may be exempt from consumables charges in line with government guidance.



Government Funding

Families accessing funded childcare are responsible for:

- applying for funding codes within the required timescales
- reconfirming eligibility with HMRC where applicable ensuring valid eligibility remains in place
- Where funding eligibility expires or is not reconfirmed, standard private fees may apply.



Fee Reviews

Nursery fees are reviewed annually, with families receiving advance notice of any fee changes.



Questions About Fees & Funding

We understand that childcare funding and fee arrangements can sometimes feel complex. Our management team is always happy to discuss:



funding eligibility



payment options



invoicing queries



attendance patterns



or any questions regarding nursery fees and funding support.



Digital Enrolment & System Setup Fee

Once a place has been offered, families are required to:

- complete enrolment documentation
- sign the Parent/Carer Agreement
- and pay a non-refundable Digital Enrolment & System Setup Fee of £150

This fee contributes towards:

- onboarding and enrolment administration
- nursery management system setup
- funding administration (where applicable)
- digital learning journal creation
- staffing and room allocation planning
- safeguarding and compliance checks
- and the preparation required prior to your child starting at Holly Trees

Please note that payment of the Digital Enrolment & System Setup Fee does not guarantee an immediate start date and all places remain subject to availability and completion of the nursery onboarding process.

Additional settling sessions may be discussed where required.

Families accessing certain funded-only places may be exempt from this fee.



Emergency Closure & Adverse Weather Guidance

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In exceptional circumstances, Holly Trees may need to close or alter operations to maintain the safety of children and educators.

This may include:



severe weather
conditions



loss of
utilities



emergency
incidents



public health
concerns



Communication During Closures

Families will be informed via:



nursery app



email



telephone communication where
necessary



We kindly ask families to:



ensure contact details remain up
to date



monitor nursery communications
during severe weather periods



Wherever possible, we aim to maintain normal operations safely and minimise disruption to families.

Important Contact

INFORMATION



TELEPHONE:

01376 514333



EMAIL:

info@hollytreesdaynursery.co.uk



WEBSITE:

www.hollytreesdaynursery.co.uk

If you have any questions before your child starts, please contact a member of our management team who will be happy to support you



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