

# Hedgehogs Hempstead Day Nursery - Terms and Conditions

## **1. General**

### **Age of Admittance**

3 months to 5 years of age.

### **Hours of Opening**

The nursery is open Monday to Friday from 8:00am 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 key people 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.

### **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 available to view on the website.

### **Change of Details**

You must immediately inform us of any changes to your registration details.

### **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 provide nappies and additional nappy changing materials as required. If you want us to use a particular brand of nappy, then you will need to provide your own.

### **Off Premises Visits**

Staff will 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 settings 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, we politely ask that you conclude your phone call before entering the premises.

### **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 and the 3 days that fall between Christmas and New Year. If the nursery must 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 and fees are

still payable up to 3 days. If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), we will either offer alternative sessions (which may be at one of our sister settings) where this is possible, or credit you with an amount that represents the number of days the nursery is closed in excess of 3 days.

### **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 worker. 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 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.

### **Newsletters**

Please take the time to read our regular newsletter sent to you through your parent portal containing important information about the nursery along with updates, events and how you can support your child at home.

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

### **Accident Forms**

All parents will be informed and required to sign accident forms through your parent portal. 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. For the benefit of the other children, 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 and staff from cross infection. The nursery's exclusion policy is guided by the relevant local Authority. If your child is suffering from a doubtful rash, sore throat, discharge from the eyes or 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 and prescribed medicines.**

If your child is prescribed a new antibiotic, please keep them at home until at least a 24 hour 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. All antibiotics must be prescribed by a doctor.

A medication form must be completed via your parent portal prior to bringing your child to preschool and we may refuse entry to preschool if we do not hold an authorised medication form.

### **Non-prescribed medicines.**

Calpol can be given within the setting at the discretion of the Nursery Leader. This will also be assessed on an individual basis.

## **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 and act on anything they may disclose to us. 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 and will be entered into the attendance register.

### **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 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. 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 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. We retain the right to reduce a child's sessions to safeguard the other children and staff.

### **Special Educational Needs**

We believe that every child should have access to an Early Years provider to ensure they make progress, and to ensure their needs are met. We have a written policy of SEND and a SENCO for each setting as well as a SEND Consultant (Emma Coombs) to help support your child. If it is agreed that your child needs a 1:2:1

support for the time they attend nursery, we will endeavour to claim high needs funding via Medway council. The maximum funding available is 15 hours per week, term time only (or 10.96 per week if stretched), therefore we reserve the right to cap weekly sessions to match funding received. This is to support the wellbeing of the child and will be assessed on an individual basis and only when necessary.

#### **4. Property and Premises**

##### **Parking**

Parents/Carers are not permitted to park within the school car park or along Hempstead road.

##### **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 for the weather conditions. Please provide a spare set of clothing for your child in case of an accident or the need for change of clothing. Please discourage your child from bringing any items of value to the nursery.

#### **5. Fees**

##### **Schedule of Fees**

Fees are calculated on a 52 week or 38 week term time only booking pattern. The current schedule of fees is available from the Nursery Manager and published on our website.

##### **Absence**

Fees remain payable for periods of absence (ie. holidays and sickness) as the child's place is kept open and therefore staffing and associated costs continue to accumulate and be met by the nursery.

##### **Registration Fee**

We charge a non-refundable registration fee of £75.00 to reserve your childcare place at Hedgehogs.

Confirmation of Your Childcare Place

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 payable fees is allowed for the second and subsequent children. This is applied to the eldest sibling(s) and is applicable only on the booking pattern and does not include extra sessions, additional hours or service charges.

##### **Funded Hours**

Government funded hours are available for all 3 & 4 year old children, regardless of parental income, from the full term AFTER a child's 3rd birthday. Working families with children from 9 months old will be entitled to a maximum of 22.8 hours per week (stretched for the full year) subject to eligibility. Any additional hours will be charged at our hourly rate.

##### **Additional Service Charge:**

Our standard daily rate includes our Additional Service Charge - Please see our 'Funding Guide' for full details. Once your child is accessing government funding with Hedgehogs, this becomes a voluntary payment to the nursery to enable us to continue to provide your child with our enhanced provision along with all meals during

your child's session(s) with us. Your child will automatically be opted into this provision for their journey at Hedgehogs and these charges will be clearly stated on your invoices.

If you wish to opt out, you will need to let the Nursery Manager know in advance of your child starting with us and agree to adhere to our 'opt out' policy also available from the Nursery Manager.

## **6. Booking Patterns**

Booking patterns are available on a 52 week or 38 week term time only basis

### **Sessions**

Full days are calculated from 8:00am to 6:00pm,

AM/PM sessions are calculated from 8:00am to 1:00pm or 1:00pm to 6:00pm.

All children must be collected on time otherwise you will incur a late collection fee, charged at £1.00 per minute.

### **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 4 weeks' notice in writing or by email to the Nursery Manager. Should insufficient notice be given then you will be invoiced for the full childcare fees for 4 weeks' notice from the date of any change as if the hours had not decreased.

### **Additional Sessions**

If Additional Days have been booked, these will be invoiced on the following months invoice. If you book and then cancel you will still be charged for the day/session booked. Any additional sessions outside funded sessions are payable in full.

## **7. Payment of Fees**

Invoices are sent on the 1st of every month, or just before and fees are due monthly in advance in accordance with your booking pattern by the 7th day of each month. We accept payments by direct bank transfer only.

**Childcare Voucher Payments** We accept payments by most voucher companies in the UK and the voucher company pays the nursery directly. We accept payments from your government tax free childcare account, these payments must be made by yourself directly from your account to the nursery. Please ensure all voucher payments are made before the 7th of each month as otherwise a late voucher payment may be charged.

## **8. Non-Payment of Fees**

All fees are due in full within 7 days following the issue of your invoice.

A payment reminder will be emailed 7 days following the issue of your invoice.

A Late fee of £10 will then be applied after 14 days of nonpayment.

If payment of fees remains outstanding for more than 14 days this may 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.

## **9. Conduct**

We operate a zero tolerance of abuse towards any member of staff. If you breach this policy, your child's place may be terminated with immediate effect.

## **10. Cancellation**

### **Termination of Contract**

If you no longer wish to maintain your child's place at the nursery you will be required to give 4 weeks' notice in writing or by email to the Nursery Manager. Please note if you wish to re-register your child, we have a waiting period of 3 calendar months following the leave date and any registration fees will apply again.

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 endangering the safety and well-being of staff and children at the nursery.

**Please contact the Nursery Manager if you have any questions regarding this agreement.**

**By completing and signing your parent portal, you are agreeing to the Terms and Conditions above.**