

St Bernards Day Nursery

This document and the terms of conditions within govern the ethos on which St Bernards Day Nursery Limited agree to provide the childcare provision to you as parents(s)/guardian(s).

Only a parent/guardian with parental responsibility for a child/children can register their child for a childcare place with St Bernards. In order to confirm parental responsibility, we will request to see your child's birth certificate or other suitable documentation as part of our registration process.

Provision Details

St Bernards Day Nursery Limited
6 Clarendon Road
Hinckley
Leicestershire
LE10 0PL
Telephone: 01455 635456
Email: stbernardsdaynursery@gmail.com
Ofsted URN: EY498084
Insured by: Pound Gates Insurance Policy
Insurance policy number:SL0120165/87096

Nursery Director: Ms Stephanie Alexander
Nursery Manager: Miss Michelle Sidwell
Nursery Deputy: Mrs Kim Meeney

Terms and Conditions

1.0 Our Obligation to you as Clients

- We will review and monitor your application and keep you informed on your status within our waiting list periodically. We will notify you as soon as possible when your application for a place has been successful. You must confirm within one week of receiving the notification that you are accepting the sessions offered. If you do not, then the offer may be withdrawn. Once you have confirmed, a non-refundable deposit of £50 must be paid to secure the place. This payment is then deducted from your first monthly payment.
- We will adhere to the current GDPR legislation when collating and retaining information regarding you and your child. This is explained within our setting policies. We will endeavour to accommodate any requests you may wish to make for additional sessions or extended hours.
- We will inform parents annually of all nursery closures and holidays.
- We promote a welcoming, safe and nurturing learning environment for your child. Each child will be treated with the utmost respect and dignity, and we will never use of threaten any type of punishment that could adversely affect a child's wellbeing.

- We will provide regular updates either written or verbally as to your child's progress and we will schedule regular parental meetings to discuss with you any progress of your child and any other aspects of our childcare services as and when required, including our services relating to advice and support.
- We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration regarding the childcare services we provide for your child.
- We will ensure you have access to our policies and procedures, which outline how we adhere to the requirements of the EYFS in our everyday practise. Periodically, we may make changes to our policies, we will notify our clients when this applies. Management will be available to discuss or clarify our policies and procedures or changes made at a mutually agreed time.
- We will ensure all adequate legal requirements are met, i.e. relevant insurance cover for the setting, activities out of the provision, transport for said activities. This will include any additional services we provide for the children for learning opportunities.

2.0 Your Obligation to St Bernards

- You will need to complete and return the Application Form to us before your child can start in our setting. The details within must be accurate and up to date and all section must be completed.
- You must notify us immediately of any changes to the information you have provided and keep us informed of any other relevant information that may affect the childcare that we provide for your child.
- Within the application form it requires medication consent and emergency treatment authorisations, these **must be completed** prior to attendance.
- All policies and procedures must be read and abided too, these are accessible via our web site or within the setting.
- You must ensure you are available as and when required to discuss the progress of your child or any other factor relating to your childcare place at a mutually agreed time.
- You must immediately inform us if your child is suffering from any contagious ailment, or If they have been diagnosed with a medical condition by a professional medical practitioner. You must keep you child away from the setting whilst they are contagious as they pose a risk to other children and staff. Please refer to our Illness Policy and Medication policy which highlights exclusion periods and the administering of any medication.
- You must keep us informed of the identity of the persons who will be collecting your child. If they are not identified on the written application form, we will require a password, and proof of identity if not known. We will request different passwords for each collection.
- You must inform us immediately if you are unable to collect your child by the official collection time. You must make alternative arrangements for another authorised person to collect as soon as possible. Late payment charges may apply.
- You must inform the setting if your child becomes the subject of a court order, disclose any medical condition, health problem or allergy or any other concern that can affect the wellbeing of your child. We may request documentation to support the above.
- You must treat the staff with respect, verbal/physical abuse is not accepted. Management reserves the right to terminate a parental contract if this occurs. We reserve the right to terminate the contract if we feel a member of staff is a victim of harassment, bullying or racial intent. We reserve the right to terminate a contract if a parent initiates false allocations towards a staff member.

3.0 Payment of Fees

- Our fees are charged on a monthly basis and invoices are forwarded to clients via our software system. They are calculated via a monthly average over a 12-month period. Clients will receive a personal code for access to their invoices on enrolment. Invoices must be paid in advance and not in arrears. Fees are paid via many methods, direct debit, cheque, cash, Tax Free childcare and childcare vouchers.
- Fees are paid for 52 weeks of the year, there are no refunds for absence through sickness, parental holidays, parental leave days. We are closed for bank holidays, a week between Christmas and New Year, these closures are payable. We accept no liability for other costs incurred if we are unable to provide childcare for any reason.
- Fees are reviewed on an annual basis, therefore increase will only occur once during the year. Clients will be notified in advance of any increases, to allow for termination of contracts if necessary.
- Four weeks written notice is required to terminate a nursery place. This must be four complete nursery weeks not part week, to allow for continuity for other clients. Fees are payable until the notice has expired.
- If the setting must close due to any reason beyond our control, no compensation will be paid, or refund given. St Bernards will do their utmost to provide you will alternative sessions.
- If a client's account follows into arrears, we reserve the right to deny any child a place in our setting.
- If dishonoured cheques are received and bank charges are applied, we will add the costings to the outstanding figure. If any other payments are declined and charges apply the same will occur. If there are continuous issues regarding payment of fees, we will review the agreement and if necessary, terminate the parental contract.
- We will exercise our statutory right to claim interest and compensation for debt recovery costs if fees are not paid and outside agencies are involved.
- Late payment charges will apply if staff are required to work past their normal working hours to care for any child not collected after the daily operational hours of the setting. Alternatively, if this occurs after a sessional time ends a late payment charge will also apply. This is governed by every 15 minutes a £5 charge. If a consistent approach is adopted of lateness, we reserve the right to alter the time sessions or alternately suspend the child's place.

4.0 General

Food and Dietary

We will work closely with parents where children require a special dietary menu in line with professional advice, cultural beliefs and parental wishes i.e., vegan, vegetarian. Our meals are diverse and are based on the nutritional plate, providing a balanced menu, we will endeavour to ensure all children are given a meal they will enjoy, small adaptations can be made on occasion due to likes and dislikes but unfortunately, we cannot provide individual meals due to preference.

Personal Belongings

We do not accept responsibility for accidental damage or loss of personal property. Parents are requested to keep their child's personal items to a minimum and label them clearly. Parents are requested to send their child/children in clothes suitable for play, painting, outdoor activities, fancy shoes restrict movement and can cause injury so are not recommended. Small hair clips and jewellery are a safety risk so are not permitted into the setting. Earrings (pierced) need to be removed or covered up prior to attending the provision.

Safeguarding

We have an extensive Safeguarding Children and Staff Policy, it is essential parents are aware of this policy and the importance of this being an active and live document. We have a Designated Safeguarding Officer who monitors and updates the policy and cascades new information to staff. It is our obligation to report any concerns we may have regarding a child to relevant authorities if necessary. This may lead to non-disclosure to parents in the first instance. Any information declared by parents or carer regarding their child will be treated with the utmost confidentiality except where harm towards a child is suspected.

All information relating to any child, parent, staff member is confidential and divulging such information to a third party is considered a breach of confidentiality and as such, is regarded as gross misconduct which can lead to summary dismissal from employment or cancellation of a nursery place.

Our staffing policy ensures that all information relating to the provision, children, families and other employees are not to be shared with any other person or persons outside of the nursery, this includes social media sites, out of hours events. Staff are not permitted to have or request parents as 'Friends' on Facebook or follow parents via other platforms. Privacy is essential so we request parents/carers respect this condition and do not ask staff to deviate from this rule.

If staff are engaged in any private work with parents/carers that attend the setting after their normal contracted hours, St Bernards Day Nursery Limited do does not take any legal responsibilities during the time period.

Parents/carers are welcome to enter the setting, however, we do not permit the use of mobile phones during their visit. This is in line with our Safeguarding Children Policy. Parents will be asked to leave the setting or place the device in a bag or pocket. Organised special events nursery will grant permission if applicable.

Security

We have door systems to enable strict access to the setting. The staff will ensure that the doors are not opened unless they know the individual. We ask that parents do not open doors whilst in lobby areas to other potential clients, this is to ensure all visitors are known to the staff. Internal doors are locked to ensure the security of the children. Visits by potential clients need to provide photographic I.D before entry.

Concerns/Complaints

Our policy states any concerns or complaints in the first instance to be discussed with your child's key person. If these concerns are not resolved to your satisfaction please contact the Manager of the setting, Michelle Sidwell, who will deal with your concern in line with our policy.

Acceptance of Terms and Conditions

Please sign below to indicate that you have read and understood the above terms and conditions and to confirm your acceptance.

A copy of this completed and signed contract will be provided to the signatory.

Signature of person with parental responsibility: _____

Print Name: _____

Date: _____

St Bernard's Day Nursery – The Free Education Entitlement (FEEE)

St Bernard's offers clients the free entitlement provided by the Government. The FEEE is allocated to all 3- and 4-year-olds and eligible 2-year-olds for a minimum of 38 weeks of the year. We offer the stretched method for funding where the government hours are taken over more weeks, please speak to a member of our team to discuss this further. FEEE can be used over several pre school provisions. The number of hours allocated per setting will depend on the number of days and hours your child attends. Any extra hours you wish to take in addition to the free entitlement are payable as per St Bernard's Fee Structure. The FEEE does not cover meals, additional hours, extra-curricular activities and consumables, it is our policy that these are chargeable in line with the allocation of funding, there will be no deviation to this statement. We will notify our clients prior to their eligibility date and assist with the process. Invoices will be forwarded to clients denoting their FEEE per term. The FEEE amount can differ from term to term and the intended weeks per term may differ. This will impact the amount of funding you receive per term. There are charges for additional hours depending on the amount of days/sessions your child attends and a copy of this can be requested.

2-Year-old Funding

Some 2-year-old children are eligible for 570 government funding for 38 weeks of the year. If your child is eligible, we will need your 2-year-old code along with an email stating that your child is eligible.

15 Hours Universal Entitlement

All 3- & 4-year-olds (the term after their 3rd birthday) are eligible for 15 hours per week of government funding for 38 weeks of the year. This offer equates to 570 hours per year.

30 Hours Extended Entitlement

Eligible working parents may be able to access additional 15 hours per week for 38 weeks of the year. Equating to 1140 hours per year. If you believe you may qualify for the extended hours, you can check your eligibility by visiting www.childcarechoices.gov.uk. If you are eligible, you will receive a 30-hour code from HMRC. This code needs to be shared with us and we can then validate your code and claim the government funding on your behalf. You will need to re confirm your eligibility every 3 months. **This is parents' responsibility and failure to do so can result in you liable for any fees for the hours your child is in the setting.** We will also require the N.I number of the parent who applied for the hours.

A guide for eligibility is as follows:

Date of Eligibility

A child born between 1st April – 31st August

1st September following their 3rd birthday

A child born between 1st September – 31st December

1st January following their 3rd birthday

A child born between 1st January – 31st March

1st April following their 3rd birthday

There is also additional funding that can be claimed for by the setting:

Disability Access Fund

The DAF supports childcare providers in making reasonable adjustments to settings to enhance access and inclusion for all 3- & 4-year-olds. If parents believe they are eligible, and you have DLA we can contact the local authority for assistance.

Early Years Pupil Premium

This is additional funding paid directly to childcare providers on behalf of children whose parents/carers **are in receipt of certain benefits, to enhance the quality of your child's early years' experience. If we are** in receipt of the funding, we will work to see how we can develop your child's progress and learning. It can only be used with one nominated provider.

Nursery Application Form

Child's Full Name:

D.O.B:

Gender:

Address:

Town:

Postcode:

Telephone Number:

Mobile:

Ethnic Background/Religion:

First Spoken Language:

Other spoken Languages:

Name of Parent/Carer 1:

Parental Responsibility: YES/NO

Occupation and N.I Number:

Work Address:

Telephone:

Mobile:

Email:

Name of Parent/Carer 2:

Parental Responsibility: YES/NO

Occupation and N.I Number:

Work Address:

Telephone:

Mobile:

Email: