

## TERMS AND CONDITIONS

### Absence

Fees remain payable for periods of absence as the child's place is kept open and staff and associated costs continue to accumulate.

### Additional Sessions

Additional sessions (which are those outside of your normal booking pattern) will be charged at the appropriate rate. It is not possible to swap contracted days with other days. Any extra sessions booked will be billed on your next invoice. Extra sessions or session increases will not be authorised if your childcare balance is in arrears.

### Administration Charges

Late Child Collections after 6pm £15.00 per 15 minutes or £7 per 5 minutes. Returned Direct Debit mandate £10.00 per breach. Late payment of childcare fees £10.00 each month.

### Age of Admittance

0 to 5 year olds.

### Car Park

Parents are encouraged to use the drop off zone provided (the nursery car park). Users are asked to drive at a very slow speed and be cautious before setting off. Any vehicle relating to your family or someone collecting your child and parked on the Nursery car park is done so at your own risk.

### Cancellation Policy

Cancellation of a childcare place requires two month's written confirmation by either party. The only exception is failure to pay nursery fees which will result in immediate breach of contract and subsequent immediate termination of childcare place. Prior to commencement of place the deposit held to secure the place will only be refunded if sufficient notice has been given of more than two months notice and only if the place has been offered to an alternative child. Two-month notice is required to reduce days.

### CCTV

The nursery has CCTV cameras which are used for their many benefits and advantages. CCTV is only viewable by individuals inside of the setting via the plasma screens available. The reviewing of CCTV footage is restricted to Management / Directors only. For more information on CCTV please see the related nursery policies.

### Changes

Our Nursery reserves the right to make amendments to the terms and conditions of childcare without notice.

### Child Protection

Any child who attends the Nursery, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background have a right to protection from neglect, physical, sexual or any other abuse. It is our priority to keep children safe from harm whilst in our care. It is our obligation to require or seek professional advice or actions from the local social services team / local authority if we suspect a child is suffering from harm. The Nursery has a full written policy on Child protection.

### Clothing and Personal Property

The Nursery does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents. Parents are requested to send children in easily washable, clearly labelled (with your child's name) clothing which are appropriate to the weather conditions. Please discourage your child from bringing in items of value.

### Complaints

If you have a concern or complaint, please make it without delay to the Nursery Manager who will investigate. Further complaint information is available in the Parents Handbook.

### Deposit

An initial £250 security deposit will be retained and refundable against your last month's invoice. The deposit is non-refundable in the case of cancellation.

### Disclosure and Barring Service (DBS checks)

Our staff are fully cleared by the Disclosure and Barring Service. The suitability of our staff is then checked on a frequent and regular basis.

### Delivery and Collection of Children

All children must be handed over by parents/carers into the care of a Nursery Staff Member to enable them to be entered into the daily attendance register. Children will not be released into the care of anyone other than those named on the registration form unless authorised by the parents personally, by telephone or in writing that day. 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, otherwise further security steps will be taken.

### Discipline

The Nursery has a written policy available to view on behaviour management. The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at the Nursery. Parents are required to partnership with the Nursery at all times.

### Early Years Grants and Other Payments

Early Years grant payments for children will have their term entitlement deducted monthly from their invoice. Funding is stretched across 51 weeks of the year. Voucher payments will be accepted on a month in advance basis i.e. if your wage date falls after the 20th of the current month the voucher payment will be deductible from the following months invoice. This is due to voucher companies taking up to 2 weeks to process voucher payments.

### Emergency Treatment

Any child who attends Nursery & 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. All Parents will be informed & required to sign the 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 & parents will be informed. 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 Parents' wishes if we have not been informed otherwise.

### Emergency / Urgent Situation

In the event of either a Nursery closure or the Nursery being unable to offer its usual provision to the children / a group of children due to a crisis or national emergency the individual circumstances of the event will be assessed & evaluated accordingly. The payment of childcare fees will be deliberated & the decision made by the Nursery will be final. Please refer to the Parent Handbook for further detail. Parents will be accountable for notifying the Nursery of their requirement for childcare in times when the provision remains open & they do not require it. Failure to notify the setting could result in invoices being generated incorrectly due to staffing and other costs needing to be covered as provision would be arranged on behalf of the family.

### Holidays

The Nursery is closed on Bank Holidays. During the Christmas period the Nursery will close for the days between Christmas and New Years day this includes all Christmas and New Year Bank Holidays. On Christmas Eve should it fall the nursery is open, the nursery will close at 4pm on Christmas Eve. The full daily rate will apply.

### Hours of Opening

The Nursery is open Monday to Friday from 8.00am to 6.00pm, with an optional 7.30am opening and 6.30pm closure on request.

### Meals

Children will be provided with drinks and snacks at regular morning and afternoon snack times along with three nutritious, balanced meals daily. Menus are displayed on the parent's notice board. Due to the severity and seriousness of the allergies of some of the children in whom we care for, the nursery has a no packed lunches policy in place. This includes any foods being brought into the nursery from home. The nursery has individual Risk Assessments and Care Plans for these children as we have a duty of care to both safeguard and protect them from harm. As a result of these documents and the company's policy on allergy management we have implemented this term and condition.

### Milk Feeds and Nappies

Formula milk provided by parents must be supplied, in an unopened formula tin labelled by the parent and brought to the Nursery each day where they will be stored at the correct temperature in the cupboard. Suitable bottles must be provided by the parent for nursery use. These will be rinsed & sterilised and kept at nursery and only returned when no longer used. Parents are asked to provide supplies of their preferred nappies, wipes and creams for each day their child attends if not happy with the brand of nappies and wipes provided by the nursery. These will be tagged with each child's name & stored accordingly.

The nursery will supply cows milk and soya milk, if not suitable you are required to supply your own unopened nut free alternative milk.

### None Payment of Fees

None Payment of Fees by the end of the month will result in termination of your childcare contract and loss of childcare place.

### 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.

### Payment of Fees

Fees are collected by BACS payment no later than the 1st of each month. Fees must be paid for the month in advance. Your first childcare fee balance will be generated once your child is registered & this will require payment on your child's first day of attendance. You'll be issued with this during your child's settling in sessions.

### Postponement Policy

If you postpone your start date at nursery, you will be required to pay a holding fee of 50% of your monthly invoice. Should an immediate start place be held on our waiting list, you will unfortunately lose your right to this place and be placed back on the waiting list for your new start date.

### Registration

In completing the registration form you are providing us with important information about your child and therefore it is important that this information is up to date and correct. If you have any difficulty completing the registration form please contact the Nursery Management team who will be happy to assist you. The nursery requires 4 contacts on behalf of each child, 2 primary and 2 emergency. If you are unable to comply with this requirement you must speak with Management during the registration process.

### Sibling Discount

Where parents have more than one child at the Nursery, a 5% reduction in fees is applied to the(one) eldest child. This would not be in addition to 10%\* discount applied to full time children.

### Sickness

The Nursery reserves the right to refuse to accept children until the Nursery is satisfied they are not infectious in the event of illness. This is to protect other children from cross infection. The Nursery's exclusion policy is guided by Public Health England and all other supporting bodies relating to infection control.

If your child is unwell please refer to your Communicable Diseases sheet that has provided by the nursery and comply with the minimum exclusion periods that are set. In addition speak with your doctor and follow any guidance provided by them. If your child is prescribed antibiotics, please keep them at home for 48 hours after the first 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 the parents. The Nursery will not administer any medication that has not been prescribed by a Doctor. The Nursery will make every effort to notify parents should their child become sick at the Nursery. Senior staff reserve the right to remove any child to a hospital in an emergency.

### Solicitation of Staff

It is strictly forbidden for parents to approach staff with offers of employment directly. Should any member of staff leave to commence employment for a parent they will be invoiced for the annual training costs incurred plus the recruitment costs for their replacement.

### Termination of Contract

If you no longer wish to maintain your child's place at the Nursery you will be required to give one calendar months' notice in writing and full fees will be charged for that period. The proprietors reserve the right to exclude a child from Nursery for any breach of contract.

### Privacy Notice

At Apex Kids @ Trinity House we take your privacy very seriously. To enable us to register your child at the setting, secure your childcare place / booking pattern, make contact with named individuals as listed on this form RE the child (or for an operational matter) and to overall meet your child's unique personal needs we require the data, as asked on this form to be completed. From this form your details will be entered into our management software system to enable us to confirm your childcare booking and to complete the registration process on behalf of your child. The management software we use securely stores this data on a secure and protected infrastructure. Additional privacy information on this software is available on request.

Your personal data then remains on this form and is stored in a file created personally for you child only, where it remains in a lockable cabinet at all times throughout the duration of your time with us. This file is only accessible by management whose access to this will only be for the purpose that it is required / for the task that is being undertaken. Access to anybody other than management is restricted as it is only management who are and will be required to access this data in line with their role, responsibilities and contracted duties.

Key child information will be used for nursery operational and administrative purposes such as to make your child a development file, create coat pegs and labels etc.

We comply with all data protection legislation and would like to assure you that your details will be processed, handled, managed, used and stored in the safest and most secure manner and way.