

Terms and Conditions^{01/10}

- **Your Role as a Parent**

Read all the information, policies and procedures displayed on the parent's notice board, your child's room notice board and newsletters. Tell us of any comments, compliments or concerns - they are welcome. Ensure the office is made aware of any changes to your registration document especially contact details and adhere to the terms and conditions below. Contact us if your child is not attending for any reason. Do not leave medicines/creams of any kind in your child's bag.

- **Admissions Policy**

The overriding policy is to not exceed the number registered with Ofsted. Other considerations taken into account are:

- The date application is received.
- A child wanting full time over a part time place.
- A sibling already in the nursery.
- The ability of the nursery to provide sufficient facilities for the welfare of the child.
- The effect of the admitted child on existing children and staff.
- Any extenuating circumstances affecting the child's welfare.

Friends Day Nursery does not discriminate against any child on the grounds of sex, race, religion, colour or creed. Families, staff and volunteers are not excluded or discriminated against. Any guardians or children demonstrating behaviour that is discriminatory will be asked to leave. (See Equal Opportunity and Special Needs Policy on notice board)

- **Securing a Place for Your Child**

Every endeavour will be made to provide you with the start date and hours you require. Your place will be reserved on receipt of written acceptance and a *non-refundable* registration fee of £50 is received. (This is not required for fully funded places) Your place is guaranteed when the first month's fees have been received, no later than one month in advance of the start date. This is *non-refundable* if you do not take the place.

If there are any delays to your starting, we will require 20% of your monthly fee to be paid each month in order to hold your child's place. Acceptance of children in the nursery is strictly subject to the nursery's Terms and Conditions.

- **Choosing Your Hours**

The minimum bookings for all ages are a minimum 2 full/short days per week.

All age groups can attend 51 weeks per year or Surrey County Council term times. The minimum sessions are in place to allow development of relationships with friends and staff more easily and support settling into nursery routines. It is expected that the booked days will remain the same and can only be changed with one months notice. Extra days can be booked in advance.

After School Club children can only be picked up by nursery staff at 3pm. Arrangements should be made with the school to drop children over should your child attend an after school activity.

- **Fees**

Fees are paid one calendar month in advance by standing order or cheque and must be paid by the 1st day of the month. If you are due to be on holiday at this time a post-dated cheque must be given in advance. A charge of £20 will be made for any cheques or standing orders returned unpaid or over due by more than 7 working days. We reserve the right to withdraw your nursery place due to unpaid or late payment of fees.

Action will be taken to recover the outstanding amount. Fees are reviewed annually in the autumn term. A 10% discount is given on the oldest child's fees net of grant funding. Should you attend termly with fees allocated monthly, a final adjustment may have to be made at the end of the period.

- **Extra Hours and Sessions**

Your booked sessions remain the same each week and cannot be swapped. Extra sessions can be booked in advance but not stand alone hours. Should you need to extend your session the time is charged by the hour not by session. Extras will only be agreed if ratios remain within the law. The invoice will only include those that fall into the current invoice period. Cancellations require 48 hours notice or they will be charged in full to cover staffing.

- **Collection of Children**

Children must not be taken from the building by anyone other than guardians or named persons authorised by a guardian. Any unknown persons collecting children without identification passwords from your file and prior arrangement will not be allowed to collect a child. Persons under the age of 16 years or persons under the influence of drugs or alcohol cannot collect a child. If a suitable person cannot be contacted to collect the child Social Services will be contacted. The security door code must not be given to anyone who has not been authorised by the nursery or who is under 18 years.

- **Arriving Late**

As we are not registered or insured before 8am and after 6pm, we are unable to accept children into the nursery before 8.00 am. All children and parents/carers must leave the building before 6.00 pm.

Whilst we appreciate that a parent/carer may be unavoidably delayed it is unfair to take advantage of the staff's dedication and unfair on the child. After the first five minutes a late fee of £5 per 15 minutes. This applies to sessions finishing at lunchtime and the end of the day. Extra time must be requested in advance. We adhere strictly to Insurance Policies and Ofsted rules on staff ratios and cannot be overridden.

- **Extreme Conditions**

In the event of snowfall or other severe weather spells, it is the parent's responsibility to check forecasts and conditions so children are collected on time. Parents will be notified if they are required to pick up early. This also applies in the case of electricity blackouts or loss of water supply. Anyone arriving late due to severe conditions will still be charged as above.

- **Absence**

The nursery is open and fully staffed all year; therefore we regret that no refunds can be given due to any absences, including holidays, sickness (including when a child requires one on one care,) statutory bank holidays or when the nursery is closed between Christmas and New Year.

- **Notice periods**

We ask for one-month notice in writing prior to a child leaving the nursery or if you intend to reduce your child's sessions. If your child will be leaving early to attend school we would appreciate notice as soon as possible. Parents receiving fully funded sessions are required to give 1 terms notice.

- **Sickness**

If your child is showing signs of illness, they should not attend the nursery. It is unfair on them, staff and other children.

Should your child become unwell at nursery, every attempt will be made to contact a parent/carer for collection. If your child contracts any contagious diseases the nursery they must stay at home for the period advised. Notices will be placed in the nursery advising you as required. Doubtful rashes, sickness, discharge from eyes, ears or nose and diarrhoea should be kept at home for 24 hours after the last symptoms. 48 hours if severe.

The nursery reserves the right to refuse entry to a child on a day/weekly basis.

- **Dealing with Emergencies**

Day- time contact numbers are required on the registration form. If they change at any time, please inform us immediately. Basic first aid will be administered at the nursery for minor injury. If outpatient treatment is required parents/carers will be contacted and it will be their responsibility to take the child for treatment.

In the event of a major injury or illness, an ambulance and then the parents/carers will be contacted. A staff member will remain with the child until a parent/carer arrives. The nursery is not responsible for any illnesses caused by attendance at nursery. All accidents will be recorded and signed by the parent/carer.

- **Lost or Uncollected Children**

In the unlikely event of a child being lost, we will contact the parents and police. If a child is not collected we will contact the child's parent, or emergency contacts and in extreme circumstances, Social Services. Two members of staff remain on the premises with the child.

- **Administering Medicines**

Prescribed medicines – We are unable to administer any medicines/creams without clear instructions and written consent from parents/carers.

Non-Prescribed Remedies – Will be administered at our discretion and with the relevant consent form. Oral suspension such as Calpol, can only be given in an emergency (not for teething etc) and only when a guardian has signed an emergency consent form. We cannot be responsible for caring for sick children with medicines covering symptoms. Parents sending their children into nursery who require Calpol or other medicines throughout the day should remain at home. We cannot accept visits during the day to administer Calpol.

Do not leave medicines/creams of any kind in your child's bag.

- **Immunisation/ Communicable Diseases**

The company will take steps to protect staff and children from communicable diseases.

Whilst it is not current policy to demand that children /staff be immunised, policy and guidelines may change in line with Government or County Council strategy. This includes any procedures issued to deal with the spread of diseases i.e. S.A.R.S, flu pandemic's etc.

- **Accidents and Incidents**

If your child receives bumps or bruises at home please inform a member of staff and sign the Incident Book on arrival. Any incidents that your child is responsible for will also be recorded in this book e.g Biting. Any other accidents will be recorded in the Accident book. Parents/carers will be asked to sign the appropriate book.

- **Non Accidental Injury**

It is the duty of all staff to be aware of signs and symptoms of physical abuse/neglect, emotional or sexual abuse. Any anxiety by staff or injury to a child that is unaccounted for or causing concern will be observed and reported to the Manager/Proprietor and if deemed necessary reported to social services in line with the Children's Act. In the event of an allegation being made against a staff member or volunteer set procedures will be followed. (See Safeguarding Children Policy)

- **Food Allergies**

Please detail food allergies in writing with a doctors supporting note where possible - including severity and symptoms. Our in-house chef provides nutritious and diverse meals to meet all dietary, cultural and religious requirements. We aim to be a nut free environment. Any celebration sweets or cakes must clearly state they are nut free but preferably request they be home made. Sweets are put in child's tray for home time. Friends Day Nursery cannot be held responsible for using products that do not list nuts in their ingredients.

- **Behaviour Management**

Sanctions will be applied in line with the child's stage of development and care will be taken that it is clear the 'action' rather than the 'child' is considered unwelcome. Guardians and staff will implement a plan of action to modify a child's behaviour in ways that sustain the child's self-esteem and promote positive expectations of the child's future behaviour. Individual child goals and class boundaries are available from the appropriate staff.

- **Clothing and Personal Property**

Please clearly label your entire child's clothing including uniform. We ask that children do not bring jewellery, money, food or other valuables onto the premises or arrive in their 'good' clothes. Whilst the staffs take every care to ensure belongings are safe, Friends Day Nursery Ltd accepts no responsibility for the loss or damage of personal belongings on the premises.

- **Uniform**

In Preschool a uniform of polo shirt and sweatshirt is compulsory. Fees will either be added to your fees when you join or when your child moves from the Baby Room.

- **Smoking and drugs**

No smoking or drugs are acceptable on the premises or grounds. Should there be any concern about child or staff safety social services or the police will be called.

- **Babysitting**

Should you require the services of staff in your own home the contract is a private one. Friends Day Nursery Ltd does not take any responsibility for any matters arising outside the nursery contracted hours. It is the responsibility of the parent/carer to ensure first aid training and qualifications are suitable for their needs.

- **Out of Hours Facilities.**

It is not appropriate for toilets or nursery facilities to be used once your session is completed or your children are no longer registered at the nursery. Children should not be given the security code to the door when playing in the park to use the facilities.

- **Data Protection**

In line with the data protection act records are kept in a locked cabinet and for 5 years thereafter. Parents can have access to records on their child at any time. Staffs sign a confidentiality agreement.

- **Taking Complaints Seriously**

If you have cause to complain about an area of your child's care, please let us know immediately. Your child's room leader and or the nursery manager will endeavour to resolve the matter quickly and to your satisfaction.

If the problem cannot be resolved you have the right to contact OFSTED North Regional Centre, 3rd Floor, Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA
Please return the signed copy with your registration form.

Signed Printed Name

Date.....Relationship with child