



Terms and Conditions

To enable us to provide and maintain the highest standards of care we require all parents to be aware of, and abide by, the following conditions:

- To register your child at the nursery we require a **non-refundable administration fee of £45.00** per child. This however does not mean that a place at the nursery is guaranteed.
- The nursery core hours are 8.00am – 6.00pm. The nursery is closed on public and bank holidays and 5 working days over the Christmas/New Year Period.
- **Fees are charged monthly in advance** and must be **paid no later than the 14th** of each month by internet banking or standing order. We also accept childcare vouchers either Government or company. Fees are calculated on the basis of the weekly charge, multiplied by 51 and divided by 12 (months), therefore fees are the same each month. Fees are reviewed annually, with any increases generally taking place in April; one month's notice of any change of fees will be given.
- **Free Early Education** (FEE) can be claimed the term after your child's 3rd birthday. You must complete the FEE application form and supply a copy of your child's birth certificate. **If you are currently claiming FEE with another nursery this is not automatically transferred, so full fees will be applicable until the start of the new term.** The FEE/FEET purely covers childcare. There will be a charge for meals for the FEE/FEET sessions. Included in the morning session is breakfast, a mid-morning snack and a cooked lunch; costing £2.50. The afternoon session includes a snack and a cooked tea; costing £2.20. For a full day session the cost of meals is £4.70. These charges are purely for the FEE/FEET Sessions ONLY. Unfortunately, due to the high number of children attending the nursery with serious allergies; we cannot offer the option for your child to bring a packed lunch.
- **Late payment of fees** will result in an automatic **charge of £50.00**. At the end of the month a warning letter will be issued that the nursery placement will be suspended if fees are not paid immediately. If no payment is received the nursery place will be suspended with immediate effect and will not be reinstated until the arrears are paid in full; places will be subject to availability. For parents that consistently pay fees late, on the second subsequent late payment of fees, the late payment charge will be applied and the sessions suspended with immediate effect. Further action will be taken to recover any outstanding fees. There is a **£25.00 administration fee** for each cheque that is returned unpaid by your bank.

- **Extra sessions** are available; children must be booked in advance; please check the current rates. If there are any outstanding fees on your account, these must be paid before a booking of extra sessions will be accepted.

****If your child is unable to attend their usual session due to holidays/illness, this cannot be swapped for an alternative session****

- **Fees are payable during periods of absence** from the nursery, including sickness, holidays, public/bank holidays and refusal of entry due to nursery policies not being followed. **In the event of Nursery closure due to unforeseen circumstances, fees will NOT be refunded to your account.**
- **The nursery is open 51 weeks per year; term time only sessions are NOT AVAILABLE.**
- **Attendance:** In situations where children miss 5 consecutive sessions or consistently do not attend the nursery without any contact or reasonable explanation as to the absence; the Nursery Manager reserves the right to suspend the placement with immediate effect; in this situation you will need to make a new application and any sessions offered will be subject to availability.
- Parents/carers who collect their child late from nursery will receive a **late charge of £30.00**. If you are 15 minutes late collecting your child there will automatically be a **£45.00 charge**; every 30 minutes thereafter will be charged at £45.00.
- Parents and carers should note that the nursery operates a “best practice policy” and therefore children can only be cared for in the nursery setting for a **maximum of 10 hours** a day. We operate a policy of “minimum sessions”. This enables your child to settle in more quickly and provide less anxiety when separating from their parent/carer. For more details, please speak to the Nursery Manager.
- **A deposit of one month’s fees is required once your child starts the nursery;** this will be adjusted if you increase/decrease your child’s sessions. This is refundable upon your child’s departure from the nursery, however any fees due will be recovered from your deposit.
- We require in writing from 1st of the month, 1 months’ notice should you wish to **withdraw your child** from the nursery or **change your child’s sessions**. Your deposit will be non-refundable if less than a month is given. In the event of a balance on your account, the deposit will be used to clear this balance.
- The **Pavilion Day Nursery does not accept any responsibility for accidental injuries** or loss of personal property. All insurances, (Public Liability, Employers Liability), are displayed on the nursery notice board in the foyer. Certificate of registration is also displayed.
- If your **child becomes unwell** during their session at Nursery, the child’s parent/carer or emergency contact will be informed by their Key worker or senior staff member. Your child will not be allowed to attend the nursery if they are suffering from a communicable illness. They should not return to Nursery until the infection has cleared. Parents/carers are required to inform the Nursery if their child is not attending Nursery due to sickness.

In the event that your child's temperature reaches 39 degrees or above, the nursery will administer Calpol / Nurofen immediately. Every effort will be made to contact you in this instance as your child must be collected immediately.

- **We provide freshly cooked nutritional food on a daily basis.** We cater for all dietary requirements. Parents/carers must indicate the specific nature of their child's dietary needs so we can ensure that they are met.
- **Pavilion Day Nursery is an egg and nut free environment.** There are a number of children attending the nursery with severe egg and nut allergies; some of these children's allergies are life threatening. This nursery has always been an egg and nut free environment, but due to the seriousness of some of the children's allergies, children attending the nursery must refrain from eating eggs or nuts on days they attend.
- **Pavilion Day Nursery will take photographs** occasionally for which parents/carers should be aware; this will consist of group photographs for the EYFS profiles and special occasions.
- Pavilion Day Nursery is under an obligation that they must report directly to Ofsted or Child Protection Team any incident where we consider a child may have been abused or neglected. This can be done without informing the parents/carers.
- You are not permitted to smoke anywhere on the Pavilion Day Nursery or St Paul's Catholic College site including the car park.
- Dogs are not permitted anywhere on the Pavilion Day Nursery or St Paul's Catholic College site including the car park.
- MOBILE PHONES are NOT permitted to be used on the Pavilion Day Nursery grounds.
- If you directly or indirectly employ a member of the nursery staff within six months of the end of their employment with us or permit such person to provide any childcare services to your child except those provided by us, you agree to pay us 20% of that staff member's gross annual salary at the time they left our employment. This figure represents the cost to us of recruiting a suitable replacement.

Signed: _____

Name: _____

Date: _____