



St Johns CE Primary School Nursery Terms and Conditions

Please take time to read the following pages as it will help us provide and maintain the highest standards of care.

The terms and conditions detailed in this document represent the key elements of our booking agreement.

Your acceptance of our terms is initiated at the booking and registration stage.

1. Booking and Registration

- The booking is not complete until the relevant booking form has been signed and returned to the office and where applicable funding codes have been checked and verified.
- Changes to your booking after the start date : swapping or increasing sessions can be considered. If we cannot accommodate your request to increase or change sessions, then we can put you on our waiting list.
- Prior to making your booking we can provide 2 settling in sessions free of charge. In the unlikely event that a child does not settle at the Nursery, the parent / carer may terminate the booking.
- We do not charge a registration fee.

2. Fees and Financial

- Child care funding covers Nursery fees, however if this is not applicable, fees are payable via ParentPay or Childcare Vouchers in advance.
- Responsibility for paying fees resides with the parents or legal guardians of the child.
- The Nursery is closed at weekends, Bank Holidays and school holidays, including 5 INSET days.

- Fees are reviewed annually. Any changes to the fee rates will be notified to you in advance.
- Extra sessions are payable in arrears by ParentPay if funding does not apply.
- We are unable to refund fees for sessions not taken due to illness or absence.
- Children may be excluded from the Nursery if fees remain outstanding beyond 28 days from their due date.
- Bookings must be for the same session(s) each week. Swapping sessions and additional sessions are subject to availability.
- Our fees apply to normal opening hours of 9:00am to 3:00pm for a full day and 9:00am to 12:00pm or 12:00pm to 3:00 pm for a half day.
- The morning session is 9:00am – 12:00pm and includes lunch which incurs an additional cost.
- Wrap around care is available from 7:30am to 6:00pm at an additional cost and is subject to availability. Late collection may result in additional charges.

3 Termination and Suspension of Childcare Services

- You may end this agreement by giving written notice to the school office. No specific reason for ending the agreement needs to be given, although naturally we would wish to understand the reason for the termination.
- Specifically, we reserve the right to end this agreement with immediate effect if (1) you have not paid the agreed fees; (2) you have breached your obligations under this agreement and you have or cannot put right that breach within a reasonable period of being requested to do so; (3) your child's behaviour is unacceptable or endangers the safety and well-being of any of the other children in the Nursery; (4) financial, business or commercial reasons compel us to radically change the nature of the Nursery's operations, including but not limited to permanent closure of the Nursery, change of childcare service, re-registration of child numbers and age groups, changes to the registration and bookings policy. Naturally, we will provide as much notice as possible given any of these events.
- In the event that the Nursery is compelled to close in reasonable circumstances beyond our control, we are not able to refund fees or organise alternative childcare, nor can we accept any consequential liability sustained by parents /

carers due for example to loss of earnings or costs associated with alternative childcare. Effort will be made to minimise the disruption to service and cost to parents or carers.

4 Staffing

- Staff are checked on commencement with the Nursery through the Disclosure and Barring Service to ensure there are no safeguarding issues of which we need to be aware. Suitable person checks also include but are not limited to identity verification, qualification checks, personal and employment references, medical checks and where applicable visas or permits to work in the UK.
- The Nursery observes the Ofsted regulations relating to staff and children ratios.

5 Health, Safety and Absence

- The Nursery capacity is 22 places.
- It is understood that the Nursery is under an obligation to report to the appropriate authorities any incident where we consider a child may have been abused, neglected or in some other way harmed either physically or emotionally. This may be done without informing the parent or carer, in accordance with our Safeguarding Children Policy.
- An Intimate Care Policy is in place. Please refer to the policy for further information.
- The Nursery is committed to the identification of and provision for children with Special Educational Needs and Disabilities. We believe that the potential of every child in our care is maximised, irrespective of ability, disability, race, gender and social background and to enable equal access to the curriculum in an environment where every child is valued and respected. Parents and carers must ensure we have all the relevant information regarding special needs to enable us to appropriately care for your child.
- St. John's has a Positives Behaviour Procedures in place. Please refer to the policy for further information.

- Nursery pupils can bring lunch from home or a school dinner can be ordered for a set price. All Nursery meals are prepared on site with consideration to provide a well-balanced diet. Vegetarian and special dietary requirements are catered for. A copy of the menu is displayed on the school website. Please ensure you keep us notified about your child's dietary needs and any allergies.
- We reserve the right to administer basic first aid and treatment when necessary. Parents will be informed of all accidents. For accidents of a more serious nature involving hospital treatment, all attempts will be made by Nursery to contact the parents but failing this, we are hereby authorised to act on behalf of parents to consent to necessary treatment from a suitably qualified medical source. We will administer prescribed medicines if parents complete a 'Medicine Consent' form.
- We ask parents to withdraw their child from Nursery if we have reasonable cause to believe that they are or maybe suffering from, or have suffered from any contagious disease / infection and there remains a danger that other children at the Nursery may contract such a disease / infection. We accept no responsibility for children contracting contagious diseases / infections whilst at Nursery; however, we will publish infection notices in the Nursery to keep you informed. Parents are requested to inform the Nursery if their child is suffering from any illness or sickness before attending Nursery.
- Children who are unwell should not attend the Nursery. Children who have suffered from sickness or diarrhoea will not be admitted back to Nursery within 48 hours after the last bout. If children fall ill during the day parents will be contacted to arrange to collect them. If the parents are unavailable other authorised contacts will be called. It is the parents' legal responsibility that they are contactable during the child's time in Nursery.
- Parents are requested to inform the Nursery of any food, medicine, activity or any other circumstances that may cause the child to have an allergic reaction/ allergy. Parents must provide details, in writing, of the severity of the reaction/ allergy and must continue to inform the Nursery of any changes/progress to the condition, in writing, when they become aware. Parents will be asked for medical evidence in some cases to confirm a diagnosis, allergy, etc. Parents are requested to inform the Nursery of any changes to key information.
- We suggest that all personal toys, books or other equipment are left at home.

- Comforters can be brought into the nursery, but dummies are actively discouraged
- The Nursery has insurances required by law and are displayed in the school office
- A copy of the school safeguarding policy is available on the school website.

6 Security and Publicity

- A copy of consent forms will be sent to parents prior to starting Nursery.
- If your child is going to be collected by someone other than yourself the staff will require prior notification and in some circumstances an agreed password. It is the responsibility of parents to keep us informed of any changes in contact numbers.
- Under no circumstances will the child be allowed to leave Nursery with anyone unknown to Nursery staff unless the parent or carer has previously arranged this. Information regarding collection is available in the Nursery Welcome Pack.

7 Other

- If you have any complaints about the service that we are offering, can you please in the first instance contact your child's keyworker, or the Early Years Manager. Please refer to the school complaints policy for further details.
- Any change in terms and conditions will be communicated to parents in advance
- Acceptance of this agreement is implicit when you sign our booking document.
- We would respectfully request that if parents / carers experience difficulty in fulfilling any of the conditions of this agreement, that they contact the Nursery Manager or the Proprietor as soon as possible. We will do our very best to resolve the issue. Thank you.

SHINE like the star you are.