

Terms and Conditions

- **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.

- **Admissions Policy**

Friends Day Nursery is currently registered for 53 children. This is the overriding policy. Other considerations taken into account are:

1. The date application is received.
2. A child wanting full time over a part time place.
3. A sibling already in the nursery.
4. The ability of the nursery to provide sufficient facilities for the welfare of the child.
5. The effect of the admitted child on existing children and staff.
6. 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)

- **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. 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 a percentage of your monthly fee to be paid 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 each age group are as follows.

Baby Room - a minimum 2 full days per week. No sessions are available.

Toddlers to Pre-school - a minimum 2 full days or 3 sessions per week.

These hours allow the child to build relationships with friends and staff more easily and enable them to settle into nursery routines. It is expected that the booked days will remain the same. Days/sessions cannot be swapped but temporary / extra sessions can be provided if space is available. These will be added to your fees. Please notify us if your child is likely to be absent for any reason.

- **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. Term fees must be paid on the first day of term. Unfortunately cash payments cannot be accepted. 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 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.

- **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. The security door code must not be given to anyone who has not been authorised by the nursery. (See Operational Policy for details)

- **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 will be charged and must be paid on the day. 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. 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 absences, including holidays, sickness and statutory bank holidays or when the nursery is closed between Christmas and New Year. Unfortunately no concessions can be made for siblings attending the nursery. Friends Day Nursery Ltd reserves the right to review the fees annually.

- **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. Termly parents are required to give one term written notice of any change.

- **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. (See Illness Policy for details.)

- **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.

- **Administering Medicines**

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

Non-Prescribed Remedies – Will be administered at our discretion and with the relevant consent form.

We cannot be responsible for caring for sick children with medicines covering symptoms when the child should be at home. Oral suspension medicines such as Calpol will only be given in an emergency when a guardian has signed an emergency consent.

- **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

- **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 and a copy of the report given.

- **Non Accidental Injury**

It is the duty of all staff to be aware of signs and symptoms of physical abuse/neglect and 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 Operational Policy for more detail)

- **Allergies**

Please detail any allergies your child may have and its severity/symptoms. Our in-house chef provides meals to meet all dietary requirements. A number of children at any time will have a severe nut allergy. Any birthday/celebration sweets to be shared must clearly state they are nut free or preferably be home made. Packed lunches found to contain nut products will be confiscated. 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. (See Operational Policy for details)

- **Clothing and Personal Property**

Please clearly label all your child's clothing. We ask that children do not bring jewellery, money, food or other valuables onto the premises. 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.

- **Smoking**

No smoking is allowed at any time, anywhere on the premises or grounds.

- **Data Protection**

In line with the data protection act records are kept in a locked cabinet. Parents can have access to records on their child at any time. Staff 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 Social Services at Day OFSTED Dukes Court, Dukes Street, Woking, GU21 5ET. Telephone: 01483 702 604

Please return the signed copy with your registration form.

Signed Printed Name

Relationship with child