

Terms and Conditions: Bowdon Nursery School Academic Year 17/18

Please see the separate T and C's document for 16/17 for this current academic year.

Bookings are for term time or 46 weeks a year.

1. General

Age of Admittance

Children aged 3 by 31st August of year before admittance in September.

Hours and Weeks of Opening

The Nursery is open Monday to Friday. Monday to Thursday from 7.45 a.m. to 5.30 p.m., Friday 7.45 a.m. to 4.30 p.m. The Nursery is open for 46 weeks per year, closing to coincide with Bowdon Church School holidays for 2 weeks at Christmas, 2 weeks at Easter and 2 weeks in late August. The Nursery is also closed on bank holidays. Various sessions lengths are available from 7 ¼ to 9 ¾ hours per day. Annual opening dates are issued in advance when Bowdon Church School issues their term dates.

Settling In / Gradual Admissions

It is our aim to allow all children time for settling in. We do this with a bespoke plan for each and every family so that a child can form relationships with their carers and become familiar within the Nursery surroundings. As each child is an individual the settling in period can vary. We find this normally takes 2-3 sessions. Home visits can also be made available upon request.

We recommend that a parent attends the Nursery with their child before the start date for settling in until he or she is happy to be left. During settling in sessions parents/carers will be asked to read policies and procedures and staff can obtain the relevant child related information and consent to ensure a smooth transition into Nursery.

Changes

We reserve the right to make amendments to the terms and conditions of your Nursery contract by giving a term's notice. The current terms and conditions are published online.

Change of Details

You must immediately inform us of any changes to your contact numbers and address as well as medical information and parental consent.

Court order

You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

Parental Responsibility

You may be asked to provide your child's birth certificate or a court order to help clarify parental responsibility.

Nappies

Parents/carers are asked to provide supplies of their preferred nappies and additional nappy changing materials when required. These should be provided in a named bag and replenished regularly. Bags should be taken home each day.

Off Premises Visits

Staff will occasionally take the children for visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained. Consent is sought when you join Nursery, during your initial settling in session a tick list of consent topics will be presented to you.

Mobile Phones

To ensure the safety and wellbeing of all children who attend our nurseries we enforce a no personal mobile phone usage within our settings. Should you be on your personal mobile phone as you arrive at the Nursery can we please ask that you conclude your phone call before entering the Nursery and do not use this again until you have left the Nursery.

Equal Opportunities

We are an equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

Nursery Closure

If the Nursery has to close or we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative nursery facilities to you.

If the closure exceeds 2 days in duration (excluding any days when the Nursery would otherwise be closed), we will credit you with an amount that represents the number of days the Nursery is closed in excess of 3 days.

Complaints or Concerns

Customer satisfaction is of paramount importance to us and any concerns/complaints will be reported to the Nursery Manager for investigation. If you have any concerns regarding the services we provide, please discuss these with your child's keyworker. If these concerns have not been resolved to your satisfaction please contact the Nursery Manager. In the unlikely event that your concerns remain unsolved then please bring them to the attention of Mrs Herrington, Nursery Owner.

Data Protection Registration

This is in effect under Data Protection Act 1998.

Nursery Ethos

The ethos of the Nursery is Christian and includes religious aspects such as prayers or biblical stories appropriate to the age of the children. Celebrations and festivals of many faiths are covered in our curriculum.

Photography

Photographs are taken regularly to inform observations and assessment records. These are shared with you digitally via an online learning journal. Occasionally other people's children will be visible in photographs and we ask you not to display these photographs on social media.

At events where visitors attend, such as the fire service or visits to church then parents/carers often take photographs. If you do not want your child in such photographs please inform us in writing. Again, these photographs should not be displayed on social media.

2. Medical

Emergency Treatment

Serious accidents rarely happen, but if they do whilst in the care of the Nursery your child will be given basic first aid treatment by trained staff. This will include the treatment of minor cuts, bumps or bruises. Should an accident happen that requires a doctor, parents/carers will be contacted immediately to arrange collection of their child. Should urgent medical treatment be required then an ambulance will be called without delay to transport a child to hospital. Advice may be given via the telephone by emergency services personnel to Nursery staff, this advice and or treatment will be followed and administered to the best of the staff member's ability.

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 parent's wishes if we have not been informed otherwise.

Accident Book

All parents/carers will be informed and required to sign the accident book if a child has had an accident.

If your child has had an accident since their last attendance please advise the Nursery Manager on arrival. An accident on arrival form may be completed at this point.

Sickness

The Nursery will make every effort to notify parents/carers should their child become ill at the Nursery. The Nursery manager reserves the right to call for an ambulance to transport the child to hospital in an emergency. Please note minimum exclusion periods apply for certain illnesses and must be adhered to.

Minimum Exclusion Period for Nursery

Disease / Illness	Minimum Exclusion Period
When on Antibiotics	First two days at home
Chickenpox	7 days from appearance of the rash
Conjunctivitis	24 hrs at home with prescribed medication
Diarrhoea:	48 hrs at home
Gastroenteritis	Until authorised by District Community Physician
Hand, foot and mouth	3 – 5 days from the appearance of the blisters
Impetigo	Until the skin is healed
Infective hepatitis	7 days from onset of Jaundice
Lice:	Until appropriate treatment has been given
Measles:	7 days from appearance of rash
Meningitis C:	Until recovered from illness
Mumps:	Unless the swelling has subsided and, in no case less than 7 days from the start of treatment
Plantar warts:	No exclusion should be treated and covered
Poliomyelitis:	Until authorised by District Community Physician
Rubella:	4 days from the appearance of the rash
Ringworm of Scalp:	Until cured
Ringworm of Body:	Seldom necessary to exclude provided treatment is being given
Scabies:	Need not be excluded once appropriate treatment is given
Scarlet fever:	No less than 3 days from the start of treatment
Tuberculosis:	Until authorised by District Community Physician
Typhoid fever:	Until authorised by District Community Physician
Vomiting:	48 hours at home
Whooping Cough:	21 days from the onset of paroxysmal cough

Contagious Disease

You must not allow your child to attend the Nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the Nursery.

The Nursery reserves the right to refuse to accept children until the Nursery is satisfied they are not infectious. This is to protect other children from cross infection. The Nursery's exclusion policy is guided by the relevant local Authority.

If in doubt and your child is suffering from a doubtful rash, sore throat, discharge from the eyes, nose, diarrhoea or any similar symptoms; please keep the child at home until the doctor has certified that the symptoms have disappeared.

You must inform us immediately if your child is diagnosed with any allergy or intolerance.

Antibiotics

If your child is prescribed antibiotics, please keep them at home until 48 hours 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 their parent by completing our medications register. All antibiotics must be prescribed by a doctor.

3. Child Security and Protection

Child Protection

Any child who attends the Nursery, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background has a right to protection from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care.

Trafford Council's Safeguarding Board require by law for schools to accept responsibility to act in the best interests of the child at all times. This means that Nursery is obligated to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent.

The Nursery has a full written policy on Child protection which is available from the Nursery Manager.

Delivery of children

Children should be delivered by parents/carers into the care of a Nursery Staff Member at the Nursery building; please enter your child into the daily attendance register on arrival.

Collection of Children

Children will not be released into the care of anyone other than those named on the Nursery registration form unless authorised by the parents/carers personally, by telephone or in writing. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care. Persons unknown to Nursery will be required to know the password that is on your registration form.

In addition, a personal visit of introduction by the parents/carers, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity.

You are required to inform us immediately if you are unable to collect your child from Nursery by the official collection time. If children are not collected at the end of the session time then a charge of £10 for every 15 minutes or part thereof is charged until the child is collected.

All collections must be by an adult over 18 years of age.

Behaviour Management

The Nursery has a written policy on behaviour management which is available from the Nursery Manager.

The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at the Nursery.

4. Property and Premises

Personal Property

We do our utmost to look after anything that is brought into the Nursery, however no responsibility for loss or damage of personal property brought on to the premises by children or parents/carers can be accepted by the Nursery. Valuable or precious items are best not brought into Nursery.

Clothing

Parents/carers are requested to send children in easily washable, clearly labelled clothing which is appropriate to the weather conditions. Please discourage your child from bringing items of value to the Nursery. Please provide a spare set of clothing for your child in case of an accident or the need for change of clothing.

Car / Vehicle Parking

There are five dedicated spaces for Nursery parents/carers. A parking permit/s is issued to you and must be displayed on your vehicle dashboard whilst the vehicle is parked in the Nursery parking spaces. You must adhere to the parking arrangements in place on the signs. The parking spaces are for drop off and pick up only and are not intended as waiting spaces.

5. Food and Drink

Water

Fresh drinking water is available to all children throughout the day and children are encouraged to be independent and pour their own drink.

Meals & Snacks

Children will be provided with drinks, snacks and meals depending on sessions booked. Please see the Parent Handbook.

Nut Allergy

Nuts are not served in Nursery and children are not permitted to bring nuts to Nursery. This is help protect people with nut allergies.

Milk Feeds

Formula bottle feeds are no longer required by children age 2 and above.

6. Nursery Registration

Registration Forms and Deposit

Registration forms are to be completed and returned before a child can be accepted for entry into the Nursery. The registration process is digital. The minimum number of sessions recommended to benefit your child is two sessions weekly. Offers of places are made in the autumn term. To confirm a place that is offered to you we ask that a non refundable deposit of £200.00 is made by BACS transfer to the Nursery account within 48 hours. Your deposit is deductible from the last month's fees. Should this amount of deposit cause financial hardship to you, please discuss this with the Nursery Manager in confidence.

7. Booking Patterns and Fees

Sessions

There are numerous session lengths available, please refer to the Parent Handbook.

Regular Booking Pattern

You can book 2, 3, 4 or 5 day sessions with any combination of session length. We may be able to offer sessions to meet the needs of parents/carers shift pattern. Booking patterns are booked half termly to allow us to staff the Nursery appropriately.

Change of Booking Pattern and Additional Hours or Sessions

Should you wish to increase your booking pattern or require additional sessions or hours, these can usually be booked subject to availability, even at short notice.

To decrease your booking pattern you must provide us with thirty (30) days' notice in writing or by email to the Preschool.

Should insufficient notice be given then you will be invoiced for the full Nursery fees for thirty (30) days' notice from the date of any change as if the hours had not decreased.

Absence

Fees remain payable for periods of absence (Holidays and Sickness) as the child's place is kept open and staff and associated costs continue to accumulate and be met by the Nursery.

Free Early Years Entitlement and Quality Premiums

Local Authority Free Early Years Entitlement (FEYE) places may be available for your child the term AFTER your child is 3 years old until your child starts primary school. This grant will be fully administered by the Nursery on your behalf. A limited number of free places are given and after these have been allocated a quality premium is charged alongside the education grant, this is detailed in our parent handbook. FEYE when available is for 15 hours of free nursery, per week, for 38 weeks (term time only).

In September 2017, the Government is introducing a further 15 hours of childcare. This depends on parent's eligibility.

Childcare Vouchers

Childcare vouchers are accepted for full or part payment of fees. Please check with your employer for its current scheme details. The voucher company pays the Nursery directly following your instructions for payment. We prefer you to have an online account rather than paper vouchers.

8. Payment of Your Education Fees

Your First Invoice

We will create your first invoice from your child's first day of attendance until the end of the month. This invoice must be paid in advance or on your child's first day of attendance.

Payment of Fees (Monthly in advance)

Fees are due monthly in advance in accordance to your booking pattern by the 3rd day of each month.

We accept payments by online BACS or direct debit payment method only. We are unable to accept cheques or cash.

We will never inform you of a change of bank account details via email. We will only advise of a change of our bank details in writing by hand. This is to help avoid fraud.

Additional Service Fees (Monthly in arrears)

Additional hours for extra sessions or hours or late collection are invoiced when booked.

Your Final Invoice

We will create your final invoice from the date of your termination email. You will be required to pay the full fees for the notice period. An email confirmation will be sent to confirming your notice has been given.

9. Cancellation of Your Nursery Place

Termination of Contract

If you no longer wish to maintain your child's place at the Nursery you will be required to give 12 week's notice in writing or by email to the Nursery Manager.

We reserve the right to exclude a child from the Nursery for any breach of the Nursery contract. We may terminate your Nursery contract if your child's or that of a parent's behaviour at the Nursery is deemed by us to be unacceptable or endanger the safety and well-being of other children or our staff at the Nursery.

Non Payment of Fees

If you are finding it difficult to pay fees please discuss this matter with Mrs Herrington, Nursery Owner, a private appointment or telephone call can be arranged.

If the payment of Nursery fees is outstanding for more than 14 days after the 3rd of the month this will result in the termination of your Nursery contract and the loss of your Nursery place. A formal demand for all outstanding monies will be made; a final invoice will be issued and passed to a debt collection agency for full recovery. In addition you will be liable for all associated debt collection fees and court costs. Upon termination of this contract the child shall not be permitted entry to the Nursery.

End of document.