



November 2022

(Please sign and return one copy to littlewrens@ribblesdalefed.n-yorks.sch.uk)

TERMS & CONDITIONS

Please read the terms and conditions carefully

Please help us to provide the highest quality care for your child by reading and adhering to the following terms and conditions.

Opening Hours

Our opening hours are 8:45am – 3.30pm Monday to Friday term time only. In the event of late collection of children, you will be charged £5. We will contact people on your child's emergency contacts; if we are unable to contact anyone we will get in touch with North Yorkshire's Social Services Team and advice will be followed.

Bookings

Please fill in a booking form to tell us which regular sessions you would like your child to attend Little Wrens Nursery on a weekly basis. After selecting the sessions that you would like your child to attend each week, we will try to accommodate your needs. The nursery is open term time only. **Bookings will not be accepted without a complete, signed Parental Agreement. Please allow two weeks' notice when requesting to change or cancel your sessions.** However, we will always try to be flexible and cater for your individual needs if we can, so if we have a space available then we may be able to accommodate an extra booking at short notice. Sessions must be booked and confirmed by a senior member of staff or administrator in advance of your child starting at nursery.

Sickness

It is in the best interests of all children in the nursery that we try to keep the spread of infection to a minimum. Parents are requested not to send their child to nursery if they are suffering from any infectious disease or if they are feeling poorly. Our policy clearly states 48 hours symptom free for sickness and diarrhoea before returning to nursery. We understand the difficulties for working parents but for the wellbeing of all the children in our care, we reserve the right to ask you to collect your child from nursery if they are unwell. Please inform nursery if your child has been poorly at home. **Please be aware that you will still be charged or funded hours used (whichever is appropriate) for the period that your child is away from nursery.**

Holidays

The nursery is open term time only, closed for statutory Bank Holidays and 5 Inset Days.

Fees

- You will receive an invoice at the end of each month, applicable to that month's care.
- Each invoice will be amended appropriately for any holidays, extra care or Bank Holidays.

- Any additional bookings made at short notice are non-refundable should these sessions change.

Due to unexpected school closure i.e. snow day, paid fees will be reimbursed at 50%.

Once care has been booked and confirmed at Little Wrens, the agreed payment must be met in full. Please note that any outstanding fees will result in your child's care agreement being terminated without the need for further notice. The debt will then be passed to North Yorkshire County Council debt collection. We reserve the right to exclude children from nursery at our discretion.

Payments can be made by online payment, standing order or Tax-Free Childcare vouchers; we do not except cash or cheque payments. **Late payments after the 21st of the month will incur an additional £25 penalty charge added to the existing bill.**

- The notice period of 2 weeks should be given in writing, to terminate a child's place, or to reduce the number of sessions attended by the child monthly.
- Paid fees are subject to review at any time with a minimum of one month's written notice being given to parents whose children currently attend nursery. If there is to be an increase, it is usually annually.
- Paid fees are still charged and funded hours used if children are ill or do not attend as their place has been reserved.

30 Hours Funding

- To qualify for the additional 15 hours it is the parents responsibility to register on the following link <https://childcare-support.tax.service.gov.uk/par/app/applynow>
- Parent/carers are to confirm with the nursery the 11 digit code, their national insurance number and proof of identity.
- Parents are to sign a declaration form.
- Funding will be offered on a term time only basis.
- Sessions will be allocated to children who attend the nursery in the first instance, all remaining sessions will be allocated according to the nursery admissions criteria.

Personal Property

As we encourage exploration and discovery with the children they can sometimes get a little messy. They need comfortable, practical, easy care, washable clothing, and possibly a spare set in their bag for emergencies. **Please label all their clothing**, as we know from experience that families often buy similar items. Outdoor play is encouraged in all weathers so please remember to leave suitable clothing such as coats, boots and woollen hats in winter and sun hats in the summer. We would appreciate it if you could encourage your children to leave their toys at home, or take them with you, as they can soon be broken, lost or become mixed up with the nursery toys and can lead to upset and distress. We can accept no responsibility for toys brought in from home. Comfort objects however, are absolutely fine and will help your child settle into nursery.

Your satisfaction is very important to us. If you have any concerns regarding your child's care, please speak to your child's key person. Should you need to discuss your concern

further please speak to Miss Mounsey. Our Complaints Procedure is available for parents/ carers to look at.

Please sign both copies of this agreement confirming that you fully understand and will abide by the above then return one copy to Nursery and keep one copy for your records. **Failure to agree will result in a loss of your child's place.**

I have read and agreed to the above –

Parent's/Carer's Name:

Signature:

Date:/...../.....