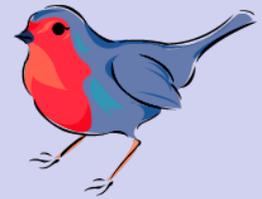


# Robins



## Terms and conditions

**Registration** - a registration fee of £30 is payable when the registration fees are accepted. This is non-refundable unless we are unable to provide the sessions required. This is not chargeable for those who are eligible for 2 year old funding.

**Confirmation of place** - the child's place will be confirmed in writing. The confirmation will include details of the child's commencement date along with the required sessions.

**Nursery fees** - fees are charged on a half-termly basis in advance and are payable at the beginning of each half term within a week of invoice date.

The initial payment of fees will be determined by the child's commencement date and will include all sessions booked from that date, up to and including the rest of the half term. A reduction in fees may be made for the first week to allow for some settling in sessions.

Morning and afternoon food and drink snacks and a lunch time juice are provided free.

Nappies and wipes are to be provided by the parent or carer.

Payment may be made online directly to the bank either privately or by childcare vouchers. If this is not possible a cheque or cash may be given and must be recorded in the diary. Returned bank payments will incur an administration charge equal to any bank charges.

The nursery reserves the right to review the fees which will be done at the end of the summer term with the new fees beginning in September.

A refund will not be given where a child is absent from nursery due to sickness or holiday.

If fees remain outstanding for more than 2 weeks.

- ⇒ the nursery reserves the right to charge a late payment fee 5% on any outstanding balance
- ⇒ the nursery may serve 14 days' notice in writing to terminate the contract. Upon termination of the contract the child shall cease forthwith to be admitted to the nursery and the nursery's notice to terminate shall be regarded as a formal demand for all outstanding monies.

**Types of sessions and conditions of booking**- the session types available are set sessions.

Further details of these accompanied by the fees schedule can be obtained from the nursery or viewed online. Set sessions are permanently booked recurring sessions or days required a full half terms notice in writing should this be necessary to change.

**Extra sessions** - we are happy to offer extra sessions if they are available. Please try to give as much notice as possible if you require extra sessions. Extra sessions booked but not taken are not refundable or transferable unless agreed by the nursery manage due to exceptional circumstances.

### **Cancellation/Termination of contract**

After a child's initial admission to nursery either party may terminate this contract giving half a terms notice in writing. This period is subject to the termination to being due to non-payment of fees as outlined above. During that period the nursery undertakes to continue to admit the child and the parent or carer undertakes to pay for all fees due. In the event of a parent or carer failing to pay the fees the child's place shall be immediately withdrawn and the nursery shall be entitled to serve a formal demand for payment of such monies.

In the event of a parent or carer giving notice of withdrawal of the child and immediately withdrawing the said child there shall be due to the nursery one half terms fees in lieu of notice.

**Sibling discount** - where there is more than one child from the same family attending nursery a discount of 10% will be given to the second child.

**Late collection policy** - the nursery reserves the right to charge a parent or carer when they do not collect their child at the agreed time. There will be a charge of £5 for the first 15 minutes and £5 for every 5 minutes thereafter.

**Notification of Absence/Lateness** - the parent or carer is expected to notify the nursery if their child is going to be more than 1/2 hour late or absent from the nursery.

**Unforeseen closure**- in the unlikely event of a closure of the nursery due to extreme weather conditions, flooding, loss of utility supplies, heating failure, or other causes beyond the reasonable control of the nursery, the setting will close and the nursery carer accepts no refund of fees will be made due to continued operational costs for the first 7 days.

**Sickness /Emergency treatment** - children must not attend the nursery when they are unwell or suffering from a contagious illness or infection. In the event of a child becoming unwell whilst at nursery, the parent or carer will be contacted to arrange to take their child home. In the case of an infectious condition the recommended exclusion time must elapse before the child can be re admitted to the nursery. Please see the infectious control policy for more information. In the case of an emergency the nursery staff will call health professionals. A senior member of staff will accompany the child to hospital until the parent or carer arrives. The nursery will continue to try to make contact with the parents or carers if they have not been able to reach them immediately.

**Complaints procedure** - the nursery complies with a laid down complaints procedure, a copy of which may be found in the policies folder in compliance with Ofsted regulations.

**Safeguarding children policy** - the nursery follows the Brighton and Hove Local Safeguarding Children's Board guidelines and details are found in our safeguarding children policy.

**Loss or damage** - the nursery does not accept responsibility for the loss or damage of property on its premises.

**Nursery policies and procedures** - all nursery policies and procedures can be viewed online or are available at nursery in the policies and procedures folder. It is a parents responsibility to read and familiarise yourself with all the policies and procedures. If you require clarification on any policies or procedures then please speak to the manager. The policies will be reviewed annually or more frequently due to new legislation or professional guidelines. A copy will be emailed to parents to read through and to feedback comments.

**Receiving nursery correspondence through email.** If you are happy to receive nursery correspondence through email, please write your preferred email address below.

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The nursery reserves the right to change the above Terms and Conditions as and when the need arises. One months' notice will be given in writing to any changes.

As a parent/carer I acknowledge that I have read and agree to the Terms and Conditions set out in the above three pages.

Signed parent/carer

1.....

Name

.....date.....

Signed parent/carer

2.....

Name.....date.....

Please note that a copy will be kept and placed on file and you can keep a copy for your own records.

Heather Johns - Sep 2016