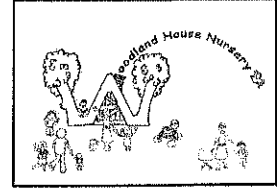


Woodland House Nursery (Part of Archfield House Nursery Ltd)



Terms and Conditions

To enable Woodland House Nursery (hereinafter referred to as 'the nursery') to provide and maintain the highest possible standards of childcare, it is necessary for all parents to be aware of, and to agree to the following terms and conditions.

AGE:

The nursery is open to children aged between 3 months and 5 years of age.

HOURS OF OPENING:

Monday-Friday 7.00am-6.00pm. 51 weeks per year.

The nursery is closed on Bank Holidays and for approximately one week over the Christmas period.

In addition, the nursery will be closed for two staff training days per year. Parents will be provided with six months notice of these training days and will receive a 50% reduction on the day's fees.

REGISTRATION AND BOOKING A NURSERY PLACE:

The nursery operates a policy of providing a minimum of two days nursery attendance per week. However, at the discretion of the nursery less than two days per week attendance may be made available to parents.

If you would like a place at the nursery then a place would be considered following receipt of the Application for Admission. On confirmation of your child's place in writing the nursery will request a non-refundable registration fee of £50.00 plus a £200.00 acceptance deposit. Children accessing the FEEE hours only are exempt from paying the acceptance fee. The acceptance deposit will be repaid by means of a credit without interest to the final payment of fees or other sums due to the nursery upon leaving.

Subject to availability this payment confirms your acceptance of the nursery place and reserves your nursery space until the date required and agreed. Failure to take up your child's place will result in the loss of your acceptance deposit.

Submission of the admission form and relevant fees deems parents to agree to be bound by these terms and conditions.

If you require any amendments to your confirmed booking, e.g. reducing days of attendance, then it is at the nursery's discretion as to which days are reduced depending on availability.

Deferred booking – A nursery place can only be deferred by one calendar month and only if one month's written notice has been received. If a parent wishes to defer their child's place for more than one month, full fees will become due for payment.

NURSERY CARE COSTS

Nursery care costs are payable in accordance with the published tariff and are reviewed annually in September. Parents will be given one month's written notice of any change in the nursery care costs or their structure.

Nursery care costs are charged for 51 weeks of the year with no reimbursement due to illness, holidays or bank holidays.

If it is, in our reasonable opinion, necessary or in the interest of the child to do so, we may close the nursery. In these circumstances, e.g. closure due to severe weather conditions or health pandemic we will charge you for the time that the nursery is closed. However, if the closure exceeds 3 consecutive week days we will credit you with an amount that represents the number of days the nursery is closed in excess of the three days.

Nursery care costs are based on a weekly fee rate and require all children to attend at least two days per week. Nursery care costs are paid on a monthly basis in advance by the 1st day of the month. We request payment by Direct Debt, Salary sacrifice and/or by childcare vouchers. If paying by Direct Debit, please note that **Archfield House Nursery School Ltd** has appointed the BACS Approved Direct Debit Bureau, Eazy Collect Services Limited (www.eazycollect.co.uk), to collect your payments. **Archfield Nursery** will be shown on your bank statement. We calculate your monthly care costs by taking the weekly charge rate multiplying by 51 (weeks) and dividing by 12 (months). The calculation allows you to pay a regular amount each month and takes into account the fact the nursery is closed on some days during the year. For the first months invoice and the last month you will be invoiced for the actual number of days your child attends.

Every three months a Nursery Statement will be produced showing the payments into your account and all nursery charges made. We will then refund any overpayments above £50 and any monies due to the nursery must be paid.

- Extra days – The nursery will try to accommodate any requests for extra days when required depending on availability. These days will be charged at the normal fee rate in arrears and must be booked in advance. Unfortunately, we are unable to swap days on an occasional basis.

Late payments- If payment is not received by the 7th of the following month, a surcharge of 4% above the Bank of England base rate plus an administration charge of £15 will be applied to the account. A polite reminder will be distributed asking for payment within 7 days.

If payment is still not received, a letter will be written explaining that your child's place at the nursery will be cancelled unless payment is received within 7 days.

All outstanding fees will then be due within a further 7 days to prevent court action.

Nursery care costs include all snacks, meals and drinks as well as routine activities. However, if appropriate parents are required to provide nappies, wet wipes and any formula milk.

Parents will always be consulted regarding any additional costs and permission granted before applying charges to your nursery account.

- Late collection charges – We request children to be collected from the nursery by 5.50pm. This allows for an effective handover to take place before the nursery closes promptly at 6.00pm. In the event that a child may be collected after this time a late collection form will be completed and charges made of £10 for every 10 minutes late. Payment should be made directly to the relevant staff.

Free Early Education Entitlement – The nursery is registered to claim the FEEE on behalf of eligible children aged three and four years. Eligible children are entitled to a maximum of 11.5 hours free per week for 49.4 weeks of the year, however Woodland House provide FEEE for 51 weeks of the year. We endeavour to provide free education flexibly where availability allows. Nursery care costs are payable for any additional hours and other costs not covered by the FEEE.

AMENDMENTS OR TERMINATION TO ATTENDANCE:

A minimum of one calendar month's written notice is required when you wish to terminate your child's attendance at the nursery. Failure to provide the required notice shall render the parent liable to the nursery for one month's nursery care costs. ("Calendar month" means the period between the date on which the notice is given and the end of the subsequent full calendar month.)

A calendar month's notice is also required before your child leaves the nursery for School. Where possible we are able to offer flexible care during September when your child may attend school part time whilst settling into the routine of School. However, this is dependent on availability and priority goes to children who have continued attending the nursery throughout the summer before commencing School.

The nursery reserves the right to terminate a child's place with immediate effect if a serious breach of these terms and conditions occurs, or if termination of a place is considered to be in the best interests of the nursery and/or the continuing welfare of the child or other children at the nursery.

You may reduce, increase or amend attendance subject to availability and a minimum of 2 days per week being attended by your child. To reduce or change the days of attendance, one calendar month's written notice is required. Any amendments will only commence from the 1st of the month after necessary notice has been given. Temporary cancellation of your child's attendance will terminate your child's nursery place.

- Maternity Leave – Any reductions in attendance due to maternity leave does not confirm a nursery space upon returning to work.

SICKNESS:

If your child is suffering from an infectious condition, they should not attend nursery until such time as the infection has cleared. Parents are required to notify the nursery if your child is absent from the nursery due to sickness. The nursery reserves the right to refuse admission to any child, who in the reasonable opinion of a senior staff member is unfit to attend.

If a child becomes ill whilst at nursery, a parent will be telephoned to notify them of their child's illness first and if deemed to be necessary will be asked to collect the child immediately. If the nursery is unable to reach the parents then they will call other authorised contacts. In the event of an emergency, the nursery will administer First Aid as appropriate and/or take the child to the nearest hospital accompanied by a familiar Senior member of staff who will act 'in loco parentis' until a parent arrives.

The nursery is not obliged to administer any medicines to your child. However, our policy states that we will administer medication prescribed by a doctor and where a first dose has already been given prior to attending nursery. The only exception is Calpol (or its equivalent) and you will be telephoned before this is given. Attending the nursery whilst on medication will be at the discretion of the nursery manager.

SAFEGUARDING CHILDREN, HEALTH AND HYGIENE:

Woodland House Nursery is regulated by Ofsted and is fully compliant with all legal obligations requiring polices for safeguarding children, equality and diversity and health and safety. The nursery operates high standards of hygiene, particularly when administering First Aid and when dealing with bodily fluids.

PERSONAL SAFETY:

Parents are requested to ensure the safety of their child before they enter the building and after collection at the end of their nursery day. The nursery cannot accept responsibility for accidents to children before they enter, or once they have left the nursery premises.

PERSONAL PROPERTY:

The nursery cannot accept responsibility for damage or loss to any personal property, e.g. clothes, toys or any other items brought into the nursery. It is strongly recommended that you clearly label all items including gloves, hats etc...

NOTICE OF CHANGE:

Terms are subject to change in whole or part with one month's notice by the nursery.

CONCERNS OR COMPLAINTS:

Any question, concern or complaint about the care or safety of a child must be made in the first instance to the Nursery Manager. If the matter cannot be resolved then notification should be made in writing to the Nursery Director, Rebecca Clevett. If the matter remains unresolved and in extreme circumstances then Ofsted may need to be contacted. Details can be found on the nursery notice board.

We reserve the right to update or amend these terms and conditions at any time. Two months notice will be given of any changes to be made.

'Love, laughter and learning!'

Archfield House Nursery School, 2 Archfield Road, Cotham, Bristol, BS6 6BE
Tel: 0117 9422120 office@archfieldhousenursery.co.uk