



Happy Nursery Day Terms & Conditions

REGISTRATION

To reserve a place for your child, you must complete and return your application form; pay an **administration fee of £30**- your cheque must be made out to Happy Nursery Days. Before your child's first day you **must pay a deposit of £200.00**. Parents who give the mandatory 1 months' written notice on termination, will have this deposit refunded against your final bill when leaving the nursery.

OPENING HOURS

7.30am to 6pm - Monday to Friday (closed between Christmas and New Year, Good Friday, Easter Monday and all other Bank Holidays). In addition, we are legally obliged by OFSTED to close for 3 inset training days each year. We are neither registered nor insured outside these times. Parents must collect by 1pm if attending in the morning or by 6pm for the afternoon session.

If you know you are going to be late, please arrange for somebody else to collect your child and telephone the nursery to update the record card in advance. Your child will not be released into the care of anyone other than those named on the record card. You must **always sign the register on arrival and when leaving** and **your child must always be handed** into the care of nursery staff.

Children must be collected on time, particularly during the overlap of morning and afternoon sessions. For the first 10 minutes that you are late hour we levy a charge of £5 and £5 for every 5 mins that you are late thereafter. Parents are liable for this charge, which will automatically be added to your account.

SECURITY

If your child is going to be collected by someone other than you, you must telephone the nursery in advance and make sure the record card is updated to include the name of the person. **Without prior notification your child will not be released.** We reserve the right to notify social services about any child not collected by 7pm.

SETTLING SESSIONS

Happy Nursery Days offers parents an opportunity to make use of settling sessions before children start at the nursery. We will make an allocation session before a child starts. The frequency and number of sessions offered will depend upon the individual needs of your child.

CHILDRENS BELONGINGS

We cannot be held responsible for any loss or damage to clothing or property. All clothes, shoes,

drink cups/bottles and other items should be clearly marked with your name using a permanent marker or labels. Should we find it necessary to supply items for your child's care then a small charge will be made to cover the cost. We suggest all toys; books or other items are left at home.

MEALS

All nursery meals are prepared on site with consideration to providing a well-balanced diet. Certain dietary requirements can be catered for, please speak to management. A copy of the weekly menu is displayed on the notice board and available on our website at happynurserydays.org.uk **Parents must inform the nursery in writing of any special dietary requirement prior to starting or immediately as they arise.** The nursery must also be informed of all allergies and any known causes of adverse reactions to foods, medication or activities.

For **NEF funded children, there is a daily charge of £2.50** required for meal provision.

DRESS

Children should come in normal day clothes. Please avoid 'designer' clothes as accidents can happen. A change of clothes should be brought in, placed in a labelled bag and hung on your child's peg. **Please label your child's clothes** to help avoid items going missing or being misplaced. We accept no responsibility for the loss of property in the nursery, unless we have acted negligently.

Please provide all nappies, wet wipes and any cream required. We also have uniforms for 2-5yr olds. Polo shirts are £8 and Jumpers £10

ACCIDENTS, HEALTH, SAFETY AND SICKNESS

If your child is unable to attend the nursery due to illness, please telephone the nursery to inform the manager. If children fall ill during the day parents will be contacted to arrange to collect them. If the parents are unavailable other authorised contacts will be called.

Children who are unwell must not attend the nursery. Children who have suffered from sickness or diarrhoea will not be admitted back to nursery within 48 hours after the last episode to exclude infection. **Parents must inform the Nursery immediately if their child is suffering from any contagious illness including vomiting, diarrhoea.** For the benefit of the other children in the nursery, we cannot allow children 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.

We reserve the right to administer basic first aid treatment when necessary. Parents are informed of all accidents and you will be required to sign your child's accident form. In the event of an emergency, every effort will be made to contact parents, the child will be taken to the nearest hospital, accompanied by a senior member of staff who will act in 'loco parentis' until such a time as the parents arrives. If we are unable to make contact Happy Nursery Days is authorised to act on behalf of the parent and authorise care in the best interest of the child.

Medication is only given when prescribed by an appropriate person and with parental permission. Full written details must be provided and the medication clearly marked with the child's name and dosage instructions along with details of any medication given in the last 24hours..

FEES

Fees are required to be paid monthly in advance by the 1st of the month by direct debit or childcare vouchers. **Payments made after this date will incur a 10% administration charge.**

Any charges that are incurred by Happy Nursery Days, associated with cancellation of a direct debit mandate, similar schemes or administration costs, including nursery staff time will be refundable by the parent.

Extra sessions will be charged monthly in arrears to your account.

The nursery is open Monday - Friday throughout the year excluding Bank Holidays, and inset days (see opening hours above). **Fees are payable on these days and also for any absences or holidays you take.** Unfortunately, we are unable to offer any days in lieu of absences or Bank Holidays.

Parents must inform the Nursery, as far in advance as possible of any dates on which your child will not be attending the nursery. **No refund will be given in the event of the child's absence due to illness or for any other reason.** This is because the nursery has to reserve a place for the child with appropriate staffing in advance.

Happy Nursery Days reserves the right to review the fees at their discretion annually, however **in the event of any change in fees a minimum of one month's notice** will be given in writing.

SUSPENSION

We may suspend the provision of childcare to your child, and add on 1 months' notice, at any time if you have failed to pay any fees. Deposit not refundable

EMERGENCY CONTACT

It is the responsibility of parents to keep us informed of any changes in contact numbers, and to make sure the contact record is up to date at all times.

PUBLICITY

From time to time we photograph the children taking part in their activities. These are shown at Parent's Evening and photographs are kept as evidence of work, displayed on walls and also on the nursery website. If you do not wish your child to be photographed, please inform the nursery in writing.

Behaviour Management

Staff receive training in child development and behaviour management. The nursery has a behaviour management policy which staff will share with parents on request. We expect staff to be respectful in their interactions with parents. Staff are not expected to tolerate being spoken to in a rude, abusive or threatening manner by parents, carers, children or guardian. Any such behaviour may result in the termination of a nursery place.

Insurance

We have insurance cover – full details of our insurance cover are available upon request from the nursery management team.

NOTICE OF TERMINATION

All parents are required to give 1 months' notice in writing to withdraw their child or reduce their sessions. Immediate cancellation or reduction shall render the parents liable to the normal monthly fee in lieu of notice. **Parents must clear all outstanding balances within that period.**

Happy Nursery Day reserves the right to terminate a child's place with immediate effect if a serious these terms and conditions are breached, including persistent lateness in collecting your child. The manager, in their absolute discretion, may terminate a place if it is in the best interests of the nursery and/or the continuing welfare of the other children at the nursery.

ITEMS TO TAKE HOME

Children have trays and folders where work to be taken home is placed. Please check this on a regular basis as your child spends a lot of time and effort on these activities, and is very proud of the finished product.

CHILD PROTECTION

The nursery must report to OFSTED and the Local Social Service Board any incident where we consider a child may have been abused or neglected. **This may be done without informing the parent.**

STAFF TRAINING

The borough of Lambeth legally requires all childcare settings to undertake 3 days training per calendar year. The nursery will be closed on these days. Advance notification will be given.

TERMINATION

You may end this Agreement at any time, giving us at least 1 months' notice in writing and clearing any outstanding balances.

We may immediately end this Agreement if:

- You have failed to pay your fees.
- You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time of us asking you to.
- You behave unacceptably, as we will not tolerate any physical or verbal abuse towards staff.

OTHER

Happy Nursery Days may change the terms and conditions where such change arises from regulatory issues, changes in legislation affecting day care, proposed changes in invoicing procedures, such change is in the reasonable opinion of Happy Nursery Days or is in the interests of children attending the nursery. Happy Nursery Days will give you at least one month's written notice of such change.

Happy Nursery Days will not be in breach of these terms or otherwise liable to you by reason of any delay in performance or non-performance of its obligations due to an event outside its reasonable control including 'acts of God', fire, flood, lightning, war, act of terrorism, strikes or other industrial action.

If you have any queries, please do not hesitate at any time to speak to the Nursery Manager.

We have an obligation 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 and/or without informing you.

If you have any concerns regarding the services we provide, please discuss these with the Nursery Manager. Customer satisfaction is of paramount importance to us and any concerns/complaints will be taken seriously.

As the number of children with nut allergies is increasing, with the support of parents **we aim to keep the Nursery NUT FREE**. Parents are asked to remember this when sending any food item to the nursery. **Parents are also requested not to use creams, sun creams, oils, or other products on their child that may contain nut oil** as this may have severe consequences to another child.

I/ we have also completed and signed the registration form, which forms a part of this contract and all documents within the parents' permission booklet. I/we are also aware that the nursery will be pleased to arrange meetings to discuss problems, children's work and records at any mutual agreeable time.

Signed: _ (Parents/Guardians) Date: / / _

Signed: _ (Nursery Manager) Date: / / _

These 'Terms and Conditions' are applicable to new parents from the 1st September 2017 and existing parents from 1 st October 2017
