



## Terms and Conditions

The following terms and conditions are the underlying contract between the nursery and parents/guardians of the children in the nursery. These terms and conditions together with our policies and procedures and each child's individual contract, represent the entire contract between the nursery and parents/guardians. They are designed to promote stability, consistency and good working practices throughout the nursery.

### Policies and procedures

Parents must read and agree to abide by all BCoT nursery's policies and procedures. The nursery will review policies and procedures annually. Amendments and any new policies will be added as required in line with OFSTED, The Early Years Foundation Stage, Hampshire County Council and BCoT College recommendations. The nursery is also subject to all Basingstoke College of Technology policies and procedures, these can be found on the college website: [www.bcot.ac.uk](http://www.bcot.ac.uk)

### Opening times

We are open 8am to 6pm Monday to Friday for 50 weeks of the year, we close for two weeks over the Christmas period, all public and bank holidays and for one training day per year, which are not charged. We offer full day sessions from 8am to 6pm and half-day sessions from 8am to 1pm and 1pm to 6pm.

### Registration

To register your child at nursery an application form must be completed and handed in to the nursery office. Once a place has been offered and accepted a non-refundable registration fee of £50 will be charge.

### Fees and invoices

All fees are charged monthly in advance and must be paid either by Direct Debit, Childcare Vouchers or the HMNRC Tax free childcare system on the first of the month to which they relate. Childcare vouchers must be set up to ensure that the funds are paid to the nursery on or before the first day of the month to which they relate. Where payment has not been received on the 1<sup>st</sup> of the month, an outstanding fees letter will be issued, asking for payment before the 15<sup>th</sup> of the month. If payment has not been received by the 15<sup>th</sup> of the month, a second outstanding fees letter will be issued giving a week's notice to pay the debt in full or your child's place at nursery will be suspended until payment has been received. Where payment is more than one month overdue, BCoT reserves the right to place the debt with a debt collection agency. Any costs incurred will be added to the outstanding debt, which you will be liable for. This will be discussed with the finance manager and nursery manager on a case by case basis. Fees are payable during periods of absence including holiday, sickness and on occasions when the nursery has to close due to circumstances beyond it's control for example severe adverse weather conditions, fire etc. Any extended periods of absence will be charged at the discretion of the nursery manager. All fees are subject to an annual review but may be revised at other times with at least one month's written notice.

### Early Years Education and Other Funding

The nursery accepts Government Early Years Education Funding for 2, 3 and 4 year olds. We also accept Care to Learn, all childcare voucher schemes and other funding as required. The nursery must see your child's birth certificate or passport before they are able to receive this funding.

### Extra sessions

Extra sessions, over and above the regular sessions booked, are available on an ad-hoc basis dependant on availability. On the receipt of a written request the nursery will check availability, confirm and book the extra sessions which must be paid for in advance of the session.

## **Changes in sessions or termination of nursery place**

The nursery requires four weeks written notice for changes to sessions or to terminate your child's place at nursery. Should these changes or termination happen mid-month a pro-rata calculation of fees will be applied. Parents/carers remain liable for fees throughout the notice period

## **Late collection**

The nursery collection times are 1pm and 6pm, please ensure your child is picked up promptly. When a parent/guardian is late collecting their child a late collection form will be completed. This form will be signed by a member of nursery staff and the parent/guardian on collection stating the contracted pick up time and the actual pick up time. A late collection fee of £1 per minute will be charged.

## **Security**

The nursery has a double door entry system and to gain entry to the nursery everyone must ring the doorbell and a member of staff will let them into the premises. Parents/guardians will provide contact details and a password for all those who will be picking their child up from nursery and inform staff of any changes to the regular person picking up their child. Parents/guardians will sign their children in and out of nursery at the beginning and end of their session. For further information please read our health and safety policy.

## **Accidents and incidents**

The nursery reserve the right to administer basic first aid and treatment where necessary. Parent/guardians will be informed of all accidents and incidents and will be required to sign the relevant form. For accidents requiring an ambulance to be called all attempt will be made to contact the parent, however if this is not possible, the nursery are authorised to act on behalf of parents if required. For further information please read our health and safety policy.

## **Medicines, allergies and illness**

The nursery reserves the right to refuse admittance to any child it deems not well enough to attend. If your child is prescribed medication please keep them at home for the first 48 hours to ensure they do not have any adverse reaction to it. We are able to administer prescribed medication on the completion of the relevant forms as long as the child is well enough to be in nursery. We follow the Public Health Agency guidance on infection control. Please contact the nursery if your child will not be attending nursery due to illness. Where a child has allergies or specific dietary requirements we offer alternative foods on completion of the relevant forms. Parents/carers have a duty of care to inform the nursery in writing if there are any changes to medical or dietary requirements. For further information please read our illness, medication and immunisation policy and nutrition policy.

## **Safeguarding**

If your child has an accident at home and sustains an injury you will be asked to complete an existing injuries form, please tell a member of staff at the start of your child's session. We recognise that parents/guardians may need to be contacted whilst in the nursery, however the use of mobile phones within the nursery itself is prohibited. Please ensure any phone calls are taken either outside the main reception or in the nursery office. We have a duty of care to ensure that any significant concerns we may have regarding children in our care are reported to the Local Area Designated Officer (LADO). Where possible, we will keep parents/guardians informed of any contact with the local authority except in exceptional circumstances. For further information please read our safeguarding policy and mobile phone policy.

## **Disclaimer**

The nursery reserve the right to update or amend our terms and conditions, policies and procedures and fee structure at any time. The nursery does not accept responsibility for accidental damage or loss of property. Parents are requested to keep personal items to a minimum and clearly label all of the child's belongings. The nursery will not tolerate, under any circumstances, abusive, threatening or violent behaviour towards staff members.

## **Disclosure**

Parents/guardians must, as soon as possible, disclose to the nursery any known medical condition, health problem or allergy affecting the child, any family circumstance which might affect the child's welfare or happiness, or any concerns about the child's safety.

## **Data protection (Data protection Act 1998)**

Please note that all details are stored on computer and on paper. If any government body contact the nursery and request information in regard to a child attending the nursery, this information will be disclosed. For further information please read our access and storage policy.