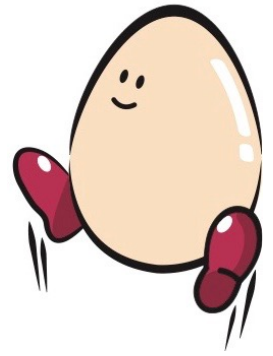


# Humpty Dumpty's Kindergarden



## Terms and conditions

Thank you for choosing a place at Humpty Dumpty's Kindergarden. It is important to us that you feel completely satisfied with the care your child/children receive at nursery. By signing our terms and conditions we will assume that you have ensured that our high quality level of provision suits yours and your child's individual needs. These terms and conditions form the basis of the agreement between the parent/guardian and Humpty Dumpty's Kindergarden. Our privately paid fees are fully inclusive of all snacks and meals and the additional services that we add regularly to our children's sessions throughout the year.

Please note that the current government education entitlement funding available to all three and four year olds is only applicable for 15 hours or 30 hours for those children whose parents are eligible stretched over 51 weeks per year. This funding is non inclusive of snacks, meals, additional services or additional childcare hours.

### **1. Enrolment Procedure**

Parents/carers wishing to apply for a Nursery place should contact Laura Wood, Nursery Manager/Owner or Abbi Howland, Deputy Manager either by telephone 01603 866477 or by email: [info@humptyskindergarden.co.uk](mailto:info@humptyskindergarden.co.uk) or in person.

Admissions are made to ensure that each setting operates to as near full capacity as possible, as set out by Ofsted registrations.

Once a visit has taken place and an interest expressed applications for a place must be made via the Registration Form which is emailed to parents or available to download from the website. One form per child will be required. A non-refundable registration/admin fee for **1-2 days required per week of £75.00 per child if 3+days required per week of £100 per child** will become payable when the form is handed in for all children accessing private hours. This fee is still payable to be placed on the Waiting List. Your child's place will be confirmed via letter or email.

The completion of a Registration Form does not in itself guarantee an offer of a place, as this will be decided by the available places that we have on offer at that time. Place allocation is a complex matter and some sessions have limited availability, which is dependent on the number of full time equivalent places being taken up.

If there are more applications than places available then places will be allocated by the Manager firstly to those who have completed the relevant forms and paid their Registration fee (on a date received basis). Full-time places will take priority over part-time places. Employees children will be considered on the same basis. Where a place cannot be found then children will be placed on a Waiting List.

All new registrations will be acknowledged and the details will be entered onto our 'Blossom' software programme.

When a place has been confirmed then the child or children will be booked in for their settling visits as per the agreed schedule. These will preferably take place in the weeks immediately before starting. In emergency admissions then these settling visits may need to be altered to accommodate the child's and parent's needs.

Each key person will introduce themselves to the parent(s). Prior and during the settling visits the child's Key Person will assemble all relevant information including Permissions Forms and All About Me information in order to assist us in getting to know the individual children.

Once a child has started, daily feed back to the parents is made via the key person through our Online Blossom diaries (0-2 Caterpillar Room) that you will be given log in details to.

Waiting List Criteria- **Children will remain on the Waiting List until a place becomes available. If we cannot find a place in the timescale required then Registration/admin Fees will be returned.**

## **2. Parental Responsibility**

Parents must complete all relevant forms during your child's initial induction before your child can be left unaccompanied Humpty Dumpty's Kindergarden. The Nursery must be informed immediately of any changes to the information you have provided:

- Name, address, date of birth, sex, ethnic origin and religion of the child:
- Proof of date of birth
- Dietary requirements
- Name, home address and place of work (including respective telephone numbers) of parent(s) or guardian(s) of the child;
- The person who is responsible for paying nursery fees and their contact details
- Name address and telephone number of doctor and health visitor of the child;
- State of immunisation and infectious diseases suffered by the child and other relevant information on the child's health; for example; allergies;
- Consent (or otherwise) to prescribe medication being administered to the child by nursery staff, if required;
- Consent (or otherwise) to the child receiving emergency medical treatment from senior nursery team, if required;
- Consent (or otherwise) to the child being taken out of the nursery premises (for occasional exercise, excursions etc.) by nursery staff;
- Names of persons authorised to collect the child from the nursery.
- Medical conditions

You must keep us informed as to the identity of the persons who will be collecting your child from Nursery. If the person collecting your child is not usually responsible for collecting them we will require two of the following:

- Password
- Date of birth
- Description of the person collecting
- Transport details or description
- Personal identity
- Recent Photograph

If we are not satisfied that an individual is allowed to collect your child, we will not release your child into their care.

You must inform us if your child is the subject of a court order and provide us with a copy of such an order on request.

You must immediately inform us if you are unable to collect your child by the official collection time.

We would be grateful if you could inform us in advance of any dates in which your child will not be attending Nursery including holiday dates using the appropriate form. You must provide us with at least 4 weeks notice of your intention to decrease or increase the number of hours your child spends at the nursery, this also applies in cases where you intend to withdraw your child from Humpty Dumpty's Kindergarden, to which you would be ending this agreement.

If a parent wishes to take their child out of the nursery on a permanent basis then **4 weeks** written notice must be given.

If a child is absent from nursery due to illness their session will still be charged at the normal rate as it is the space within the nursery that is paid for, not the child's attendance.

The nursery has the right to refuse admission to a child who is unwell. This decision will be taken by the manager or room supervisor on duty and is non-negotiable.

Where insufficient notice is given, you will be responsible for the full fees of your child for one month from that date, as if the hours had not decreased if withdrawing a place.

You must immediately inform us if your child is suffering from any contagious disease. For the benefit of the other children in the Nursery, you must not allow your child to attend Nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the Day Nursery.

For further information:

[www.hpa.org.uk](http://www.hpa.org.uk) – infectious diseases fact sheet

### **3. Nursery Payment Schedule**

A non-refundable Registration/Admin fee of **1-2 days required per week of £75.00 per child 3+days required per week of £100 per child** is charged when a place is booked at Humpty Dumpty's Kindergarden. If, after booking a place, you wish to delay your child's start date we will hold your place for **one month**. If you decide not to take up this place, the fee will not be refunded. The registration/admin fee covers the cost of settling-in sessions and administration associated with booking a space and for holding the spaces required. For those children who attend a FUNDED ONLY session will not be charged a registration/admin fee and settle sessions will be booked in during funded times.

Fees must be paid on a monthly basis, in advance by the end of the second week in each calendar month. We may review these at any time but shall inform you of the revised fee, you may end this agreement by giving us one month's notice in writing. Fees that are not paid by the 10<sup>th</sup> of each calendar month will incur a late payment charge of **£30**.

All payments under this agreement must be by standing order, BACS, cheque, cash or vouchers. If payment is made by cash it is the responsibility of parents/carers to ensure they receive a receipt as proof of payment from the management team.

Parents can make requests for additional sessions of childcare using our appropriate form; however extra sessions will not be granted if there is an outstanding balance on your account.

If you have requested additional sessions or have been unable to collect your child by the official collection time and we have, as a result, provided you with additional childcare facilities we will charge you for the additional childcare monthly in arrears.

Humpty Dumpty's Kindergarden will issue reminders where fees are overdue. We may ask you to withdraw your child from Humpty Dumpty's if you have failed to pay your fees within the agreed payment timescale when payment is received your child may return to the nursery. If payment is still

not received, this will result in the permanent loss of the child's place. If no attempt is made to pay outstanding fees legal action will be taken in order to recover any monies owed.

If a child has not been collected after the end of their session a **£1.00 per minute fee** will be charged on the next invoice. If a child is still at nursery 15 minutes after they were due to be collected and all attempts to contact parents have been unsuccessful, the child's emergency contact will be phoned. If this is unsuccessful, Social Services Emergency Duty Team and Ofsted will be called.

#### **4. Working families tax credit**

Working Tax Credit is an in-work tax credit for families, which includes an element to support the costs of registered or approved childcare for working parents. To obtain a claim pack and further advice contact: The Inland Revenue Telephone Number: 0845 300 3900.

#### **5. Childcare Vouchers**

Childcare Vouchers are usually available as part of a Salary Sacrifice Scheme. Employees can receive up to £55 per week in childcare vouchers. These are exempt from Tax & National Insurance Contributions. This means both employees and employers make tax savings. Employees should approach their employers about joining the scheme. Childcare Vouchers can then be given to childcare providers to pay for some or all of their child's hours or sessions.

#### **6. Bank Holidays and Planned Holidays**

The nursery is open for 51 weeks closing on all bank holidays and a week at Christmas, dependant on fall dates at which no fees will be charged to parents.

Refunds **will not** be given for periods where your child's Nursery place is vacant due to illness or non authorised holidays. Two weeks are allocated each year which half fees (50%) are required to keep your child's space at nursery. Holidays are given pro rata equivalent to sessions eg. 2 Morning sessions per week equals 4 mornings holiday per year. Holiday requests, **4 weeks notice must be given for this to be authorised and written on a parent holiday form found in reception.** Holiday is allocated on a yearly basis and is not accrued and cannot be carried over to subsequent years.

#### **7. Notice of Absence**

Parents/carers must inform the nursery by 10:00am if their child is not attending on that day. If a child is missing from a session without prior notification the nursery will assume there are mitigating circumstances and will make every effort to contact the parents/carers and/or emergency contacts.

#### **8. Extra Sessions**

From time to time you may need an extra session that is outside of your child's normal attendance. These can be requested via the blossom app or via email. These sessions can not be guaranteed and will only be allocated if the space is available. Cancellations should be made via email. Cancellations with less than 48 hours notice will still be charged.

#### **9. Termination of the Child's Registration**

You may end your child's registration at any time, giving us at least one month's notice where you are required to continue paying full nursery fees throughout that period. We may immediately terminate your child's registration if you fail to pay your fees.

We reserve the right to terminate a child's registration where the nursery deems the child's actions to be detrimental to other children. A period of four weeks' notice will be given, where possible. We reserve the right to suspend a child's registration, where the Day Nursery deems the child's actions to be detrimental to other children. The withdrawal shall continue whilst we try and address the problem with the child's parents. A period of four weeks will be given, where possible.

#### **10. Removal of a Parent, Carer or Visitor**

We reserve the right to ask a parent/carers or visitor to leave the premises if they are found to be causing offence to anyone on Humpty Dumpty's premises. If this action occurs persistently the nursery reserves the right to terminate the child's place at any time.

#### **11. Severe weather conditions, inset days, heating failure and unavoidable circumstances**

Be assured the staff at Humpty Dumpty's Kindergarden will always endeavour to keep the nursery open during periods of adverse weather, however, due to our location, sometimes this is just not possible, as such a significant proportion of our families travel quite a way to Humpty Dumpty's we have to inform parents early of our plans. A decision to close the nursery will only be made if there is a significant risk to the health and safety to staff and children at the nursery by remaining open. Factors which contribute to this include, treacherous roads to and from nursery, failure in the heating supply, insufficient numbers of staff have been able to get to nursery as a result of the weather. On any given day, notification of our decision of our closure will be added to our Nursery Facebook Page and an e-mail sent to parents.

**Please note. There will be no refund of fees if the nursery has to close due to severe weather conditions.**

#### **11. Over the counter medication**

If your child has had liquid paracetamol or any form of liquid ibuprofen 12 hours before they are due to attend nursery. They will not be able to attend. This is due to the medication masking symptoms of Covid-19 and potentially spreading the illness throughout.

#### **12. Nursery Closure**

At time Humpty Dumpty's Kindergarden might have a temporarily interruption indicating your child cannot attend nursery. These interruptions might include but are not limited to: weather conditions, building or repairs work, fire, flood, pandemic or unavailability of staff or any other such actions or limitations, full fees will be payable without refund for up to two weeks.

I wish my child to attend Humpty Dumpty's Kindergarden and confirm that the information given above is correct. I understand it is my responsibility to update the nursery in writing of any information or contact detail changes. I understand that I will be invoiced monthly in advance. I want my child to be included in all the additional services that Humpty Dumpty's offers and accept that additional service charges\* will commence when my child becomes eligible for the early years government funding I understand that if I do not adhere to these terms and conditions, I am liable for the following month's fees. I also understand that if my child enrolls at another setting/childminder while attending Humpty Dumpty's, I must inform the nursery in writing immediately. I fully understand and agree to adhere to the terms and conditions set out in this prospectus and understand that the Nursery policies also represent Humpty Dumpty's Kindergarden Terms and conditions. If we are eligible for the 30 hours funding, I understand it is my responsibility

to check my eligibility for the 30 hours funding every three months and provide Humpty Dumpty's with my code. If I fail to do so, I will be charged at Humpty Dumpty's Kindergarden private fees\* for all the hours over the 15 universally funded hours per week. I agree to notify Humpty Dumpty's Kindergarden in the event that my circumstances change and I may no longer be eligible for the 30 funded hours. I also understand Humpty Dumpty's Kindergarden must notify the Local Authority of this within two weeks and my child's place will be subject to the Government's grace period after which time my child's place may continue and the normal fees will apply or I will give the 4 weeks notice as set out in the Nursery Terms and conditions. I understand that 4 weeks written notice is required upon leaving and for any reduction in sessions. I understand that all nursery policies are available for parents to view in the office and I will ask for a personal copy if required.

\*(all fees subject to change)