**Juice Nursery – Terms & Conditions**

**Application**

In order to secure a place with us, an Application Form must be completed and returned to us, together with a £50 non-refundable admin fee. This admin fee will be payable for each child registered with us. All fees are payable from the child’s agreed start date, unless one months’ notice of cancellation or changes to start date are given in writing.

In order to give children stability within the nursery environment, we do ask that the minimum number of sessions booked is 1.5 days (or the equivalent e.g. 3 mornings, 3 afternoons etc) or 2 days for Preschool (or the equivalent e.g. 4 mornings, 4 afternoons etc). Where booking patterns remain at the lower end of what we offer, we may ask for your support, as we seek to spread headcount across the days of the week, utilising Mondays and Fridays where this is possible.

If you have entered an estimated start date on your Application Form, we ask that a confirmed date is given no less than 8 weeks prior to this.

Furthermore, final confirmation of a set booking pattern is also required 8 weeks prior to your child’s start date. Please note that if we are not notified of any changes by this date, we cannot guarantee availability.

**Fees**

In your Welcome Pack, you will find a Standing Order Mandate Form. Please note that we require Standing Orders to be set up to cover the cost of monthly fees. Furthermore, it is your responsibility to set up your payment method **in advance** of your child starting with us, whether that be by bank transfer, childcare voucher’s or tax-free childcare. Fees need to be paid by the start of each month (e.g. 1st).

Our fees are calculated on the annual charge for sessions booked, divided by 12, to create a fixed monthly charge. We take in to account bank holidays and the week closure at Christmas, when calculating our fees, which are inclusive of all food, snacks and drinks, in addition to nappies and milk (fresh and formula).

Fees remain payable during all periods of absence including **sickness, holidays and bank holidays**. Every year we close at 6pm on 23rd December, reopening on the first working day after the New Year.

We will send your first month’s invoice to you via email. Should you require a copy of your invoice each month then please advise us in writing prior to your child’s start date.

If it is deemed that your account is unacceptably in arrears, then your child will not be allowed to attend nursery until the outstanding fees are paid in full, including the advance payment for the month they return. You may be asked to pay a further deposit which will be deducted from your final month’s fees and interest might be applied to any overdue balance. Furthermore, we reserve the right to charge interest at 3% over bank base rate per annum on any unpaid fees.

We offer sibling discount, which is applied to the fees of the child who does the least sessions, and is applicable for the duration that you have more than one child at the nursery.

We reserve the right to increase our fees. When such increases are made, we will seek to give as much notice as possible, notifying you in writing of the start date for the change.

**Changes to Booked Sessions/Cancellations**

4 week’s written notice is required if you no longer require your child’s nursery place with us, either prior to starting with us and during your time with us. This also applies if you wish to decrease your child’s sessions. Please note that full fees are payable up until the end of this notice period.

If you wish to increase your child’s booking pattern, we still require 4 week’s written notice, but should availability allow, we will seek to arrange this as soon as we can.

We do not routinely swap sessions and indeed are unable to swap sessions due to planned holidays. That said, we do appreciate that unforeseen emergencies do occur and we will do whatever we can in such circumstances to support parents, subject to availability.

**Emergency Closures**

In very exceptional or emergency situations it may be the case that we have to close the nursery, for example, high staff absence levels due to COVID or adverse weather conditions. In such situations we will endeavour to give parents as much notice as possible and will ensure that the time the nursery is closed is minimal. Any such closures will be communicated to parents via eyLog and email. Regrettably, on such (and hopefully rare!) occasions, it will not be possible to refund parents their nursery fees for any missed sessions or days **except** if there were to be a prolonged closure (more than 1 day) due to COVID, whereby we would ask parents for 50% of the fee for the period of closure and we would refund the difference.

**Collection of Children**

The nursery operates both morning and afternoon sessions – the morning session running from 7.30am-12.45pm and afternoon sessions from 1pm until 6pm. We would ask that you pick your child up promptly at the end of each booked session, to ensure the smooth running of the nursery.

If, due to unforeseen circumstances you are going to be late in picking up your child we would ask that you call us to let us know immediately. Please be advised that you will be charged a late pick-up fee of £10 for every 15 minutes you are late.

We cannot legally deny access of a child to either parent, unless there is an active Court Order in place or if a parent does not hold parental responsibility.

Your child can only be collected by the person/s named in their personal file. If this is not possible, and other arrangements have been made, we will need the name, description (and/or photo) and a password for the person collecting your child. If a person comes to collect your child and you have not advised us prior to this then we cannot allow your child to be taken – even if we know who the person is. Your child’s safety is our priority!

**Extra Sessions**

Subject to availability, parents are also able to book extra sessions for their child, should they need additional child care. Any such sessions will be invoiced separately. Sessions can be cancelled up to 48 hours in advance, without charge.

**Notification of Lateness/Absence**

We would ask that parents/carers notify the nursery if their child is going to be late or absent from the nursery.

**Sickness/Medical Treatment**

The nursery has a responsibility to keep the risk of infection to a minimum and we may exclude children on occasion following guidance on the “Communicable Disease Chart” found within the Welcome Pack. If you require a copy of this, you can contact the office.

As long as they are well enough, a child who is taking medication can attend the nursery providing they pose little or no risk of cross infection to the other children and staff. At the discretion of the Nursery Manager, staff can administer medication, including Calpol and Antibiotics.

Please see our Sick Child Policy and Administration of Medicine Policy for further information.

**Mobile Phones**

Mobile phone use within the nursery is strictly forbidden to safeguard the children. If you need to use your mobile phone, please exit the building first.

**Parking**

Limited parking is available for drop off and pick up of children only. We ask that parents repark if they have errands to run and that they should only park in designated Juice Nursery spaces.

**Buggy Store**

We have a buggy store available for parents to use however, as space within this is limited, we would ask that only small, umbrella style pushchairs are stored here. We do not accept responsibility for any items left being broken or going missing.

**Safeguarding**

The nursery follows the guidelines set out by Trafford Children’s First Response and adheres to them.

**Complaints**

If a parent/carer has a cause for complaint they should in the first instance speak to their child’s Keyperson or Room Leader, who will inform the Nursery Manager.

If the matter cannot be resolved the parent will be asked to put their complaint in writing and the Nursery Manager will investigate the complaint, before reporting back to them, in writing within 28 days of the complaint being made.

If the matter hasn’t been resolved to the parent’s/carer’s satisfaction, then they have a right to raise the matter with OFSTED. The telephone complaint’s line number is: 0300 123 1231.

If you wish to see a copy of our Complaints Policy and Procedure then please contact our office for further details.

**Nursery Policy & Procedures**

Further nursery policies and procedures can be found within the Parent Zone of our website or they are available in hard copy from our office. It is a parent’s responsibility to read and become familiar with policy & procedure however if you require any clarification or have any queries, please contact our office on 0161 929 7470.

|  |  |  |  |
| --- | --- | --- | --- |
| **I/We have read and understood the terms and conditions above:** | | | |
| **Parent/Carer Signature:** |  | **Date:** |  |
| **Parent/Carer Signature:** |  | **Date:** |  |