

Abusive or threatening behaviour of any kind towards members of staff may result in the loss of your nursery place.

1. Registration & Deposit:

Available places depend on the age of the child and the number of sessions required. A £75 non-refundable charge is payable at the time of registration. A deposit is also required in advance. The deposit is used as a holding fee and is refunded upon leaving or withdrawing your application. You are entitled to the return of the deposit once a one month's paid notice has been given in writing and all fees are up to date. This applies to **all** spaces including children who are yet to commence their full sessions e.g. settling and those on the waiting list.

You will **NOT** be entitled to your deposit refund if:

- I. You fail to begin your sessions within a **6 month period** of registering
- II. You leave within **6 months** of commencing sessions
- III. You fail to provide your **PAID** notice and pay your fees in full

Registration fees and deposit payments only apply to parents who are paying or top up funded hours.

2. Termination of your contract & Notice Period

Contracts can only be terminated at the end of the calendar month, where notice is given on any day of the month, the notice period will only commence on the first day of the following month and will continue until the last day of the same month. Should you wish to return following a termination of contract you will be required to repay your deposit and registration fee.

3. Contracted sessions

Once sessions are agreed and confirmed your contract will be created and these will be your contracted session times and days. Changes to contracts require a minimum of one month's notice and will be offered depending on availability. Your contract cannot be changed on a temporary basis e.g. swapping days however we do offer a maximum of 3 emergency swap days per year, subject to availability. (starting sept 2024)

4. Punctuality:

All children are required to come in on time for their session. If you are running late please inform the nursery by a telephone, email, Blossom messenger. There may be particular times that you cannot drop your child to the nursery e.g. trips or according to particular routines.

5. Waiting List:

The waiting list is governed by the following procedures. First priority is given to children who are already attending the nursery. Second priority is given to siblings of children already attending the nursery. Subsequently, the waiting list operates on a first come basis. Please note that it is not possible to guarantee a place for all children moving from one room to another, although every effort is made to ensure a place is available.

6. Opening Hours:

Our set full day sessions are 8am – 6pm. Our half day sessions range from 8am-12.30pm or 1.30pm-6pm. Parents are required to arrive a minimum of 5 minutes before your child's sessions end.

7. Late Collection:

A late fee per child will be issued if collected after end of session. An initial late fee of £5 will be issued if late by 5 minutes, after this a charge of £1 per minute will be issued. Continuous lateness will result in the loss of your nursery place.

8. Closures:

During the Christmas/New Year period the nursery will be closed **for 3 working days**. The dates will differ depending on yearly calendar. Parents will be informed in advance as to which day this will be.

The nursery is closed **3 days** a year for staff training. Dates will be provided as early in the year as possible. We are also closed for all public bank holidays. **Please note. Parents are charged for 52 weeks a year and parents are expected to pay for all closures.** It is parents responsibility to be familiar with the closure dates.

9. Unexpected Closures:

In cases whereby the nursery must close due to unexpected circumstances such as; weather, mass illness and health and safety/hygiene requirements unable to be met e.g. no water supply, fees will still be required in full. Each situation will be managed individually and the nursery will try its utmost to support parents during such cases.

10. Child Collection:

For your child's safety, the nursery will only release a child to a carer unless we have been previously supplied with full details in writing (via email or Blossom messenger) and a photograph of the person who will be collecting your child. Only persons above the age of sixteen can collect your child. The person collecting must be deemed suitable by the nursery before your child is released into their care. Those who have legal parental responsibility and who are known to the nursery have permission to collect, unless provided legal documentation to state otherwise.

11. Safeguarding:

If a child discloses that they or others are at risk of significant harm, or where the nursery observes or receives information of incidents likely to cause harm, the nursery has a duty to take steps to protect the child. This includes contacting our Multi agency safeguarding hub (MASH).

12. CCTV

Safeguarding children is our priority and one measure we have in place is our CCTV System. We have CCTV in classrooms, garden area, hall ways but NOT in changing rooms or toilets. CCTV is only accessible to staff, parents cannot access CCTV for safeguarding and data protection reasons. There may be times where Tamba may liaise with external organisations such as Ofsted or the Police who may ask to view CCTV footage.

13. Visiting the setting:

Parents/carers are asked to keep visitors to a minimum in order to safeguard children. Friends, family members must remain at the door and only one adult should collect the child. Parents/carers are prohibited from using mobile phones in the nursery.

14. Refunds

Should a refund be due please allow up to 28 days for this to be processed. Should an overpayment be made e.g. incorrect fees & a refund be requested, a £10 admin fee will be deducted from the amount due to be refunded.

15. Children's Absence:

Children who are unwell must remain at home and parents must follow the sickness policy including no attendance following injections for an observational period of 24 hours. If for any reason your child cannot attend the nursery, please telephone or send a message on Blossom by 9:00am. If no contact is made with the nursery about an absence we have a safeguarding requirement to contact the Multi-Agency Safeguarding Hub (MASH) to report the child as missing. Refunds will not be given for non attendance due to illness, holidays or closures. Please inform us of your holiday dates as soon as possible to help us maintain the correct number of staff on site.

16. Fees:

All fees are payable monthly in advance of attendance. Parents are encouraged to set up a direct debit for the 1st of the month to avoid a late payment.

Late Payment: Failure to pay by the 1st of the previous month will result in a late payment charge of £10 on the first instance and £10 for each week that payment is late. Continual lateness of fees may result in suspension or even a loss of your nursery place.

Failure to pay or failure to cooperate in a repayment plan will result in redeeming outstanding payments through debt collectors. **Please note. Parents are charged for 52 weeks a year and parents are expected to pay for all closures and absences regardless of the reasons.**

Fees are charged at daily rates, however if children are in receipt of funding, fees will be recalculated hourly. Consumable rates may be added to fees, dependent on sessions and type of contract. Additional days are charged at an increased fee to cover additional admin duties. Once your request has been confirmed & agreed payment is required within 48 hours and in advance of attendance. Extra sessions are non refundable and cannot be amended. The nursery does accept external vouchers, e.g. Tax-Free, Childcare Grants, Edenred etc however extra charges may be added for additional admin duties.

There is no set fee review, fees are reviewed to reflect the running costs of the nursery. Parents will be given a 2 months notice as and when applicable.

17. Funding

Tamba offers both 15 hour and 30 hour funding. As we provide full day care across the entire year, funding is only offered on a stretched basis, with the exception of 15 hours ONLY (no top up hours). This means should you wish to use 15 hours funding within your contracted sessions, this will be offered as 11 hours. We do not offer 30 hours solely. This is calculated at the stretched offer of 22 hours per week. Consumable fees are added to contracts to cover the costs of additional services e.g. meals, extracurricular activities, local trips etc.

18. Additional charges:

Should you require letters/invoices for external purposes from the office, an additional admin charge will apply.

Charges are as follows:

- Monthly invoices - additional £5 per invoice (to be added to your monthly contract)
- One off letters e.g. proof of attendance/parental responsibility confirmation - £10 per letter
- Childcare Grant Payment – should you be entitled to CCG payments, an additional £5 will be added to your weekly fee for extra administration duties.

19. Sickness:

If a child becomes sick at the nursery, every effort will be made to contact the parents to take them home. However, the nursery reserves the right to remove the child to a doctor in a considered emergency. Medicine will only be administered to your child if we have been given written permission to do so. Some medication must be prescribed by a doctor however over the counter medication is fine. Please note that no child may attend nursery during the first 24 period after the initial dose of an antibiotic course of treatment, this includes vaccinations and immunisations.

20. Clothing/ Accessories:

Children must not wear jewellery to the nursery except for religious symbols. No responsibility will be taken for any item brought into the nursery that is not clearly labelled, and no responsibility will be taken for anything left on the premises after a child has finally left the nursery. Children must come to nursery wearing appropriate clothing.

21. Outings:

If Parents have given permission during their registration process, staff will not always inform you of minor outings. Minor outings are defined as any outing that does not require transport. All major outings will need permission from parents/ carers and usually will require contributions for each event.

22. Parking:

There are no designated parking facilities for the nursery. However there are local parking facilities available. Please take care and do not to block any neighbours, even for very short periods of time. Please take others needs into consideration when dropping off or collecting your child from nursery. Please ensure when using local parking, you abide to their terms and conditions of parking. The nursery will take no responsibility for parents fines or tickets.

23. Buggy facilities

The nursery has limited buggy storage therefore children under the age of 2 take priority and we actively encourage children from the age of 3 to walk to nursery (individual circumstances will be taken into consideration). The nursery will not take any responsibility for loss or damage to any buggies or personal buggies etc. Please ensure you are only use allocated buggy storage areas and not blocking any entrances/fire exits for health and safety purposes.

24. Complaints/Compliments

If you have any comments or complaints about the nursery, please do not hesitate to contact us. In the first instance please contact your nursery manager or person in charge to try and resolve the matter. If you feel that the complaint cannot be handled in this way please refer to our complaints policy.

Agreement and Acceptance

By signing the terms and conditions I confirm I have read and understood the terms and conditions set up by Tamba Day Nursery and will abide by the conditions set out. I understand by failing to adhere to the terms above this may result in termination of contracts and the loss of my nursery space.

Carer 1

Relation to child:

Print Name:

Signature

Date:

Carer 2

Relation to child:

Print Name:

Signature

Date: