

Terms and Conditions

1. Registering your child for a place at the nursery requires you to complete and sign a Registration Form. By signing the form you agree to all the terms and conditions set out below; and to adhere to our policies.
2. A place is only secured once the Registration Form has been completed and returned to the nursery with a non-refundable registration fee of £50 and a refundable deposit of £100.
3. The deposit is refundable when your child leaves the nursery subject to one full calendar months' notice in writing by the first of the month for children to leave on the last day of that month. If this notice is not given then fees continue to be payable. If any fees are outstanding when your child leaves the nursery the refundable deposit is forfeited. For clarity, children will only leave at the end of a month.
4. 48 hours notice (2 working days before the session) is required for cancelling additional sessions. If this notice is not given then the session continues to be chargeable.
5. If you cancel your child's place without the child starting at the nursery the refundable deposit is forfeited. If you cancel within one month of the due start date fees are also payable for the period between the due start date and the end of the next calendar month.
6. A full calendar months' notice in writing is also required should you wish to reduce the number of sessions your child attends. Failure to give this notice will result in fees being charged on the existing number of sessions for the month. For clarity, at least one calendar months' notice is required to reduce sessions, with the reduction commencing at the start of a calendar month.
7. Following receipt of a Registration Form, the start date can only be delayed once, and only be delayed by one month, before the child's reserved place will open to others and the child's name added to the waiting list. Notice of the delay must be in writing. If the notice to delay is less than one month from the original start date then fees are due from the original start date until the end of the one full calendar months' notice (to co-incide with the end of a calendar month). The refundable deposit will be forfeited if the child subsequently does not start at the nursery (see 5. Above).
8. No refund or reduction of fees is made if your child is absent from the nursery (e.g. holiday; illness).
9. No sibling discount is given where a sibling is in receipt of Early Education Funding (EEF).
10. No refund or reduction of fees is made if the nursery is closed for reasons beyond our control (e.g. adverse weather conditions). Please see policy.
11. The nursery closes for Bank Holidays and for 1 working week at Christmas and re-opens on the first working day in January.

12. Fees are calculated on a 51 week year. No refund is given for Bank Holidays.
13. Our opening times are from 7:30am to 6:30pm, Monday to Friday. We are unable to take responsibility for children outside these times as your child is not covered by our insurance.
14. Fees:
 - a. Fees are payable monthly in advance on the first day of each month for the full day nursery.
 - b. The first month's fees for new starters are due in full one month before the start date.
 - c. Fees for additional sessions are due before the sessions.
 - d. For fee calculations please see our fee sheet.
 - e. If any fees are outstanding after the 10th of a month a charge of £5 per day will be applied until the outstanding fees are paid in full.
 - f. If fees are outstanding for over one month we reserve the right to immediately cancel your child's place. The outstanding fees, including the appropriate notice period and interest will still be payable and you will forfeit your deposit. When necessary we will take legal action to recover outstanding fees with interest and costs.
15. If a child becomes ill at nursery, you or your named emergency contact will be telephoned. Therefore it is your responsibility to inform us of any changes to your details (e.g. mobile phone; address).
16. Any child suffering from an infectious illness must not be brought into nursery until a doctor has certified that the child is no longer infectious.
17. Please do not bring any personal possessions (e.g. jewellery; money) into the nursery, as we cannot take responsibility for any loss or damage.
18. Please label ALL items of clothing. We cannot take responsibility for unlabelled items.
19. Please try to be punctual when collecting your child. It is very important to collect your child at the correct time; otherwise some distress could be caused. We appreciate there may be times when this is unavoidable but you could incur extra charges if it were to happen frequently. These will be £5 for every 5 minutes late. If you are going to be late then please telephone the nursery (01494 527 807).
20. If a person other than the parent or guardian has to collect your child please inform a member of staff in advance. It is nursery policy not to allow any child to leave with an unnamed person. We prefer to have seen the nominated person before collection. If this is not possible we will use a password scheme to identify your nominated collector.
21. We reserve the right to refuse admission.
22. We reserve the right to amend the terms and conditions