



TERMS AND CONDITIONS

- ★ The Crèche and Kindergarten cater for children from birth to five years old.
- ★ The Kindergarten and creche open at 7.35am and close at 5.45pm. An additional charge of £5 will be charged for every 5 minutes after the closing time and should be given directly to the staff member looking after your child.
- ★ The nursery welcomes children from 0-5 years, subject to availability of places (see admission policy).
- ★ An application form must be completed for each child applying for the nursery and a registration form on our Family App when a position is confirmed. An additional application is required before children transition from creche to Kindergarten in order to secure a place.
- ★ When a child is settling into nursery we advise that parents to stay with them for the first few times, to ensure they have a smooth transition into their new environment.
- ★ The nursery closes 3 weeks annually: Christmas week, Easter week, August bank holiday week and bank holidays. We do not charge for these weeks or Bank Holidays with the exception of Good Friday.
- ★ We are registered with many of the popular childcare voucher companies. If you need the nursery account number please contact the nursery owner.
- ★ We reserve the right to claim any fees that are found to be outstanding due to miscalculation. Fees must be paid strictly in advance.
- ★ Invoices are shared on our Family App at the beginning of each month and payments are required to be cleared in the account by the end of each month.
- ★ We reserve the right to terminate the place in the nursery for non-payment of fees or if no notice period is given and interest will be charged on all outstanding accounts.
- ★ Fees are reviewed on a six-monthly basis.
- ★ If your child is absent from nursery e.g. illness or holidays, full fees are payable. Please contact us by 9.30am to advise us if your child will not attend on that day.
- ★ We will call parents on the first day of absence by 9.30am to ensure that your child is safe if we have not heard from you.
- ★ A notice of 1 month is required should you wish to withdraw your child from nursery.
- ★ For the parents who have more than one child attending, the second child will be given a 10% reduction.

- ★ If a child is deemed unfit/ to unwell for nursery, then the nursery has the right to ask for them to be collected immediately. If you are unsure how long to keep your child off for, please refer to the illness and exclusion policy or call the nursery for a discussion and advice before bringing them in.
- ★ Sporadic and inconsistent attendance (your child not attending crèche or kindergarten for their set pattern of hours without an explanation), will be discussed with you and where necessary, other services and this may lead to a withdrawal of a funded place or paid place.
- ★ We will not be held responsible for individual toys/books/items brought from home.
- ★ Parents should avoid sending their child in expensive clothes as the nursery cannot be held accountable for marked/damaged clothes and many of the activities that we provide can be messy!
- ★ All clothing and shoes must be named.
- ★ Children should be supplied with a change of clothing in a named drawstring bag.
- ★ All details on your child's registration form must be kept updated as it is essential that we are able to contact you at all times. Please inform a member of staff if another designated person is to collect your child. No child will be allowed to leave the premises with an unauthorised person.
- ★ Parking: parents using the Kindergarten drive must not obstruct resident's drives and park with due consideration of other vehicles accessing the drive.
- ★ A full set of policies and procedures are kept in the nursery office, copies of which are available at your request. A select number of policies are displayed on the nursery notice board and on our website. These policies and procedures will be monitored and reviewed on a regular basis.
- ★ Harassment: if a staff member is intimidated degraded or humiliated by a parent/carer then the parent may be asked to find alternative care.
- ★ We always close at 5pm on the last day of the Autumn Term (ie day before Christmas Eve).
- ★ Southlands reserves the right to change the terms and conditions without prior notice.
- ★ Finally, we always prefer to have direct contact. We do not use the Family App for communication that requires an instant response. Please always ring if there is a matter that you are concerned about or information that we need to be aware of in a morning.

Please make sure you have read, fully understood and agreed to the terms and conditions before signing the application form