

# Bright Stars Childcare and Education Ltd

## Nursery Copy

### Terms and Conditions and Parental Agreement

**Admission** A completed Terms and Conditions and Parental Agreement Form, a registration fee and deposit are required to secure your child's place. We have a minimum session requirement of 2 sessions booked over 2 days.

**Policies and Procedures** We have a comprehensive set of policies and procedures available and we recommend you read these prior to starting. We send out updated copies regularly. An overview of our key policies and procedures are available to read on our website, [www.brightstarsnursery.co.uk](http://www.brightstarsnursery.co.uk), and in our setting brochure. Our full range of policies and procedures is available to read upon request.

**Communication** Our preferred methods of communication are via our EyLog system and our social media account so these should be checked regularly for updates.

**Registration Fee, Deposit and Fees** A registration fee of £20 is required. A non-refundable deposit of one week's fees is required at the time of booking. The deposit will be deducted from your child's first month's invoice. The deposit will not be refunded if you cancel your child's place prior to starting or within the first month of starting. (A deposit will not be taken if you are only booking funded hours, however, in the event the hours booked are increased, a deposit will be required).

Fees and Invoices are payable weekly or monthly in arrears. Accounts are payable by cheque made payable to "Bright Stars Nursery", via BACS transfer, by standing order or cash. We also accept childcare vouchers. **Fees will still be due for any sessions missed for whatever reason including periods of sickness and family holidays and we are unable to give alternative sessions for those missed.** Be aware that the number of days childcare provided each month may vary, therefore monthly invoices may vary. Bank holidays and staff training days will not be charged for.

Fees are reviewed regularly and 4 weeks' notice will be given of any change.

**Default in payments** Payment of invoices will be monitored closely by management.

We will work with parents/guardians to arrange a suitable payment plan to recover arrears, but it may also become necessary to reduce a child's sessions until the debt is cleared. We also reserve the right to terminate your child's place with immediate effect in the case of non-payment of fees.

A charge of £10 will be made for each calendar month that fees are outstanding. Any parent or carer whose fees remain unpaid will risk their child's place at the nursery being withdrawn.

We reserve the right to refer any outstanding invoices to a debt collection service of our choice.

Name of parents or carers responsible for payment of fees:

Person 1: \_\_\_\_\_ Signed \_\_\_\_\_

Person 2: \_\_\_\_\_ Signed \_\_\_\_\_

**Late Collection** If you expect to be late collecting your child please notify the nursery as soon as possible. If notified, the additional time will be charged at the standard hourly rate before 6pm. After 6pm, you will be charged £10 for any part of quarter hour you collect late. Late collection before 6pm will be charged at our standard rate if notified, however, reoccurring late collection will incur a rate of £5 per quarter hour. All additional meals will also be charged for.

**Free Entitlement Funding** We accept all funding for 2,3 and 4year old's including the 30 hours extended entitlement funding. We apply for the universal 15 hours funding for 3 and 4year olds on your behalf and parents will be required to sign a Parental Declaration. It is the parent's responsibility to apply for the 2year funding and the 30 hours extended funding if they think they are eligible. In the event that a child's booked sessions are not covered by the relevant funding for whatever reason, the parents will be responsible for paying the fees. An additional service charge is charged to all those accessing the 30 hours extended entitlement funding to cover the cost of additional extras and consumables. Please read our '3&4 year old funded childcare places' information sheet for more details.

**Insurance** The nursery has extensive insurance cover for nursery based activities and outings. Details of the insurance may be requested from the nursery manager. The Certificate is displayed in the nursery.

### **Opening times**

**Bright Stars Nursery** The nursery sessions run from 08:00 to 18.00. The Nursery is open for 51 weeks a year. We close for a week at Christmas and all bank holidays. Dates are available upon request.

**Bright Stars Preschool** The Preschool is open from 08.00 to 16.00. The Preschool is open for 38 weeks per year and we close for all bank holidays. Children registered at The Preschool who would like additional hours can attend Bright Stars Nursery for additional hours.

**Termination, cancellation and change of sessions** One month's notice is required by either party for any change of sessions or termination of agreement. If parents choose to leave prior to the end of their notice, fees are non-refundable. The minimum period for any permanent change of sessions is one month. If the notified start date is changed by the parent, we reserve the right to charge from the original start date notified on the Agreement form. The nursery reserves the right to terminate the Agreement with immediate effect in case of non-payment of fees, or a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause.

**Intimidation or abuse of our staff will not be tolerated and may result in immediate termination.** In all other cases the standard notice period of one month will apply.

**Personal property and belongings** The nursery cannot be held responsible for any loss or damage to any parent's, carer's or child's property or belongings. Every reasonable effort will be made by the nursery staff to ensure that property or belongings of any parent, carer or child is not damaged. Please ensure your child's clothing is clearly labelled and we suggest that all toys, books and equipment are left at home.

**Liability** We accept no responsibility for children whilst in their parent's care on nursery premises. We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parent's property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind.

**Accidents, illness or medical needs** The nursery reserves the right to administer first aid and any emergency treatment as required. Parents will be informed of all accidents and will be asked to sign an Accident Record form. If emergency treatment at hospital is required the nursery will make all reasonable attempts to contact the parents but if this is not possible we are authorised to act on behalf of the parents and authorise any necessary emergency treatment.

We will administer prescribed medicines only if parents have completed a Medicine Consent form.

We may require parents to withdraw their child from nursery in the event that they require special medical care or attention which is not available or refused by the parent, or it is considered that the child is not well enough to attend nursery. We may also ask parents to withdraw their child from the nursery if we have reasonable cause to believe that the child is suffering from or has suffered from any infectious disease or infection and there remains a danger that other children may contract such a disease or infection. Please refer to our Childhood Illness and Exclusion Policy regarding exclusion and incubation periods by which we are bound. Parents must inform the nursery if their child is suffering from any illness, sickness or allergies before attending the nursery.

In the event a Health Care Plan is required, specific staff training or additional staff support is needed, a child's place may be deferred until this can be actioned. The nursery is mindful of the needs of working parents and will endeavor to provide as much continuity of service as possible within the recommendations of the Health Protection Agency by which the nursery is bound.

**Special Educational Needs** It is our intention to make our setting accessible to children and families from all sections of the local community. We recognise that children with a disability or special educational need may require a more personalised approach when registering at our setting. We ask parents to be open and transparent with regards to any additional needs their child may have in order for the setting to put appropriate provisions in place, to ensure that we can best support the needs of the child. The manager will arrange an entry into nursery meeting with parents, herself and the setting SENCO to gather further information. Where appropriate this information will be used to support an application with the Local Authority for Inclusion Support Funding. Where children require extra specialist support, it may be necessary to defer or implement a graduated entry so that training and/or additional staff can be sought.

**Allergies** As part of the registration process parents and carers will be asked to provide details of any allergies relating to their child's dietary requirements. Parents and carers are responsible for informing the setting immediately of any change in their child's dietary requirements, to ensure that we have an up to date record. In the event of severe allergies a Health Care Plan may be required and/or specific training sought for staff. In certain circumstances, where more complex allergies are present it may be necessary to discuss how best to meet the dietary needs of the child. This may involve parents or carers providing part or all of their child's meals.

**Social media** As a nursery we use Facebook as a way of communicating activities that the children have taken part in and other news from the nursery. No photographs of children's faces will be used on Facebook or any other social media site.

**COVID-19** The setting will follow government guidance to implement a Risk Assessment and Operational Plan for the Nursery, during the Covid-19 pandemic, this will be reviewed and updated regularly and shared with parents and carers. We require that parents and carers abide by the procedures defined in the Risk Assessment, to ensure the safety of staff and children.

**Photographs** As part of our observation process we will take photographs of the children or groups of children and these will be included in the children's online learning journeys and in displays across the nursery. They may also be used on our website unless you specify otherwise. During nursery events, parents are welcome to take photos unless specified otherwise, but they must remain for home use only and not be used on any social media site. We ask parents not to use mobile phones in the nursery.

**Sun Protection** During the summer months we require parents to apply sun cream to their child prior to them attending their nursery session, please also provide a named sun hat.

With your permission we can re-apply sun cream in the afternoon for children attending a **full-day session only**, before going outside.

The setting uses a factor 30+ with both UVA and UVB protection, where possible we use a sunscreen for sensitive skin, parents are encouraged to provide their own sunscreen with their child's name clearly labelled to support children with specific allergies. (Full day session)

I understand that I am responsible for applying sun lotion to my child, prior to them attending their nursery session.

If my child attends a full-day session I give permission for sunscreen to be reapplied during the afternoon.

I acknowledge receipt of the Sun Safety factsheet and information letter.

Child's name:.....Parent/Guardian Signature.....

**Contact details** It is the responsibility of the parents to inform us of any change in contact details.

**Parent consent** I understand that Bright Stars Nursery has a duty to refer to Ofsted or the Child Protection Team at Social Services if it suspects that child abuse may be an issue.

I understand that Bright Stars Nursery has a set of clear policies and procedures that are available for parents to read at any time and I agree to abide by them.

I understand that Bright Stars Nursery has a full behaviour policy in place and will liaise with the Early Years Team to support challenging behaviour. I understand that Bright Stars Nursery reserves the right to reduce or change a child's sessions or hours where physical aggression impacts on the wellbeing of other children or staff members.

I understand that any information given to the nursery about my child is kept for three years after my child has left the nursery and may be shared with staff of the nursery and the Children Centre Manager.

I give permission for my child to access digital technologies in accordance with Bright Stars Nursery e-safety policies and procedures.

I understand as part of the daily routine the children may go for local walks to support their learning. This may include the park and library. Risk assessments will be carried out. (Letters and permission slips will be sent to parents for trips further away).

### Agreement

These Terms and Conditions represent the entire agreement and understanding between the parents (including other carers) and the nursery. Any other understandings, agreements, warranties, conditions, terms and representations, whether verbal or written, expressed or implied are excluded to the fullest extent permitted by law. We reserve the right to update / amend these Terms and Conditions at any time. One month's notice will be given of any changes made. The nursery is operated by Bright Stars Childcare and Education Ltd

I have read and understand these Terms and Conditions and agree to be bound by them.

Signed (Parent).....

Print Name:.....

Child's Name:.....Date:.....