

# Terms and Conditions

We are a caring and considerate company who have established these terms and conditions for the benefit of the children in our care, our staff and our neighbours. Please read them carefully. The terms regarding notice periods and payment of fees are to promote the stability of our staffing and to assist our forward planning and resourcing of the nursery. Therefore to enable us to maintain our commitment to high quality childcare and education, we require all parents to abide by these terms and conditions.

1. Upon registration of your child at Aston Pierpoint a registration fee of £40 is payable. This is non refundable and does not guarantee the timing of an offer of a place. On acceptance of a place a deposit of £100 is to be paid. This is refunded on leaving or deducted from the last months fee's less any monies owed.
  2. All fees are charged monthly in advance. They are payable by standing order only and are due on the first day of each month to which they relate.
  3. Fees are payable during periods of absence from the nursery, including sickness, holidays, bank holidays or closure times. Fees are reviewed annually each September.
  4. The nursery is open from 8am to 6pm and full day fees are for any times within this. Part time sessions are from 8am to 12.24 pm or 1pm to 6 pm. The nursery can open for extended hours; these will be charged for additionally and must be booked one week in advance and are subject to staff availability.
  5. Once a place has been confirmed, the standing order must be arranged. The first months fees are payable to secure the nursery place. An agreed starting date is confirmed, fees are payable from this date. No charge is made during the agreed settling in period.
  6. On acceptance of a place six weeks written notice is required if you wish to withdraw your child from the nursery. Fees are payable during the notice period.
  7. If you wish to alter the number of days attending please discuss this with the Nursery Manager. There is a four week notice period for the reduction of days or sessions.
  8. We adhere to a range of working policies, which are available to parents at all times.
  9. Should your child become ill during nursery hours, the manager will contact you. If your child is suffering from an illness that may cause cross infection, discomfort or distress then a request to be collected will be required. We ask you to keep your child off during their illness allowing at least 24 hours from the last occasion with sickness and diahoerra. If your child is prescribed a medication we will not be able to re-admit them until 24 hours after the first dose. If your child is taking un-prescribed medication these must be issued with a letter of explanation and consent. If your child does become ill they will be lovingly cared for and supervised in a quiet area whilst awaiting collection.
- It is our normal policy to attempt to reduce temperatures by removing their clothing and sponging them down. In this interim period we would phone and ask permission to administer Calpol. If you cannot always be immediately contacted by phone then you must agree to sign an agreement at the time of registration.
10. Designated adults who have been introduced to our carers may only collect children. In the event of an emergency a system is available. The Manager will discuss this with you.
  11. Parents or guardians collecting children late will be charged. A charge of £5 will be made for each 15 minutes. Parents must adhere to our closing times and respect our staffs working hours. The late payment charge reflects staffs overtime rate of pay. Continual failure to comply with closure times may result in loss of place. An invoice will be issued to parents in respect of late payments and must be paid within 7 days of issue.
  12. Outings. Parents will be asked to sign a permission form allowing their child to go out into the local area. Outings other than the locality of the Nursery will be notified by letter and permission requested in advance.
  13. Parking. When dropping off or collecting we ask that you consider our neighbours and their driveways. Please park considerately.
  14. We carry liability insurance policies and adhere to strict health and safety standards. However we do not accept responsibility for loss or damage to property or accidental injury. In the event of minor accidents you will be informed and be asked to sign to acknowledge this. For more serious accidents you will be contacted and informed immediately.
  15. If a member of staff is employed by a parent or guardian to care for a child previously registered at the nursery, you will be liable to pay costs to cover advertising and replacement to the sum of three months salary. This is effective within and up to three months of an employee leaving our nursery.
  16. The acceptance of a place is an agreement to abide by these terms and conditions.