



Bell House Nursery
Quality Childcare

TERMS & CONDITIONS – Nursery 2017-2018

POLICIES & PROCEDURES:

It is important that you read and accept our Policies and Procedures before you sign your registration form. These are available at reception.

REGISTRATION, FEES & INVOICING:

A registration fee of £50 per family is payable upon completion of a booking form. This is non-refundable, unless we cannot provide a place for your child.

REGISTRATION PROCEDURE:

The registration process is to request and secure your nursery place. You will be asked to complete a registration form requesting the sessions you are interested in together with a £50 registration fee, which is non-returnable. If you are applying for only FEET funded sessions a £50 registration fee is not applicable. We will then contact you to confirm availability. Payment of the returnable deposit (one month's fees) must be paid the month before you start with us.

PAYMENT SCHEDULE:

Registration fee	£50 – non -refundable
Refundable Deposit*	1 month's fees (at least 1 month before attending)
Monthly Fees	Invoiced monthly in advance.

Payment can be made online, by standing order or debit card or cash. We do accept cheques. We also accept childcare vouchers

Bank Details are: Lloyds TSB, Sort Code: **30-93-49**, Account Number: **26640860**

** If you decide not to take your confirmed place we require at least one month's notice. If you do not give notice we cannot return your deposit.*

Fees are billed in advance on a calendar monthly basis and invoices are sent out on or around the 20th of the month. **Payment is due by the last day of the month.** Any invoice not settled by the last day of the month **will incur a charge of £5 per day.** Child care vouchers must also be received by the last day of each month.

The Nursery reserves the right, when it deems it necessary, to charge parents of children who are dropped off earlier than the arranged time, or are collected after the appointed time. If you drop your child at nursery before their allotted session time, this will be charged at the **additional hourly rate** for your child's room. If a child is late being collected after their session time ends, this will be charged at a rate of **£15 per each 10 minutes late.**

We are registered to accept Free Early Education Entitlement for 2, 3 & 4-year-old children.

We accept childcare vouchers (please contact our office for further information). Payments can also be made by cash, cheque, Internet bank transfer or debit card (in person or by telephone).

NOTICE:

It is essential that one calendar month's notice be given in writing when taking your child from our care, alternatively one month's payment in lieu will be charged.



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INTRODUCTORY SESSIONS

The nursery offers 3 settling in sessions for all nursery children prior to their start date at Bell House; the times and dates for these are mutually agreed with the management team.

REDUCING SESSIONS / HOLIDAY ENTITLEMENT:

When reducing sessions in the Nursery, one month's notice is required. Advance / new bookings that are due to start must give one month's notice if reducing sessions before start date. Failure to do this will result in the full fees for sessions booked in the first instance being paid.

There is no discount for holidays / public holidays – fees are payable as for any other week.

INCREASING SESSIONS:

Permanent sessions can be increased at any time subject to availability. Please note that once a booking has been made with the Nursery, either in writing or verbally, and the child's name has been entered into our register these sessions must be paid for even if cancelled at a later stage. Additional sessions can be booked, subject to availability, and must be paid for unless 48 hours notice of cancellation is given.

SWAPPING SESSIONS:

Unfortunately, we are unable to accommodate the swapping of sessions

ABSENCE:

Contact should be made as early as possible on any day your child is going to be absent. Relevant information with regard to illness is always appreciated. Unfortunately, days in lieu cannot be arranged and fees remain payable.

SICKNESS & ACCIDENTS:

It is important to make sure that we are fully informed of any changes in your child's health, such as the onset of allergies or any illness which your child may be suffering from. Should your child become ill or incur an injury whilst in our care, every effort will be made to contact the parent/guardian. Emergency medication may be administered with your written consent (for further information, please see our Administration Medication Policy). If your child is on any prescribed medication an individual Medication Form must be obtained and completed before the medication can be given by us. We ask that if your child develops a doubtful rash, sore throat, discharge from the eyes, diarrhoea or anything else that could be passed on to other children you keep him/her at home for the relevant quarantine period and consult your G.P. We kindly ask parents/carers to inform us if your child has had medication prior to coming into nursery

PERSONAL PROPERTY:

We request that your child has a change of clothing in a named bag whilst in our care in case of an emergency. Whilst every reasonable care is taken the Nursery cannot be held responsible for any loss or damage to a child's property. In order to prevent any misplaced items, we strongly suggest that all items brought into the Nursery are clearly labelled.

PACKED LUNCHES:

We request that any packed lunches that the children bring in do not contain any nut products in line with our nut free policy.

BABYSITTING POLICY:

Any babysitting arrangements (or any other type of arrangements) you make with individual members of Bell House Staff are purely personal. The Nursery has no liability in any way in connection with babysitting and our insurances, policies and procedures do not apply.



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COMPLAINTS PROCEDURE:

The main aim of the care we offer is the safe and happy well-being of your child and his/her development. If for any reason your child is not happy or has a particular problem, please contact Management so that they can resolve the issue. If any parent / guardian should have cause for complaint, please note that we operate a formal Concerns and Complaints Procedure, copies of which can be obtained from reception.

EXCLUSIONS:

Bell House Nursery reserves the right to remove a child where there is a breach of the Terms & Conditions or after the 'behaviour management' policy (in place in this facility) has been followed because a child is persistently displaying unacceptable behaviour or following one serious incident that could or does result in harm to another child or to a member of staff. Any decision to exclude a child will be made only after notification by the nursery owner and supervisor of the facility to the parent/guardian.

NURSERY OPENING HOURS & CLOSURE:

The Nursery operates from Monday to Friday 7.00 am – 6.30 pm for 52 weeks per annum (except for Public Holidays). There may be isolated occasions where it will be necessary to close the nursery due to unforeseen circumstances. These will be due to outside influences beyond our control that affect the day to day running of the nursery and do not allow us to meet strict health and safety guidelines (e.g. adverse weather conditions, power failures etc - this list is not exclusive or exhaustive).

BANK HOLIDAYS:

You will be charged the same fees during bank holiday months. This is because our view is that an aggregated fee will be fairer for all those using the service. Our daily fees are therefore reduced to take bank holidays into account.

INSET DAYS:

We are closed once a year for our staffs training, this is also still charged as per the bank holidays and once again our fees reflect this day of closure to take this into account.

DATA PROTECTION:

All information provided by you on your registration form will be held both on file (kept in a locked filing cabinet) and on our computerised Nursery Management System which is password protected.

All information received by nursery administration will be held in the strictest confidence.

Registration of your child at Bell House Nursery is conditional upon acceptance of these Terms & Conditions and acceptance of our Policies & Procedures.

I have read and understand the terms and conditions outlined:

Signature _____

Name _____

Date Signed ____/____/____