

TERMS AND CONDITIONS AUGUST 2019



This document SUPERSEDES previous Terms and Conditions



Blue House Lane, Concord, Washington. Tyne & Wear. NE37 2TE Tel. 0191 415 1849

TERMS & CONDITIONS 2019

Terms and Conditions on acceptance and registration to a childcare place are herewith and should be kept safe for future use.

The Terms and Conditions as set out in this document refer to private users and funded places. Please read carefully before accepting an offer of a childcare place.

1. ADMISSION & REGISTRATON

- a) **Admission;** Complete an Enrolment Form, pay the registration fee if applicable, and arrange a starter visit one week before the start date. Start dates are determined by Term dates for funded places. Starter sessions are not obligatory.
- b) **Registration** forms must be completed before starting. The form requires; personal information, payment method if applicable, sessions reserved and booked, medical information, health record, declaration signatures, consent signatures, complete mandate, authorisation, and other general data. **Agreement signature is required before commencing with childcare, funded or private.**
- c) Sessions are set at enrolment and registration. Sessions can be changed up on request and with notice given.
- d) A deposit of £150 will reserve a private day-care place for up to **two months**. This is non-refundable. The first £100 will go towards first payment due for nursery fees. The remaining £50 will form part of the advance registration fee for retaining a childcare place for up to two months.
- e) A deposit of £250 will reserve a private day-care place for up to **four months**. This is non-refundable. The first £100 will go towards first payment due for nursery fees. The remainder will form part of the advance registration and retainer fee.

2. NURSERY FEES & CHARGES

- a) **Nursery fees** cover childcare and early education costs. **Meals are complimentary.** Meals consist of Breakfast, Lunch and Afternoon Snack. You are welcome to bring in additional healthy snacks or meals for the nursery to serve.
- b) Fees are payable in advance weekly or monthly by **CASH, STANDING ORDER, VOUCHERS** or a combination of all. A fees review takes place in January every year and implemented the following April. All financial details are entered into the management software.
- c) Current fees are displayed via nursery website.
- d) Funded places are free of charge unless you use the nursery privately.
- e) There is no monetary value for funded places.
- f) You are not permitted to accumulate or negotiate any unused childcare sessions, days or weeks as additional time in nursery.
- g) **Additional charges** may occur for the following: early drop-off, late collection, extended sessions, party donations, outing donations, recovering the cost for replacement nappies, wipes and other.
- h) **Extended** nursery time is charged by the session or hour as determined by the manager. Extra sessions are charged in FULL no discounts are given. Extra hours are charged in FULL regardless of usage at a rate set out to reflect emergency childcare arrangement to a maximum of TWO hours. Thereafter, you are charged a full session regardless of full usage.
- i) **Extra charges** may occur for the following: snack donations, meal costs, outings, extra-circular activities and other.
- j) **Fees** apply to private Day-care users and funded places where extra charges apply.
- k) **FUNDED PLACES ONLY:** Funded places are free of charge. Inset days occur each term. Term dates are determined by the local authority. Funding covers pre-school education only. Meals are extra. Snacks are subject to money donations from parents. Private Day-care is available during out of term time dates, private fees apply. The nursery operates THREE INTAKES each academic year – September, January, April. Places are limited. Waitlist in operation.
- l) There is no monetary value for funded places. You are not permitted to accumulate unused hours at any time. You are not permitted to allocate unused hours from one week to another or from one day to another at any time.

3. PAYMENTS

- a) Childcare payments are due at the beginning of each week or month promptly. We reserve the right to cancel a place for non-payment at any-time without notice. If you experience difficulties paying fees, please contact us to discuss further.
- b) **Payments for additional service** must be paid immediately and paid separate from normal fees.
- c) **Payments for extended nursery** sessions must be paid immediately and separate from normal fees.
- d) **Payments for extras** should be paid for upon request.

4. BANKS TRANSFER PAYMENT & VOUCHER PAYMENT

- a) We only **accept** BACS payment or voucher payment for monthly payments. We do not permit weekly payments by BACS or voucher method.
- b) Standing orders should be arranged and paid prior to starting to ensure prompt payment.
- c) To work out monthly payments please make the following calculation: weekly fees x 52 divided by 12 gives you your monthly fees. The person in charge will work out this for you or contact us.
- d) You can change from monthly to weekly payments or vice versa at any-time with notice.
- e) **Please see the manager for nursery banking details to make your payment. Payment delay may incur charges, suspension or cancellation of a place.**

5. CASH PAYMENTS

- a) Take your **cash** payment to the person in charge only at the manager's office. You will be given a receipt and the amount paid will be entered into the management software. Please give the correct amount; we do not keep cash on the premises.
- b) Monthly and weekly nursery fees can be paid in cash.

6. ENQUIRIES ABOUT PAYMENTS

- a) Enquiries about childcare payments should be made to accounts@littletreasuresdaynursery.co.uk
- b) The nursery staff enter data into the management software and therefore are unable to access financial information without authorisation from the account's manager. The nursery is alerted by accounts if fees are missed.

7. NURSERY CLOSURE

- a) The nursery will close on all Bank Holidays, Public Holidays, Christmas Holidays, Easter Holidays and One Week in Summer.

8. FEES DUE DURING NURSERY CLOSURE

- a) Discounted half fees apply during nursery closure dates including Christmas period and for one week when the nursery is closed in Summer. Half fees form part of the discount we offer to parents. Half fees act as a retainer fee and is a precondition when accepting a childcare place.
- b) Full fees are due at any other time, including bank holidays, public holidays, child absence for any reason.
- c) No further discounts are given.
- d) If the nursery is closed due to severe weather conditions, we will offer time in lieu. Fees must be paid in the normal way.

9. REFUNDS

- a) We do not give refunds at any time. If there is an overpayment, you will be expected to make adjustment to your next payment.

10. LATE PAYMENTS

- a) If you are late paying nursery fees you will be politely asked to bring your account up to date promptly.

11. LATE PAYMENT CHARGES

- a) Late payments incur an initial late fee payment of £25 plus £5.00 for every day it is late following a formal letter from the nursery.

12. OPENING TIMES

- a) We open Monday to Friday and welcome children in from **8am**. If you would like extended hours, please see the person in charge. Extra charges apply.

13. **Enquiries** about all payments should be emailed to accounts@littletreasuresdaynursery.co.uk You have the right to request and free of charges a Statement of payments.

14. CANCELLATION OF A PLACE

- a) **The parent or carer** can cancel a childcare place at any time, please give us as much notice as possible usually about a month.
- b) **The nursery** may cancel or suspend a place for the following reasons: non-payment of fees, non-attendance exceeding two weeks or more, challenging behaviour towards staff and other users of the nursery.
- c) Non-agreement or non-compliant to Terms and Conditions.
- d) Breaching Terms and conditions of the nursery.
- e) With holding fees, refusal to pay fees or other will result in immediate suspension of a childcare place until situation is resolved.

15. NOT INCLUDED IN NURSERY FEES

16. Nappies, Pull-Ups, Wipes, Creams are **NOT** provided.

- a) Please bring in spare clothes, creams, sun hats and sun creams.
- b) If your child is aged TWELVE MONTHS or under you must provide baby food and formula baby milk.

17. HOLIDAY, ABSENCE AND SICKNESS

- a) **Fees are payable at all times** even when your child is absent through holiday, absence or sickness. This acts as a retainer and reserves the childcare place.
- b) Unfortunately, we CANNOT swap or exchange a session because of absence, through sickness, general absence or holiday leave.
- c) You are not permitted to accumulate absence for future use.

18. DATA PROTECTION

- a) You are protected und the General Data Protection Regulation with a strong legal protection for sensitive information. We will not discuss with third parties any personal information without prior consent unless there is a direct concern about your child's welfare.

19. HMRC

- a) If you claim any costs towards childcare from HMRC and have given the nursery details as your chosen childcare provider, we are obliged to provide them with the information requested.
- b) As required by law we keep records for at least SIX years to assist HMRC with enquires or investigations into recent or historic claims.

20. CONCERNS AND COMPLAINTS

- a) In the **FIRST** instance please see your key carer who will be happy to assist you. You can also go to the Virtual Office on our website and complete the online form which will go straight to the nursery management.

21. CHILD PROTECTION AND SAFEGUARDING YOUR CHILD

- a) It is our duty to protect children in our care. If we have a concern about your child's welfare, we will contact the necessary agencies.
- b) If there is immediate danger to your child, we will act and take the appropriate action.

Please note:

We reserve the right to REVIEW, CHANGE or AMEND Terms and Conditions of Little Treasures Nursery without prior notice.

- The Terms and Conditions set out in this document **supersede** previous Terms and Conditions.
- Customers of the nursery can request a copy of the Terms and Condition at any time free of charge. You can request a copy in person, via email or by phone stating your name and child's name.
- Larger print version is available upon request.
- You can view this document via www.littletreasuresdaynursery.co.uk Go to **Virtual Office** page, click on **Terms and Conditions For Parents and Carers.** Available to view 24/7 365 days a year.

