



## Tiny Tots Day Nursery Terms and Conditions



Updated August 2018

The terms and conditions detailed in this document represent the key elements of our booking agreement. However, as you can appreciate there is a significant amount of day to day detail which cannot be reasonably contained in one document. Consequently, you are also provided with supplementary information via our website and parent packs as well as the day to day exchange and communication of documentation (hard copy and email), policies, procedures and reports.

### Arrivals and Departures

It is policy at Tiny Tots to give a warm welcome to each child on their arrival:

- All children including Out of School children must be escorted to the door on arrival at all times.
- Under no circumstances will a child be allowed to depart from Tiny Tots unless it is with a previously identified authorised person, who knows the password we hold on record.
- A member of staff must always acknowledge the departure of the child and Parents/ authorised person.
- For the hygiene of all babies in our care, please could all parents **remove their outdoor shoes or use the shoe covers provided** before entering the Baby room area.

### Parking

A car park is provided for long stay parking and the use of the driveway is for drop off and pick up only

- If at any time your stay at Tiny Tots will hold up the traffic in the driveway, please use the car park or drop off spots provided, maximum stay in the driveway is 5 minutes, **at peak times please do not exceed this time.**

#### **'Four car rule'**

- During peak times, please ensure your car is not left in the driveway if four cars are already parked from the nursery front door, (traffic backing up to the gate causes unnecessary dangers to all).
- On leaving the premises please do so with care, at all times keeping left at the gateway.
- Parking on the road is not advisable
- Always turn your engine off and remove your key from the ignition.

**Always drive very slowly round the drive, when entering and leaving the nursery.**

## Out of Normal Hours

**Tiny Tots starts the day at 7am and closes at 6pm Monday-Friday (inclusive) with the exception of Bank Holidays, Christmas, New Year and the period between Christmas and New Year.**

- Our main day at Tiny Tots starts at 8.30am and finishes at 5.30pm. Care out of normal hours is provided by prior arrangement, at a cost of **£1 per half hour or part of.**
- To help us meet the requirements of the Children's Act 1989 with regard to staff ratios, all children (unless prior arrangements are made) must be delivered and collected **within** the hours they are ***registered and paid for***. All care provided out of the normal hours will be charged automatically at the above rate or as follows:
- All children still remaining after 6pm will be charged **£5 per 15 minutes or part of.**
- If your child is going to be absent or late from nursery, please let us know so we can plan accordingly

### **Extra sessions**

Any Extra sessions attended over and above your child's regular booking are payable by debit card or cash on the day.

### **Reducing sessions**

You are required to give us two weeks written notice of a reduction in the number of sessions you require.

### **Increasing sessions**

If you require to increase sessions a minimum of a weeks' notice is required so we can do our best to accommodate and ensure ratios are adhere too.

### **Termination**

If you wish to cancel your child's place, you are required to give us two weeks written notice. Fees will be payable for the period of the full two weeks notice.

### **Payment of Fees**

Fees are worked out over 52 weeks, there for are payable 52 weeks of the year. No refund is given for absence, holidays or adverse weather conditions.

We reserve the right to review fees. In the event of there being a change to the fees, we will ensure you are given a minimum of two weeks notice.

### **Bank holidays**

If a bank holiday falls on a day when your child would normally attend, subject to availability, your session can be swapped **within the same week**. We are unable to transfer any sessions to other weeks.

### Christmas shut down

If the nursery is closed for a full week over the Christmas period, as it is not possible to swap any sessions and attendance has been continuous since the previous September, these days can be banked and used throughout the following year. This is subject to your account being **fully paid** up on 1<sup>st</sup> January. The following refund entitlements during this period apply: -

- Continuous **full-time** attendance since the previous June will be entitled to a 50% refund
- Continuous **full-time** attendance since the previous September will be entitled to 25% refund

Unfortunately, there is no refund entitlement if your child has been in full time attendance for less than three months.

All refunds must be applied for in writing from 1<sup>st</sup> February and are subject to your account being fully paid up over the Christmas period.

Fees are due by the **Wednesday (at the latest)** of the week of attendance and the following methods of payment are accepted by Tiny Tots: -

- \* **Standing Order**
- \* **Bank Transfer**
- \* **Childcare Vouchers**
- \* **Cash**
- \* **Debit Card**

**We regret we are unable to accept payment by cheque or Credit card**

**All fees paid after Wednesday will be charged at the higher rate**

We respectfully wish to remind parents who are in receipt of Tax Credits or Student Funding, that it is they who are liable for payment of childcare fees and it is not dependent upon receipt of outside funding. Arrangements need to be put in place to pay the nursery fees at the due time regardless of where their funding is coming from.

### None payment of fees

Tiny Tots Nursery values the relationship that has been built up over a period of 46 years with parents and carers. Should any parent/carer experience difficulties in paying the Nursery fees on time they should inform the Nursery Manager. Wherever possible a payment solution will be agreed. This however should not set a precedent as each incident will be treated individually. All such situations will be treated in confidence

**If an arrangement has not been agreed the following procedure will apply: -**

Failure to pay in full each week will incur a 10% surcharge for each week outstanding i.e. if the outstanding amount is £50 a charge of £5 will be added the first week and £5.50 the second week etc.

**Tiny Tots Nursery reserves the right to refuse to accept a child into nursery until full payment is received.**

**Additional charges which you may incur:**

Extra copies of invoices (e.g. for Tax Credits)	£5 each
Informative letters for childcare Tax Credits/housing benefits etc	£5

**Data protection**

Any personal data related to You or your Child will be dealt with in accordance with our privacy notice, which can be found on our parent notice board.

**What to Bring**

Due to the nursery being equipped to a high standard we only ask you to bring the minimum of baggage;

- **Baby Room:** Change clothes, wipes, nappies (4 for a full day or 2 for half a day) and nappy cream. Formula milk/ breast milk, bottles and baby “info” booklet. On the first day we would like you to complete a form showing the routine of your baby’s day
  - **Toddlers:** Nappies (4 for a full day or 2 for half a day), Wipes and nappy cream. And change of clothes when potty training.
  - **Pre School:** Nappies (if needed), wipes and nappy cream. Toothbrush (we provide) and a change of clothes when potty training. Please also provide a sleep time nappy when potty training.
- **If needed please remember to include your child's comforter.**
  - **Please remember to bring in your child’s ‘Daily Diary’ folder each day**
    - **Please only use the Tiny Tots bag we provide you with**

**PLEASE MARK COATS AND SHOES WITH YOUR CHILD'S NAME.**

**We hope that the time spent at Tiny Tots will be a very happy one. If you have any queries or we can be of any help, please don’t hesitate to call on a member of The Tiny Tots Team.**