



## Terms & Conditions

Below outlines the terms & conditions of our agreement in delivering a high quality age appropriate educational fun and exciting programme of activities in a best quality child care setting. Please read carefully please sign and return along with your waiting list form.

### 1. The Littlehaven Nursery will:

- i. provide a prestigious venue and a fully qualified staff team.
- ii. be fully compliant with all relevant legal requirements in respect of the provision of children's day-care.
- iii. deliver an age appropriate educational programme of activities for children under 5
- iv. be open between the hours of 8:00 a.m. and 6:00 p.m. Monday to Friday, 51 weeks of the year, excluding on public and bank holidays.
- v. be closed for 5 Inset staff training days per annum.
- vi. remain professional at all times and show respect to all parents and visitors.

### 2. As a parent/guardian you will:

- i. read this document carefully and sign in agreement.
- ii. answer all questions set out in our registration documents fully and frankly.
- iii. on the offer of a place pay £100 as deposit – to be deducted from month 2 fees.
- iv. on the offer of a place pay non refundable registration fee of £50.
- v. pay the fees on the 1<sup>st</sup> of each month in advance.
- vi. inform us, in writing, of any food or medicine allergies your child may have. You will ensure this information is updated immediately if there are any changes.
- vii. inform us, in writing, of any activity that may compromise your child in any way.
- viii. respect & adhere to all Littlehaven Nursery Policies and Procedures at all times.
- ix. be respectful to staff, volunteers, other parents and visitors to The Littlehaven Nursery.

### 3. If you change your mind

- i. in order that we have sufficient time to make adjustments we require one month's written notice of changes to your child's requirements whether this be decreasing, increasing, changing days or leaving the service.
- ii. on accepting a nursery place and paying your deposit, you are bound by the one month's notice term above. This means that if you decide not to take up the place you are still required to give one month's notice.
- iii. failure to give one's month's notice will result in the loss of your £100 deposit.

### 4. Fees

- i. once allocated a place it is yours. Nobody else will use that space. This will ensure that we have the correct staff ratios, food & other materials. Consequentially it is essential that you appreciate that fees are payable regardless of attendance. For instance you will pay your fees even if:
  - ii. you are on holiday on a day you normally use.
  - iii. you or your child is sick on your regular session and you are unable to attend.
  - iv. day you use is a public holiday.

**5. How you will pay us**

- i. nursery fees are paid in advance by the 1<sup>st</sup> of each month. Fees can be paid using our app, bank standing order, Bacs, card or cheque.
- ii. if paying using our app please allow 3 working days before the monies are due.
- iii. if you are paying by cheque you will need to issue cheque 10 working days before 1<sup>st</sup> of month.

**6. Additional Costs**

- i. parents failing to pay nursery fees by 7<sup>th</sup> of the month will be charged an additional £25 fee to cover administration costs. Bank charges incurred by the nursery due to unpaid cheques or standing orders will be charged to the parent.
- ii. any charges to the nursery resulting from card payment will be charged to the parent. Please speak with nursery manager for further details on this.

**7. Extra Days**

In order that we maintain the best possible staff to child ratio it is not possible to swap days of your childs attendance. Extra days may be possible but thes must be arranged in advance with the nursery manager. You will be charged at the same daily or sessional rate and must be paid by cash or cheque to the Nursery Manager at the time of booking.

**8. Arrears**

Parent accruing arrears of two weeks will have their nursery place reviewed.

**9. Fee Increase**

Fees will have an annual reviewed in February of each year. Parents will be notified of any changes by mid February and any changes will be implemented from the 1<sup>st</sup> April of same year. The nursery reserves the right to review and increase the fees at other times in exceptional circumstances and on two months notice to all parents.

**10. Siblings**

If your child has a sibling attending the nursery for a minimum of 3 days per week you will be entitled to receive a discount of 10% on your fees.

**PLEASE SIGN AND RETURN THIS PART OF THE FORM ALONG WITH YOUR WAITING LIST AND LITTLE PERSONS ROUTINE FORMS.**

I/We ..... (Please print names) have read and accept the above terms and conditions as a contract between ourselves and The Littlehaven Nursery.

Child's Full Name: .....

Parent/Carer 1. Full Name: .....

Parent/Carer 1 Signature: .....

Parent/Carer 2. Full Name: .....

Parent/Carer 2 Signature: .....

Date: ...../ ...../ .....