



Terms and conditions

We believe these standard terms and conditions reflect the custom and practice of private nurseries providing full and part time day-care. The rules about notice and payment of fees are designed to promote stability, assist forward planning and the proper resourcing of our nursery. Nothing within these terms affects the parent / carer's statutory rights.

To enable us to provide and maintain the highest standards of care we require all parents to be aware of and abide by, the following conditions:

Registration and settling in:

- Our registration and settling in process is comprehensive to ensure all children can have the best start in life at our nursery.
- To secure your child's place at the nursery, the registration form must be completed and returned.
- Upon the nursery offering you a place an invoice will be sent which requires parents to pay a non-refundable registration fee of £70.00 and one week's deposit (for spaces booked 6 months in advance the deposit is extended to one month's fees).
- Our registration fee includes a nursery bag.
- The invoice is due within 14 days to secure the place and at this stage settling in sessions can be arranged, which includes a recommended home visit.
- During the settling in process, further documents will need to be completed with your child's key person, to ensure the effective care of your child.
- Parents / carers must inform the nursery immediately of any changes to the address or contact details to any named person on the registration form.

Admissions and bookings

- Our setting is open to all children in the community.
- When the Nursery is running at a high occupancy, and there is a waiting list, full time places take priority over arranged 'flexible sessions', which may need to be reviewed in line with our fee structure (see below for more information on ad hoc booking arrangements).
- Hourly sessions count as flexible sessions and can't always be offered at time of high occupancy.
- We strongly suggest pick up times of 12.00pm and 4.00pm are avoided as children do not get the opportunity to finish the meals provided by nursery and it interrupts meal times.
- If parents choose to use a 12:00 or 4:00 collection time it is with regret that we are unable to offer our usual thorough feedback and ask parents to be discreet when collecting, bearing in mind meal times are an important and valued time of the day.

- When the Nursery is running at a high occupancy, and there is a waiting list, our administration procedures will give priorities to siblings of children already attending the setting.
- When operating a waiting list, we operate a fair system on a first come, first served basis.
- Once a child has registered with us, 1 full calendar month's written notice or payment in lieu will be required to withdraw or reduce sessions.
- Children cannot withdraw or reduce sessions when money is owed to the nursery.
- A non-take up of a registered place will incur a charge of one full calendar month's fee, to reflect our notice procedure, unless adequate notice is given.
- Please note all booked spaces require a minimum term of 6 months before cancellation or reduction can take place.
- If parents are unsure of attendance they should use the ad hoc booking method as opposed to booking a long term contractual space.
- We regret that we are unable to swap sessions on a temporary basis.
- We will require one calendar's month's written notice if you wish to change sessions on a permanent basis and a change of hours form is required.
- Each change of hours is taken as a new booking and therefore are taken up for a minimum of 6 months.
- A calendar month is always taken from the 1st of the month and notice periods run on this basis.

Ad Hoc Bookings:

- Extra sessions can be booked and charged appropriately on an ad hoc basis, subject to availability.
- Parents are able to request additional sessions during the last week of the month via email only. No extra hours can be confirmed over the phone or verbally.
- Parents are asked to email the office and we will get back to confirm the booking as soon as reasonably practical.
- Once an ad hoc session is booked this cannot be cancelled, and during times of absence the full fee will apply.
- Parents who use ad hoc bookings regularly will incur a weekly administration charge of £2:50, unless parents are using ad hoc bookings on a short term basis whilst waiting for a full term contract space to become available.

Operating hours:

- Nursery opening hours are 8:00am – 6:00pm, with a variety of flexible session times.
- Late collections will incur a late collection charge of the child's hourly rate fee for the first 15 minutes, after 30 minutes an additional £10 charge will be incurred.
- If after 1 hour late, a child is still uncollected, it is the duty of the nursery staff to contact the local children and young people's services.

- Please see our Non collection of Children policy for further details.
- Please inform the Nursery of booked holidays via email to enable us to effectively plan around the attendance of your child.

Fees

At Simba's Den we understand that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the nursery, we must ask that parents/carers respect its policy in respect of fees. We are happy to help and provide support and advise in terms of financial help that may be available to you, including the Nursery Education Funding, working tax credits and childcare vouchers.

- Fees are due monthly in advance, by the 1st of each month that they relate to; late payments will incur a £25.00 charge per week.
- Payments are to be made by standing order, and only at the discretion of the Nursery Proprietors, will other payment methods or dates be discussed and arranged (charges apply for cash and cheque payments).
- If fees are over due by 2 weeks, the nursery reserves the right to suspend the child's place until the payment is made in full.
- Payment in lieu of the suspended place will also be incurred, up to 1 full calendar month to reflect our notice procedure.
- We reserve the right to take the necessary legal action.
- Fees are annualised for the Nursery (weekly fee x 52 / 12), with any ad hoc extra sessions being invoiced for immediately at the time of booking, which would be due to be paid on receipt of invoice.
- Fees will be reviewed/appropriately amended throughout the year to incorporate inflation and staff pay rises.
- At least 1 month written notice will be given, and fees will increase no more than necessary.
- The nursery operate all year round and therefore priority is given to all year round places. When a parent requests a term time only place, this will be considered but the term time only charges will apply.
- Normal fees will apply during periods of absence such as sickness and holidays to reflect staffing and sustainability costs.
- Nursery closures, training days and bank holidays are non-refundable and cannot be taken in lieu.
- No compensation will be paid or refund given if the nursery has to be closed due to any reason beyond the control of the nursery, such as power failures/extreme weather conditions.

Health and medical matters

- Ultimately the health and welfare of children is our main priority.
- The Nursery should be informed of all child non-attendance as soon as convenient, and details of any sickness must be provided so we can take the necessary action if required.
- The Nursery has a strict illness and exclusion policy, to protect the health and welfare of our children, staff and visitors, the policy will be provided and must be adhered to.
- The nursery cannot administer medicine to a child unless it is an emergency that warrants Calpol or has been prescribed by a doctor.

- Should the child be on prescribed medication, it is the responsibility of the parent or carer to notify the manager or key person and to sign the necessary form of consent.
- Under no circumstances should medication be left in a child's bag on their peg – it must be handed to a member of staff on arrival.

The offer of a place and its acceptance by the parents/carers gives rise to a legally binding contract on the basis of these terms and conditions.