## cid:51d08bb9-2091-40c4-8f00-1928975d062d@EURP191.PROD.OUTLOOK.COM



## **Terms and Conditions**

Welcome to Dysart Nursery… At Dysart Nursery, we believe that child care is a combined responsibility involving the child, parents/ family and our dedicated and fully qualified child care staff. Our nursery offers children a positive learning environment, encouraging all aspects of personal development through interactive play. Dysart Nursery opened in September 2002 and is currently registered for 26 children. The setting is a privately owned ‘Early Childhood Education’ nursery conveniently positioned in a residential area close to Court Lane and Solent Junior and Infant schools.

## 1. General

**Age of Admittance**

3 months to 5 years of age.

**Hours of Opening**

The Nursery is open Monday to Friday from 8.00am to 6.00pm, with an optional early bird (7.30am opening). These places are limited and subject to availability.

**Weeks Open**

The nursery is open 52 weeks a year with the option to close one week before Christmas if the majority of parents request this service.

**Settling In / Gradual Admissions**

It is our aim to allow all children time for settling in, so that the child can form relationships with our staff and become familiar within the nursery surroundings. Each child and their needs differ so the length of time for settling in varies from child to child. We find this normally consisting of 2-3 sessions.

We request that a parent completes all of the registration forms and permission forms in advance of the start date and that the week before the start date a parent attend the nursery so that they can read all policies and procedures and staff can obtain the relevant child related information and consent to ensure a smooth transition into nursery.

**Changes**

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice. The current terms and conditions are published online.

**Change of Details**

You must immediately inform us of any changes to your contact, address or bank details.

**Court order**

You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

**Nappies**

Parents are asked to provide supplies of their preferred nappies when required. These will be kept in the child’s individual boxes. Additional nappy changing materials will be provided by the nursery upon request for a small charge

**Off Premises Visits**

Staff will occasionally take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained.

**Mobile Phone**

To ensure the safety and wellbeing of all children who attend our nursery we enforce a no personal mobile phone usage within our settings. Should you be on your personal mobile phone as you arrive at the nursery can we please ask that you conclude your phone call before entering the premises and do not use this again until you have left the nursery.

**Equal Opportunities**

We are an equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

**Nursery Closure**

The Nursery is closed on public Bank Holidays. During the Christmas period the Nursery will close subject to parents request a week before Christmas.

If the nursery takes the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you.

If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed in excess of 3 days.

**Complaints or Concerns**

Customer satisfaction is of paramount importance to us and any concerns/complaints will be reported to the appropriate person for investigation. If you have a concern or complaint please speak to the nursery manager or deputy manager, alternatively you can email the Nursery Manager. If you have any concerns regarding the services we provide, please discuss these with your child's keyworker. If these concerns have not been resolved to your satisfaction please contact the Nursery Manager.

**Employment or Solicitation of Staff**

If, during this childcare contract and for a period of 6 months after the termination of this contract, you (directly or indirectly) employ or otherwise engage the services of any member of our staff who has had contact with your child under this contract then you will be liable to pay and you will be invoiced a fee of £2,000.00 as payment to us recruiting and training a suitable replacement member of staff.

## 2. Medical

**Emergency Treatment**

Any child who attends Nursery and has an accident whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps or bruises.

Any emergency treatment or medical advice will be permitted unless a parent states in writing otherwise. The Nursery does not accept any responsibility for treatment given against parent’s wishes if we have not been informed otherwise.

**Accident**

All Parents will be informed of any accident and required to sign an accident form. In the case of a more serious accident or incident a child will be taken immediately to a doctor or the nearest hospital and parents will be informed.

**Sickness**

The Nursery will make every effort to notify parents should their child become ill at the Nursery. Senior staff reserve the right to remove the child to hospital in an emergency. Please note minimum exclusion periods apply and must be adhered to; our policy and guidelines are available from the nursery manager.

**Antibiotics**

If your child is prescribed antibiotics, please keep them at home until 48 hours dosage has been administered in case of adverse reaction to the medication. Antibiotics and medicines will only be administered by Nursery staff after the child has been taking them for more than 48 hours at home, and only then with written authorisation from their parent. All antibiotics must be prescribed by a doctor.

**Minimum Exclusion Period for Nursery**

|  |  |
| --- | --- |
| **Disease / Illness** | **Minimum Exclusion Period** |
| When on Antibiotics | cid:c224f6c9-c766-4931-8368-ca03e5fbb60c@EURP191.PROD.OUTLOOK.COMFirst two days at home |
| Chickenpox | 7 days from appearance of the rash |
| Conjunctivitis | 24 hrs at home with prescribed medication |
| Diarrhoea: | 48 hrs at home |
| Gastroenteritis | Until authorised by District Community Physician |
| Hand, foot and mouth | 3 – 5 days from the appearance of the blisters |
| Impetigo | Until the skin is healed |
| Infective hepatitis | 7 days from onset of Jaundice |
| Lice: | Until appropriate treatment has been given |
| Measles: | 7 days from appearance of rash |
| Meningitis C: | Until recovered from illness |
| Mumps: | Unless the swelling has subsided and, in no case  less than 7 days from the start of treatment |
| Plantar warts: | No exclusion should be treated and covered |
| Poliomyelitis: | Until authorised by District Community Physician |
| Rubella: | 4 days from the appearance of the rash |
|  |  |
| Ringworm of Scalp: | Until cured |
| Ringworm of Body: | Seldom necessary to exclude provided  treatment is being given |
| Scabies: | Need not be excluded once appropriate  treatment is given |
| Scarlet fever: | No less than 3 days from the start of treatment |
| Tuberculosis: | Until authorised by District Community Physician |
| Typhoid fever: | Until authorised by District Community Physician |
| Vomiting: | 48 hours at home |
| Whooping Cough: | 21 days from the onset of paroxysmal cough |

**Contagious Disease**

For the benefit of the other children in the nursery, you must not allow your child to attend the nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the nursery.

The Nursery reserves the right to refuse to accept children until the Nursery is satisfied they are not infectious. This is to protect other children from cross infection. The Nursery’s exclusion policy is guided by the relevant local Authority.

**If in doubt**

If your child is suffering from a doubtful rash, sore throat, discharge from the eyes, nose, diarrhoea or any similar symptoms; please keep the child at home until the doctor has certified that the symptoms have disappeared.

You must inform us immediately if your child is diagnosed with any allergy or intolerance.

## 3. Child Security and Protection

**Child Protection**

Any child who attends the Nursery, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background has a right to protection from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care.

The Nursery has a full written policy on Child protection which is available from the nursery manager please ask for a copy if needed.

**Special needs**

Some children in our nursery may have disabilities and consequently may need additional resources. Dysart Nursery is committed to providing an environment that allows these children full access to all areas of learning. Our entrance is wide enough for wheelchair access, and the designated points of entry for our nursery also allow wheelchair access.

**Delivery of children**

Children should be delivered by parents/careers into the care of a Nursery Staff Member and entered into the attendance register.

**Collection of Children**

Children will not be released into the care of anyone other than those named on the childcare registration form unless authorised by the parents personally, by telephone or in writing. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care. In addition, a personal visit of introduction by the parents, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity.

You are required to inform us immediately if you are unable to collect your child from nursery by the official collection time. All collections must be by an adult over 18 years of age. Late collection will attract penalty of £5 per minute which will be added to your child’s invoice.

**Social Services**

It is our obligation to require or seek professional advice or actions from the local social services team if we suspect a child is suffering from harm. We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

**Behaviour Management**

The Nursery has a written policy on behaviour management which is available from the nursery manager.



The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at the Nursery.

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## 4. Property and Premises

**Personal Property**

The Nursery does not accept responsibility for loss or damage

of personal property brought on

to the premises by children or parents.

**Clothing**

Parents are requested to send children in easily washable, clearly labelled clothing which is appropriate to the weather conditions. Please discourage your child from bringing items of value to the Nursery. Please provide a spare set of clothing for your child in case of an accident or the need for a change of clothing.

**Parking**

Drivers are asked to drive at a very slow speed and be cautious before setting off. Kindly make sure neighbour’s drives kept clear at all times and also the entrance to the nursery.

**Water**

Fresh drinking water is available to all children throughout the day.

For the older children water is available for them to help themselves when thirsty, this promotes independence and self-help skills. For the younger children water will be available and offered throughout the day alongside milk at designated snack and meal times in either beakers or cups depending upon the age and stage of development of the children.

All children will be encouraged by the staff to drink water throughout the day as part of our commitment to offering healthy food and drink options.

**Meals & Snacks**

Children will be provided with drinks and snacks at regular morning and afternoon snack. The nursery currently does not provide meals. Any hot meals you provide we can heat it to the recommended temperature for lunch or tea. No junk food is allowed in your child’s lunch as we encourage healthy eating

**Nut Allergy**

As the number of children with nut allergies is increasing with parental support we aim to keep the **nursery NUT FREE.** Parents are requested not to send food or empty food packaging materials containing nuts into the nursery.

**Milk Feeds**

Formula milk and bottles should be supplied unprepared and labelled by parents each day where they will be stored until required. Bottles will be rinsed and sent home every evening for sterilisation.

## 6. Childcare Registration

**Confirmation of Your Childcare Place**

We will confirm your childcare place within 7 working days as this is subject to childcare place availability.

**Administration Fee**

£100 refundable deposit payable on registration. This is Non -refundable if parents decline joining in after one month of the booking.

**Securing a Childcare Place**

We are able to secure a childcare place and booking pattern on receipt of a deposit of £100 fee, we are unable to reserve a childcare place for more than 6 months in advance of your child’s start date. No deposit is charged where only using funded hours

Should you wish to extend this 6 months period then you will be required to pay your childcare fees in full from the 7th month onwards to keep your childcare place open.

## 7. Booking Pattern

We do not charge for the 8 public holidays and therefore, fees are calculated on number of weeks booking pattern with itemised actual use invoices. Please note, invoice values will change in accordance to the number of days in the month, however you are more than welcome to pay a pro-rata figure (which provides a set amount each month) which will sometimes mean your account will show as being either in credit or debit.

**Full Days**

Full days are calculated from 08:00am to 6:00pm.

**Sessions**

Sessions are calculated from 8am to 1:00pm or 1:00pm to 6:00pm.

**Regular Booking Pattern**

We accept 2 day, 3 day, 4 day and 5 day weekly booking pattern or 2 sessions. The stretched funding will be divided by the number of days your child attends.

**Term Time Only**

We are unable to accept term time only booking patterns for the under 3 years.

**Change of Booking Pattern**

To increase your booking pattern we require ‘30’ da notice subject to availability. To decrease your booking pattern you must provide us with thirty (30) days’ notice in writing or by email to the nursery manager.

## 8. Discounts and Absences

**Sibling Discount**

Where parents have more than one child at the Nursery, a 10% reduction in fees is allowed for the second and 5% on any subsequent children for full time bookings only. This is applicable only on the booking pattern and does not include extra sessions or additional hours.

**Absence**

Fees remain payable for periods of absence (Holidays and Sickness) as the child’s place is kept open and staff and associated costs continue to accumulate and be met by the nursery. We ask that you contact the nursery to advise us of any absence in order that we can record these.

## 9. Free Early Years Entitlement (EEE/FEYE)

**Free Early Years Entitlement (EEE/FEYE)**

FEYE is available for all 3 and 4 year old children, regardless of parent income, from the term AFTER the child’s 3rd birthday. We accept 2 years old funding with prior approval from the local authority.

Your child will be entitled to 15 hours of free childcare, per week, for 38 weeks (term time only). An additional 15 hours funding are available subject to approval from the local authority. For further information please speak to the manager

## 10. Childcare Vouchers

**Childcare Voucher Payments**

Currently each parent is able to claim £243 (high rate tax payer) or £124 (standard rate tax payer) per month.

If your wage payment date falls after the 25th of the current month the voucher payment will be deducted from the following months invoice. The voucher company pays the nursery directly.



## 11. Additional Days/sessions

## **Early Birds**

## Should you require additional childcare in the morning from 07:30am to 08:00am, then an additional charge will be applied to your monthly invoice. Places are limited and subject to availability and should be booked four weeks in advance.

## 12. Payment of Your Education Fees

**Your First Invoice**

We will create your first invoice from your child’s first day of attendance until the end of the month. This invoice must be paid in advance before or on your child’s first day of attendance. Any early drop off/late pick-up will attract fee which will be applied where children start/finish out of agreed times at a rate of £5 per minute. This is due to out of staff working time and ratio.

**Payment of Fees (Monthly in advance)**

Fees are due monthly in advance in accordance to your booking pattern by the 1st day of each month. Late payments will automatically attract penalties

We accept Direct Debit, Standing Order or Online payment method only. We may agree to payment by cash; however, it is your responsibility to obtain a receipt from the nursery manager as your proof of payment.

**Additional Service Fees (Monthly in arrears)**

Additional hours for early bird, late stays and additional sessions are invoiced on the following months invoice.

**Your Final Invoice**

We will create your final invoice from the date of your termination email. You will be required to pay the full fees for the thirty (30) days’ notice. It is your responsibility to obtain a receipt from the nursery manager as your proof of termination. Your child may attend during this time unless you have breached the childcare contract terms and conditions.

13. Cancellation of Your Childcare Place

**Termination of Contract**

If you no longer wish to maintain your child’s place at the Nursery you will be required to give thirty (30) days’ notice in writing or by email to the nursery manager. This apply to 2 years old & for funded children.

We reserve the right to exclude a child from Nursery for any breach of the childcare contract. We may terminate your childcare contract if your child's behaviour at the nursery is deemed by us to be unacceptable or endanger the safety and well-being of other children at the nursery.

**Non Payment of Fees**

Rate ‘A’ to ensure that payments are made by the first week of each month but is you wish to move into ‘B’ payment, and that payment is made no later the 15th of the month for that month’s nursery fee we would charge an additional 10% of the total invoice. If you rather wish to move to rate ‘C’ payment, and ensure that payment is made no later than the last day of the month for that month’s nursery fee a further 20% will be charged on the total amount owed.. If the payment of nursery fees is outstanding for more than 15 days after the date of issue this will result in the termination of your childcare contract and the loss of your childcare place.

Upon termination of this contract the child shall not be permitted entry to the nursery. This shall be regarded as a formal demand for all outstanding monies and we will issue a final invoice and pass this to a debt collection agency for full recovery. In addition you will be liable for all associated debt collection fees and court costs.

**Parents Participation**

All parents are welcome into the nursery, as the care of your children becomes a shared responsibility. We promote an environment of acceptance and trust between staff, parents and children with open communication and support. There are numerous ways in which parents may participate in the setting and we work to ensure that you receive appropriate information. You are encouraged to join us by:

Becoming involved in the program through exchange of information between staff/child/parent and attending Parent information evenings and to come and observe your child at the nursery. Ii) Reading the regular newsletters published by the nursery and become a contributor to the newsletter The nursery has an open door policy and parents are welcome at any time to come and participate with their child in the group room or playground. Talk to your child’s key worker or the manager about this or any issues you may have in relation to your child’s development and progress.

**Gate Entrance**

Parents are not permitted to allow any one enter the gate when they entering or exiting due to safeguarding issue. If this happened we have no choice but to take the fob key away from you and expect you to ring the bell each time you need to access.

**Fees and conditions of registration**

Daily discounted rate for none funded children £40.00

Per Session (8:00-1:00) or (1:00-6:00) £25.00

Per hour £5.00

Early bird (07:30-8.00) £2.50

Universal funding for 3 &4 years is offered only for 51 weeks

**Funded children charged by the hour**

**I wish to apply to register our child/children at Dysart Nursery**

Name of the child: …………………………………………………………………

Date of Birth: ………………………………………………………………………..

Address: …………………………………………………………………………........

Post Code: ……………………………………………………………………………

Email: ……………………………………………………………………………………

Tel: ……………………………………………………………………………………….

Preferred starting date: …………………………………………………………

Deposit paid by Cash/Cheque £…………………………………………….

Sign: …………………………………………………………………………………….

Date: …………………………………………………………………………………..

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Telephone: 02392 327244