



Parent Contract

Our agreement to you and yours to us

These terms and conditions govern the basis on which we agree to provide childcare services to you.

1 NURSERY ADMINISTRATION

- 1.1 Inform you as soon as possible whether your application for a nursery place has been successful. You must confirm within one week of receiving notification that you still wish to take up the nursery place. If you do not, the place may be withdrawn.
- 1.2 The registration of your child is not complete until certain documents have been completed:
 - This contract
 - Registration form (fully filled in)
 - Funding documents (if relevant)
- 1.3 Inform us immediately of any changes to personal details, address, phone numbers etc. in writing.

2 SICKNESS/ILLNESS

- 2.1 Immediately inform us if your child is suffering from any illness (fever, infection, diarrhoea, sickness, communicable disease or any other type of illness that may be passed onto others, with the exception of the common cold) will be kept at home to protect the well-being of the staff and the other children in our care.
- 2.2 If your child is too poorly to attend nursery you must inform us between 8.00am and 9.00am on 0208 661 5533.
- 2.3 You agree that should your child become ill while in our care, that you are able to make immediate arrangements to collect your child from nursery.
- 2.4 Children will not be allowed to return to our care until they have been symptom free for at least 48 hours for a fever and 48 hours for diarrhoea/sickness.
- 2.5 If my child is prescribed antibiotics, I will keep them at home until they have had a minimum of three doses, or it has been 24 hours since they started the course.

3 PAYMENT/ATTENDANCE

- 3.1 Monthly fees are payable by the 1st of every month in advance.
- 3.2 If you fail to make payment in full by the due date, we will enforce a late payment charge of £50.00
- 3.3 No refund will be given for periods where your child's nursery place is unfilled due to illness or holidays. Where nurseries are closed on bank holidays or over the Christmas holiday: no refund will be given for this closure



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3.4 In the circumstances that the nursery has to close due to government guidelines then parents will receive a full refund of missed sessions during the nursery closure. This will be reflected in their upcoming invoice as a credit note.

3.5 Provide us with 1 months' notice of your intention to decrease the number of hours your child spends at the nursery or to withdraw your child from our nursery and end this Agreement. If insufficient notice is given you will be responsible for the full fees for your child for 1 month from the date of any change as if their hours had not decreased

3.6 Try and accommodate any requests you may make for any additional sessions of childcare at the nursery, a weeks' notice is required for booking additional sessions.

3.7 Notify you as soon as possible of any days on which your child's nursery will be closed.

3.8 If the nursery that your child attends must close or we take the decision to close due to events or circumstances which are outside of our control, we shall be under no obligation to provide alternative childcare facilities to you.

3.9 Inform us as far in advance as possible of any dates on which your child will not be attending the nursery.

4.0 If a child is not collected by the end of their session or nursery closure a charge of £5.00 per 5 minutes will be issued, Continual lateness may put your nursery place at risk.

- AM sessions finish at 1:00pm
- PM sessions finish at 6:00pm
- Nursery closure is 6:00pm

4.1 We are closed one day per year for staff training. This will be the last Friday in January every year. Fees remain payable on this day.

For Further information on payments during an epidemic or pandemic, see epidemic and pandemic policy.

4 TERMINATION/ WITHDRAWAL

4.1 You may end this Agreement at any time, but are required to give 1 months' notice in writing.

4.2 We may immediately end this Agreement if:

4.2.1 You have failed to pay your fees.

4.2.2 You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time of us asking you to

4.2.3 You behave unacceptably, as we will not tolerate any physical or verbal abuse towards staff.

4.2.4 Your child's behaviour is unacceptable or endangers the safety and wellbeing of any of the other children at the nursery.

4.2.5 We take the decision to close your child's nursery. We will give you as much notice as possible of such a decision.



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4.3 You may immediately end this Agreement if:

4.3.1 We have breached any of our obligations under this Agreement and we have not or cannot put right that breach within a reasonable period after you have drawn it to our attention.

5 SAFEGUARDING

5.1 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.

5.2 Keep us informed as to the identity of the persons who will be collecting your child from our nursery. If the person collecting your child is not usually responsible for collecting them, we will require proof of identity or password. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.

5.3 Inform us if your child is the subject of a court order and provide us with a copy of such order on request.

5.4 Immediately inform us if you are unable to collect your child from nursery by the official collection time (1:00pm or 6:00pm).

5.5 If we are unable to contact you within 30 minutes of arranged collection time it will trigger our emergency policy on uncollected children which may result in Social Services being contacted.

6 COMPLAINTS

6.0 If you have any concerns regarding the services we provide, please discuss these with your child's key person. If these concerns have not been resolved to your satisfaction, please contact the Nursery Manager. Customer satisfaction is of paramount importance to us

For further information, please ask to see the nursery complaints and compliments policy.

7 PERSONAL BELONGINGS

7.0 We offer a wide range of toys and equipment at our nursery. Unless we specifically request otherwise your child should not bring any of their own toys to nursery. If they do bring toys with them, we accept no responsibility for any loss or damage to those toys.

8 HEALTH AND SAFETY

8.1 as the number of children with nut allergies is increasing, with the support of parents we aim to keep the facility NUT FREE. Parents are requested not to send food or empty food packaging into the nursery.

8.2 immediately inform us of any changes to your contact details.



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Agreement between Parent / Carer and Bumpsa Daisies Nursery Ltd

By signing this you are agreeing to all of the terms and conditions as detailed in this contract

Name of Parent / Carer

Signature of Parent / Carer

Date

Signature on behalf of Bumpsa Daisies Nursery Ltd *D. Lendrum*.....