



Apples & Honey Nightingale Nursery School (“the Nursery”) Terms and Conditions

Application, Registration and Fees

A signed and fully completed application form together with a non-refundable Registration Fee of £50 is required prior to confirmation of a place. Registration does not guarantee a place for the start date or sessions requested.

A minimum of three full day sessions (9:00-3:30) (priority given for four full day sessions) must be reserved in advance of placement

A deposit of £500 is required on acceptance of a placement. Once we have accepted your deposit, and you have returned the completed acceptance form, your child’s place is guaranteed. Deposits are refunded up to 4 weeks after the last month of your child’s attendance, subject to all fees and other liabilities to the Nursery having been paid in full; and providing the relevant notice periods have been adhered to.

The deposit must be paid within two weeks of a written offer of a place at the Nursery, if the deposit is not received by the Nursery within two weeks of the date of our letter, the place may be withdrawn. If your child does not attend the Nursery for any reason once the place has been accepted, then the deposit is non-refundable.

Fees are payable monthly in advance by the 1st of each month.

Where a child’s fee rate changes after a birthday, that reduction will take effect from the first day of the month following the birthday.

All reserved sessions & ad hoc / extra hours are to be paid for regardless of whether your child attends. Ad hoc sessions / extra hours / changes to sessions may only be booked / agreed with Management. No refunds can be given for sessions missed due to sickness, family holidays, enforced temporary closures.

Failure to meet payments may result in the termination of Nursery placement and forfeiture of any refund of fees. In such circumstances, the Nursery reserves the right to levy a 2% interest charge above the prevailing Bank of England Base Rate on outstanding fees. An additional charge of £50 may also be payable for recovery of outstanding sums.

Parents are held responsible for all outstanding fees. The Nursery is not liable for collections from third parties, e.g. University / colleges, voucher providers, grant funding agencies.

Fees are reviewed annually, and any increases notified to parents two months ahead of implementation.

Full time attending children are required to give at least 6 weeks’ notice of leaving. Term time attending children must give a full term’s notice in writing by the first day of the final term. If a child leaves without full notice, the deposit paid will be offset against any outstanding fees and invoice the balance.



Information

All the forms requesting information about you and your child must be completed BEFORE your child starts at AHN. We reserve the right to prevent a child starting at the Nursery if the forms have not been submitted.

In addition, parents are required to inform the Nursery of changes to any information included in the parent pack.

Late collections

If a child is collected after the agreed time, a charge of £15 for the first quarter hour and £2 per minute thereafter may be imposed at the discretion of the Nursery Manager. Our hope is that we will not have to add this to anyone's invoice as exceptional circumstances will be taken into consideration.

Parents must inform the Nursery at the earliest instance if they are going to be late to pick up their child.

Hours of Operation

AHN will operate Monday-Thursday from 07:30 -18.30 and Friday from 07:30 – 2:00 except for public and Jewish holidays and 3 staff training days per year. In addition, the Nursery closes over the Christmas week and last week in August. Details of our term dates are available on the website.

Children can be dropped off and picked up at any time in between these times, however the EYFS Curriculum begins promptly at 9:00.

If the Jewish holiday occurs on a week day then we will observe the practise of Nightingale House in terms of Nursery closures. In addition, we close at 2pm on the day prior to a festival to allow families to prepare for the festival, if it falls on a weekday. Please check the website for the specific dates of the festivals.

Fees are calculated based on the actual number of sessions attended by your child and we charge for 4 Inset days per year. We do not charge for public holidays, Jewish holidays and days when the Nursery is closed.

Illness and accidents

In the event of an accident parents will be notified and are required to sign an accident report form.

Parents may be asked to withdraw their child from the Nursery in the event that they require special medical care or attention or are otherwise deemed not well enough to attend. AHN has a managing children with allergies or who are sick policy which we expect all parents and carers to adhere to.

Please note that after diarrhoea or vomiting, parents are asked to keep children home for 48 hours. All other illnesses are dealt with as per current HPA guidance.

Parents are obliged to inform the Nursery of any sickness, illness or allergies on registration of their child and any subsequent diagnosis. A Health Care Plan must be completed for medical care needs. The Nursery cannot accept responsibility for children contracting contagious diseases or infections.

Termination / Cancellation / Change of sessions

Full time attending children are required to give at least 6 weeks' notice to withdraw your child from the Nursery or to reduce previously agreed levels of attendance. Term time attending children must give a full term's notice in writing on the first day of the final term to withdraw your child from the Nursery or to reduce previously agreed levels of attendance.



The Nursery reserves the right to terminate a placement if fees are not paid by the due date, if parents / carers fail to observe the Policies & Procedures of the Nursery, or a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour.

The Nursery reserves the right to terminate a placement if important information concerning or affecting your child is withheld or not communicated to Nursery management and staff in a timely manner.

The Nursery reserves the right to terminate the offer of part time places, giving priority to parents who want full time places. At least one month's notice will be given for the withdrawal of part time places. In any other circumstance of termination, the Nursery will provide two months' written notice to parents.

Should a mutually agreed start date be postponed by parents, the Nursery reserves the right to charge from the original start date as indicated on the Nursery application form / placement offer letter.

Liability

The Nursery does not accept responsibility for any loss or inconvenience suffered by parents arising directly or indirectly from a temporary closure of its premises or as a result of the non-admission of a child for any reason.

The Nursery cannot accept responsibility for children whilst in the care of their parents on its premises or on the Nightingale site.

Personal Property and Belongings

While staff will exercise all reasonable care to ensure that the children's belongings are not lost or damaged, the Nursery cannot be held responsible for any loss or damage that might otherwise occur.

We cannot accept any responsibility for any loss or damage of toys or comforters from home should children bring these to Nursery.

All items of clothing, including footwear, **must be clearly labelled by parents** prior to the child starting at the Nursery.

Prams / buggies are not permitted in the main building or allowed to block fire exits / escape routes in order to comply with Health & Safety and Fire Regulations. All buggies must be stored folded in the buggy store at the rear of the Nursery.

Sun hats are compulsory for all ages.

Children may wear any joggers, leggings, shorts, skirts with tops and sensible shoes that **protect toes**. We prefer children to not wear Crocs as accidents occur when they are wearing them.

Please dress your child appropriately for their day at Nursery weather wise and be aware that we will only change your child if necessary i.e if your child has had an accident or gets wet with water play.

Please supply the Nursery with a pair of named wellington boots that fit your child, and a bag of spare clothing that is all named and that is checked regularly to ensure this still fits and suits all climates.

If sunny please apply sun lotion before coming to Nursery and supply the Nursery with a named bottle of sun lotion for your child. Our staff will re-apply as necessary throughout the day.



Security and collections

Children are not permitted to leave the premises with anyone unknown to staff. Parents are asked to provide Nursery staff with a list of all individuals who will be dropping off and / or collecting their child. This information should include full names, addresses and telephone numbers for each named adult. If a parent needs to put into place a last-minute change to the collection list, they must notify the Nursery in person / by telephone of this request.

Parents / carers must observe the Nursery's Security Policy at all times and ensure that all doors / gates are securely closed and that they do not allow unknown people entry to the Nursery under any circumstances.

When dropping off or collecting their child all parents and carers must park safely and with due consideration to our neighbours. Parents must refrain from blocking residents' driveways at all times.

Failure to adhere to this policy may result in the termination of the child's placement with the Nursery.

Consent forms

Parents will be required to sign a declaration of consent form for the following:

- Administration of prescription medicines.
- Summoning emergency medical assistance, which may include taking a child to a GP or hospital.
- Liaising with external professionals.
- Trips and outings away from the Nursery.
- Consent for named individuals to drop off and or collect your child from Nursery.
- Applying sun-cream and face-painting – as part of certain creative activities.
- Online Safety Acceptable Use
- The use of photographs and videos in children's' online 'Tapestry learning Journal'
- Taking photographs of your child which may be used for display purposes within the Nursery/Nightingale House or for use on our website/ Facebook / Twitter
- Taking photographs of children at the Nursery as individuals and / or as part of a group activity / performance.

Parents may withhold permission for any or all of the above and will accordingly be asked to complete a Consent Withheld form. In such cases the Nursery will use all efforts to hide the said child's face by use of blurred or cartoon imagery. The Nursery cannot be held liable in cases of genuine error.

Complaints

To help resolve any issues or concerns, the Nursery maintains a formal complaints procedure to ensure that your views are heard and dealt with promptly by a senior member of staff at any time.

If the complaint is not satisfactorily resolved, you may elect to discuss the matter with the Head Teacher in a private capacity.

If the complaint is about our Nursery Manager or not resolved to your satisfaction, please contact our Chair of Directors: Edwardleek@gmail.com

Should you feel thereafter that your concerns have still not been dealt with satisfactorily over a subsequent period of 7 working days; you may refer the complaint to the Office for Standards in Education (OFSTED), details of which are as follows:

Telephone number 0300 123 1231



Or you can write to them at:
Applications, Regulatory and Contact (ARC) Team Ofsted
Piccadilly Gate

Store Street
Manchester M1 2WD

Employment of staff by parents

For the duration of our agreement with parents and for six months thereafter, Parents are prohibited from directly or indirectly employing, or enticing for long term employment, any member of Nursery staff with whom they or their associates have been in contact.

Should employment occur under such circumstances the Nursery will be entitled to a level of compensation from Parents equivalent to 25% of the individual’s prevailing annual salary.

Staff

The Nursery requests that parents / carers refrain from ‘befriending’ staff on social media platforms, maintain confidentiality and professionalism and support staff to enjoy their personal lives.

Please do not expect a reply from staff during the weekend/shabbat and Jewish holidays. They will respond when appropriate.

I _____(print name) agree to Apples and Honey Nightingale’s

Terms and Conditions as set out in the above document

Signed..... Parent/Carer

Date.....