



Terms and Conditions

1. The safeguarding and welfare of the children is paramount in all that we do. All staff have received training in Safeguarding (child protection) and we have a designated safeguarding officer available at all times. We are legally obliged to report any incident that may indicate possible abuse or neglect towards a child. It may be necessary for this to happen without informing parents or guardians.
2. Children should be collected by the people named on the registration documentation. Please inform a member of staff if someone else is going to collect your child and ensure the person collecting is aware of your password. If this process is not followed then it may not be possible for us to release your child.
3. Places are reserved on payment of a non-refundable registration fee.
4. Four weeks' notice is required in writing for the permanent cancellation or reduction in hours of any place.
5. Once booked, your child's place is reserved regardless of attendance. Please note the setting is closed on all bank holidays and no refunds are made if your child's booking falls on a bank holiday. Fees are not refundable for any absence including sickness and family holidays. This includes any extra sessions or additional services which may have been booked, for example school drop off or collection. There is no refund or waiver of fees in the event of either closure due to events beyond our control or closure for the benefit of the children, such as risk of illness spreading.
6. Bookings must be on the hour or half-hour to maintain statutory staff ratios and it is important that you drop off and collect your child within booked times. Please see our Early Drop Off and Late Collection Policy for further information and details of penalty fees which may be applicable.
7. Children who are unwell cannot attend nursery - this is a requirement of registration and insurance as well as for the well-being of all the children in our care and staff on premises. If a child has experienced vomiting and/or diarrhoea then they must be kept home until at least 48 hours after the last episode, even if they appear to be fully recovered.
8. For the security of all concerned, during the daily running of the nursery, only staff should enter the garden or rooms unaccompanied. Please do not be offended if you are asked to wait in the porch for someone to collect your child from their room or the forest.
9. Please respect the 'Private' and 'No Admittance' signs around the property.
10. Please use the car park available to avoid obstructing the road and nursery driveway. The tractors from the farm opposite are huge and may damage your car or not see your child. Please try and leave the front drive for parents with babies or children with disabilities. Please do not block the driveways or the garage and, where possible, please do not block other vehicles in.



Charging Policy and Payment of Fees

- a. The registration fee is payable at the time of registration for each child and is non-refundable. It secures the place, shows good intent and sets the account up.
- b. Bookings are made within half-hour slots. Please book the next half hour if you are unable to drop off or collect within those times so as to not feel pressured and allow us to maintain our staffing ratios. The flexible booking system means that staff are committed to look after your child during the times you have booked and may not be available before or after.
- c. It is a legal requirement that we record the time children arrive and leave, any early arrivals or late collections will be noted on your invoice and charged where applicable. A charge is made for children arriving before or collected later than their booked times.
- d. Invoices are emailed to parents. Fees are due monthly in advance and within seven days of receipt of the invoice. Any costs incurred by nursery because of late or non-payment of fees will be passed on to the parents. All late payments will incur a surcharge of 10% of the total bill. Bounced/returned payments will incur a charge each time this happens.
- e. We are unfortunately not able to offer credit or wait for fees to be paid while financial arrangements, e.g. tax credits, are put in place. If applications for government funded childcare are unsuccessful or the council does not pay out in full then parents are responsible for paying any shortfall.
- f. Extras due to early arrivals and late collections will be invoiced in arrears as per fees list.
- g. All bookings, including Extras, once made are neither transferable nor refundable.
- h. All requests must be in writing either by email or letter.
- i. School children rate applies to children in full-time school. Children in part time school attendance will be charged at the pre-school rate.
- j. After school children will always be charged from 3pm regardless of clubs etc. attended. If you would like your child to attend a club please request a later pick up in writing as soon as possible. We will always do our best to accommodate any requests but can only do so where we have sufficient staff to ensure the safety of all the children in our care.
- k. School children are charged for the term dates as given to us by Swindon Borough Council, the cost of making changes for individual school closure days is not viable from an administrative point and we do not refund these days.
- l. A sibling discount of 10% may be applied at our discretion and only for children with identical bookings and none receiving any funding. It is not applicable to school age children.

Failure to keep to the above may result in a child's place being withdrawn