

## **TERMS AND CONDITIONS OF SPRINGFIELD DAY NURSERY**

At Springfield Day Nursery we aim to provide a safe, happy and nurturing environment catering for the needs of the individual child from birth to five years to develop their full potential.

### **Attendance:**

- The Nursery opens at 7.45am and closes at 5.30pm promptly. The nursery is closed on bank holidays and for a week between Christmas and New Year.
- Our minimum attendance is two full days or the equivalent.
- Please be fully aware should you reduce your child's attendance; we can only guarantee the times retained and paid for.
- Any extra one-off sessions required must be paid for straight away or will be included on your invoice. All extra sessions booked will not be refunded if cancelled.
- Any permanent changes that you may like to make to your booked sessions will be accommodated depending on availability.
- Four weeks paid notice required, or four weeks paid in lieu of notice when leaving the setting or wishing to change booked days. This includes days booked prior to starting at the setting. You will have a separate agreement for your funded hours.
- If your child is uncollected by 18:00 with no parental or authorised persons being able to be contacted, we will follow our Uncollected Child policy and phone Customer First.
- If your child is not going to be attending nursery for any reason i.e. sickness/holiday we must be notified as soon as possible.

### **Fees:**

- Your registration fee is required to secure your place. Your place will be secured for up to one month following the agreed start date. Registration fees do not apply to those accessing a fully funded place, limited availability.
- Fees are to be paid in advance, either weekly or monthly by cash or online. If fees become in arrears, management will discuss arrangements to resolve this within an agreed time limit. Failure to clear arrears in the agreed time will result in your child's place being withdrawn.
- Fees, including any lunches, are still due during any periods of absence, i.e. holidays and sickness and any self-isolation due to the coronavirus.

- In the event of severe weather such as snow or flooding, leading to hazardous travel conditions or staff absences we may be forced to close if our child: staff ratios cannot be met. If we have to close due to circumstances beyond our control, invoices remain unchanged.
- We reserve the right to increase our fees as required.
- We accept payment through Tax Free Childcare and other childcare voucher schemes. This must be set up for payments to be made in advance.
- Due to the shortfall in the money we receive from the government there will be a weekly additional services charge.

**Government Funding, 15 and 30 hours, see Funding Information on website for further details**

- We have a limited number of fully funded and term time only places, so we cannot guarantee places above this allocation.
- If your child has attended and the funding becomes ineligible all costs incurred by the nursery will be recovered from the parent.

### **Zero Tolerance**

Physical or verbal abuse towards our staff will not be tolerated.

**Due to the Nursery being very well equipped, unless we ask your child to bring in specific items, we accept no responsibility whatsoever for toys or ‘un-necessaries’ brought from home.**

**We also do not accept responsibility for any items left outside the Nursery.**

**Be fully aware the nursery is not responsible for the safety of the child before entering or when leaving the nursery building. This is your responsibility.**

**Copies of all policies are available on request.**

I accept the Terms and Conditions of Springfield Day Nursery which I have retained:

Signature of  
parent/carer.....

Name (please print)  
.....

Date.....

**Please inform the Nursery in writing should you wish this to change.**