

# Terms and Conditions

## Fee Structure

For our updated prices please see our current Price List. Any sessions booked within 24 hours will be charged at an hourly rate, not the session price. (Inc Friday booking for Monday Sessions)

We believe it is in the Child's best interests to attend a minimum of 1 session, 2 days per week.

## Payment

There is a non-refundable admin fee of £30.00 at time of allocating a place to a Child.

Invoices will be issued on the 24<sup>th</sup> of each month, monthly in advance (or nearest working day), and are to be paid in full by 1<sup>st</sup> of the month. Regular late payments will incur a £10.00 Late Payment Fee on 1<sup>st</sup> of each month that the account remains unpaid.

Please retain **all** invoices for your records as there is a charge for duplicates, and these are often required by Tax Credits.

Payments can be made by

- Bank Transfer or Standing Order (Please use your child's full name as reference on any payments.)
- Cash
- Voucher Scheme through your employer
- Tax Free Childcare (Please ensure you tell us your reference number)

### **Fees are payable by the 1<sup>st</sup> of the month.**

## Process for collecting outstanding balances

A Debt Letter will be sent if payment has not been received unless you have a written agreement from the Business Manager.

**1<sup>st</sup> Letter** Details the outstanding balance with a notice period for payment, and informing you of late payments fees being added.

**2<sup>nd</sup> Letter** States the start date of your months' notice period for your Child's place being withdrawn or in the case of Funded Children, the date their sessions will alter to access Free Entitlement sessions only. (8am to 11am & 1pm to 4pm)

**3<sup>rd</sup> Letter** States the final date that your Child can attend Bewbush Community Nursery CIC. The outstanding balance and your details will be passed to BFL Solutions Ltd debt-collecting agency.

## Financial difficulties

It is appreciated that some families may experience difficulties from time to time. We would like to work with you to reduce the disruption to your Child's care and education. Please come and speak to the Business Manager as early as possible regarding payment of fees if you are struggling to meet payment dates.

We hope our open and supportive relationship with our families will mean you keep us informed of any difficulties as they arise.

## Late collection charges

To ensure legal requirements of staff: child ratio's, children who have not been collected by the end of their session will incur a late collection charge being added to your invoice of

- £5.00 for the first 5 minutes
- £8.00 for 6 to 15 minutes (or part thereof)
- £12.00 for each 15 minutes or part of, after that.

The Nursery Manager has discretion at all times. These charges will appear on your invoice.

Please be aware of our **duty** to safeguard your Child in contacting Social Services should we not be able to contact you in regard to your Child not being collected.

### **Holidays and absences**

We are open for 50 weeks of the year. We close on Bank Holidays, and for a week between Christmas and New Year and have 5 INSET days for Staff Training where the Nursery is closed for Children, you will not be charged for these days.

There is no reimbursement of fees in the event of your Child being absent for **any** reason as the Nursery still has operational costs to pay.

### **Unplanned Closure of the Nursery**

The Nursery reserves the right to close the Nursery at short notice in the event of extreme severe weather conditions, flood, fire, health pandemic or any other critical incidents which affects the successful running of the Nursery, or has an impact on the wellbeing and health and safety of Children and Staff.

### **Nursery Start Date**

In your Registration Visit a date will be agreed for your Child to start in the Nursery, if for any reason your Child will not attend this date you must inform the Nursery as soon as possible so an alternative date can be agreed.

If your Child does not attend on their start date and we do not hear from you within 5 working days we will assume that the place is no longer required and remove the child from our system..

### **Parent Partnership**

We have an on-line journal programme called Tapestry and you are requested to sign up to this as a way of monitoring and adding to your child's development and progress. Every 6 weeks you will be invited to discuss any issues with your Family Key Person. We upload our menu's, newsletters and important messages to Tapestry. You can also add photos of what your child has been doing at home and important events to share with us.

We expect you to be aware of all the nursery policies and these are available on request.

### **Universal Free Entitlement (15 hrs Universal FE) & 30 Hours Free Childcare (additional 15 hrs Extended FE)**

As a full day-care Nursery and being open for 50 weeks of the year we have to limit our Free Entitlement places.

Free Entitlement Sessions are 8am to 11am and 1pm to 4pm. If you choose for your child to attend over the lunchtime or teatime as part of your free entitlement you will be invoiced for meals. Failure to pay in advance will result in sessions being changed to 15 hours free entitlement sessions only. Your child's place will be withdrawn for the following term if regular payments are not made to clear outstanding debt.

Any child accessing Universal Free Entitlement or Extended Free Entitlement and not in attendance for 2 weeks or more without prior consent will have their place terminated.

If your funding is denied at any time, for any reason, or cost not covered by Local Authority, you will be re-invoiced and responsible for the cost of the full session price booked, whether attended or not as sessions are booked and staffed for in advance.

**Extended FE**-One months' notice in writing of eligibility is required, with your 30 hours code. It is your responsibility to reconfirm your eligibility every 3 months before the deadline. Failure to do so may cause your eligibility to lapse. You will retain your Universal FE hours (15 hours per week) however will be re-invoiced and be responsible for the cost of additional hours booked, until one month's notice in writing has been received.

We only offer the 30 hours extended offer over 50 weeks, so your child will receive 22 hours per week, for 50 weeks each year. Additional hours will be charged.

### **One off extra session**

Any additional sessions must be agreed by a Senior Member of staff and will appear on your next invoice. It is not possible to swap sessions. No extra sessions will be booked if there is a debt on your account. Extra sessions booked within 24 hours (Including booking on a Friday for a Monday) will be charged at an hourly rate.

### **Permanent changes to sessions**

Permanent changes to your Child's sessions will incur an admin charge and will appear on your invoice. Please complete a Change of Sessions Form and be aware that one month written notice is required, and sessions are not guaranteed. Universal and Extended Funded sessions cannot be changed until the start of the following term, one month's notice of eligibility in advance of the new term is still required.

### **Concessions**

A 5% discount on permanent sessions (excluding meals, and funded sessions) will be given to the eldest sibling, if a younger sibling attends at the same time.

### **Termination of contract**

We require one month's written notice to terminate your contract when you no longer require your Child's place in the Nursery. You will be charged one months' notice whether your Child is attending or not.

Any child who is absent for two weeks or more without notifying the Nursery shall be deemed to have withdrawn from the setting and you will be sent a final invoice for the Notice Period.

Unpaid invoices will be passed to BFL Solutions Ltd

### **Nursery Staff**

Staff in the Nursery work hard to make sure your Child has an enjoyable time in the Nursery. We ask that staff are respected and spoken to in an appropriate manner. If you have any cause to complain please speak to a Senior Member of staff who will look into your complaint. If it cannot be dealt with in a satisfactory manner, we have a 'Compliments and Complaints Policy.' We ask that no comments about the Nursery are posted on social networking sites such as Facebook or Twitter. We ask that you use our Facebook page, and not request staff as 'friends' on their personal Facebook accounts.

### **Mobile Phones and Cameras**

To ensure a smooth transition for your Child both to, and from the Nursery, mobile phones are not to be used on the Nursery premises.

To safeguard all children, you cannot take photographs inside the Nursery. If you would like a photograph of your Child during a particular experience please speak to their Family Key Person who will be happy to take photographs and post on Tapestry for you to view.

### **Nursery fee review**

Nursery fees will be reviewed on an annual basis in September and families will be informed of any changes.

- I have read and understood the Terms and Conditions and accept them.
- I understand fees are payable a month in advance.
- I understand I must keep **all** invoices as they may be needed at a later date for Child Tax Credits purposes.
- Should I decide I no longer require this place, any time after signing these Terms and Conditions, I will give one month's written notice.
- I understand I will be invoiced any charges for the one month's notice period should I fail to cancel the place in writing.
- I understand any unpaid debt will be passed to BFL Solutions Ltd Debt-Collection Agency.
- I understand that these Terms and Conditions are at the Nursery Managers Discretion.
- I understand the legal duties the Nursery has towards Safeguarding my Child.
- I understand I have a duty to inform the Nursery of changes to my address, my contact telephone phone numbers and the emergency contact details of people who can collect my child.
- I understand I must contact the Nursery should anyone else be collecting my Child.
- I understand the legal ratios in the Nursery so I must collect my Child by the end of their booked session and will be charged if late.
- I understand I must not bring food or drink into the Nursery due to the various allergies Children suffer from.
- I understand that I must not request Staff as 'friends' on their personal Facebook accounts.
- I understand I must contact the Nursery if my child is to be absent, and my child's place will be withdrawn if not attending for 2 weeks or more without contacting the Nursery, and I will be charged for the one month's notice period.
- I understand prior consent for absence must be sought if accessing Universal or Extended Free Entitlement Sessions, as I will be responsible for the full cost of any sessions if the local authority refuses funding due to absence.
- I understand I am responsible for paying for the cost of my Child's pre booked sessions if the Local Authority refuses funding for any reason, whether my Child attended or not
- I understand one month's notice in writing of eligibility, and requested sessions is required for 30 hours Extended Free Entitlement.
- I understand my information from Registration Forms will be held on Parenta Group Ltd database, will be shared with the local authority to claim for Universal and Extended Free Entitlement, and with BFL Solutions Ltd to reclaim outstanding debt.
- I agree to sign up to Tapestry, so that I can be updated about my child's learning and development and receive important information from the nursery.
- I agree to my child's learning and development being shared with a new setting as part of a transition process.

Parent / Carers Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Child's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Member's Name: \_\_\_\_\_

Agreed Start Date \_\_\_\_\_ Settling Visit Date & Time \_\_\_\_\_

Agreed Sessions M \_\_\_\_\_ T \_\_\_\_\_ W \_\_\_\_\_ Th \_\_\_\_\_ F \_\_\_\_\_



**Bewbush Community Nursery CIC**  
**Bewbush Children & Family Centre**  
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