



Terms and Conditions

Fee Structure

For our updated prices please see our current Price List.

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 £50.00 at time of offering you a place for your Child.

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

Payments can be made by

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

Fees are payable by the 1st 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.

1st Letter Details the outstanding balance with a notice period for payment, and informing you a late payment fee has been added.

2nd Letter States the start date of your months' notice period for your Child's place being withdrawn or in the case of Funded Children, the date their sessions will alter to access Free Entitlement sessions only.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)

3rd Letter States the final date that your Child can attend Bewbush Community Nursery C.I.C. The outstanding balance and your details will be passed to a debt collection agency or small claims court.

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 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.

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.

Unpaid invoices will be passed to a debt collection agency or small claims court.

Bewbush Community Nursery C.I.C.

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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

- £10.00 for the first 5 minutes
- £20.00 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 the Police should we not be able to contact you or your emergency contacts in regard to your Child not being collected after an hour of attempting to get hold of you with no response.

Holidays and absences

We are open for 51 weeks of the year. We close on Bank Holidays, and for a week between Christmas and New Year and have 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 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

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

Universal Free Entitlement (15 hrs Universal FE including 2 Year LA Funding) & Extended EYFE

15 hours Universal FE Sessions are 8am to 11am and 1pm to 4pm and are usually term time only. Extended EYFE will be stretched all year round but only used for the universal FE sessions. Failure to pay in advance will result in sessions being changed to 15 hours Universal FE sessions only from the following term. 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 FE or Extended FE and not in attendance without prior consent will have their place terminated if we do not hear from you within a month.

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

9 Month Old Funding – One months' notice in writing of eligibility is required, with your 9 Month Old Funding code. A copy of the letter must be shown to the nursery manager.

You must inform us if you are planning to apply

2 Year Funding- One months' notice in writing of eligibility is required, with your 2 Year Funding code. A copy of the letter must be shown to the nursery manager. **You must inform us if you are planning to apply**

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Extended EYFE - 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, Monday to Friday 8am to 11am or 1pm to 4pm) however you will be responsible for the cost of additional hours already booked.

We only offer the Extended FE over 51 weeks, so your child will receive stretch funding, for 51 weeks each year, between 8am-11am and 1pm - 4pm sessions only. Additional hours will be chargeable.

One off extra session

Any additional sessions must be requested using our extra session form. This must be agreed by a manager 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.**

Permanent changes to sessions

Please complete a Change of Sessions Form and be aware that one month written notice is required, and sessions are not guaranteed. Universal FE and Extended FE 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 funded sessions) will be given to the eldest sibling, if a younger sibling attends at the same time.

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. Please do 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.

Summary of main points

- I have read and understood the Terms and Conditions and accept them.
- I understand fees are payable a month in advance.
- Should I decide I no longer require this place, any time after completing the Registration Form and 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 a Debt Collection Agency.
- 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 at the earliest opportunity.
- I understand I must contact the Nursery should anyone else be collecting my Child.

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- I understand the legal ratios in the Nursery so I must collect my Child before 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 should 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 FE or EYFE Sessions, as I will be responsible for the full cost of any sessions if the local authority refuses funding due to absence or for any other reason.
- I understand one month's notice in writing of eligibility, and requested sessions is required for 9 Month Funding, 2 Year Funding and Extended FE (offered as stretched funding all year only)
- I understand my information from Registration Forms will be held on Parenta Group Ltd database, Mail Chimp, SigniFlow Ltd and will be shared with the local authority to claim for Universal FE and Extended FE, and to reclaim outstanding debt.
- I agree to sign up to Tapestry, and regularly check in so that I can be updated about my child's learning and development to best support them at home, and receive important information from the nursery.
- I agree to subscribe to Mail Chimp to receive Nursery Newsletters and important information
- I agree to my child's learning and development being shared with a new setting as part of a transition process.

Child's Name:

Parent / Carers Name:

Signed:

Date:

Parent / Carers Name:

Signed:

Date:

Managers Name:

Managers Signature:

Office Use

Parenta	Meals List	
Welcome Email	Key Person	
Mail Chimp	Peg Label	
Tapestry Account	Tray Label	
Address Book	Nappy Label	
Emergency Contact Card	Allergy List	
Care Catering	Medication Basket	