

Parents Information pack

Tiddlywinks Nursery

01225 866288

[admin@tiddlywinksnursery.co.uk](mailto:admin@tiddlywinksnursery.co.uk)

Please return your registration forms with a £40 registration fee





## About us

Tiddlywinks nursery is a privately owned full day care setting that caters for children between the ages of 0-5 years. We open for 51 weeks of the year, closing Christmas.

The nursery is a purpose-built building offering lots of space with everything designed with children in mind. There is a room for each of the different age groups which enables us to cater for their different needs.



Lions (from 3 years)

Monkeys (from 2 ½)

Tigers (from 18 months)

Bears (From birth)



We have a large outdoor space and believe it's important to provide opportunities for outdoor play on a daily basis. The outside space contains a wildlife garden where we have a slide, mud kitchen and grow vegetables as well as a paved area at the back of the rooms.

We strive to provide the best possible childcare and education for the children in our care and pride ourselves on providing flexible, affordable childcare that meets the needs of the community we serve.

We have a highly qualified and skilled team of practitioners with a low turnover of staff which enables us to provide consistent and effective relationships with our children and parents.

We have achieved an Outstanding rating from Ofsted for our last two inspections and continually strive to offer the very best childcare.

We value our partnerships with parents and carers and aim to work together to ensure we produce happy and confident learners. We are committed to giving every child the opportunity to achieve the highest of standards within their learning and development. We do this by taking account of children's varied life experiences and individual needs. We offer a broad and balanced curriculum and have high expectations for all children.

We promote individuality, irrespective of ethnicity, attainment, age, disability, gender or background.

All staff working with the children have a paediatric first aid certificate as well a wealth of other qualifications and training.

## **Our Shared Vision.....**

At Tiddlywinks Nursery, we aim to create a warm, friendly and welcoming home from home setting where children learn through having fun!

We aim to create a safe, stimulating and caring environment where all children flourish and become genuinely engaged in their learning, resulting in happy, independent, confident and individual learners.

Partnerships with parents are paramount in helping children to reach their full potential and we recognise that they are the first and most important educators of their children.

All children are given opportunities to access learning taking into account their individual stage of development and needs.

We aim to establish strong links with the local community through encouraging children and parents to support local organisations and take part in local events.

We celebrate the diversity of our community, carefully considering and respecting the variety of cultures, backgrounds, individual needs and gender.

We work closely with other local settings, schools and professionals in order to provide an integrated approach, making links with the wider community and outside agencies.



## Aims and objectives

At Tiddlywinks nursery the children are central to all we do.

We encourage the children to form relationships with other children and adults, and will support children with doing this.

Tiddlywinks encourages children to be active learners and to take responsibility for their learning we allow the children to explore and take the lead on their interests, with staff being aware children develop and will learn in different ways and at different times.

We value all children's contributions and we encourage children to share their achievements and important events in their lives, celebrating these with the other children and ourselves.

At Tiddlywinks we offer a variety of activities allowing the children to explore their environment with the staff being a resource for the children. The children will feel safe and secure allowing them to feel confident with risk taking which will widen their experiences within the nursery and the local community.

Tiddlywinks encourages partnership with parents; we welcome all parents into the nursery giving you opportunities to carry out activities and to share your own experiences with the children and staff.

As a setting Tiddlywinks works with the local community by welcoming Health Care Professionals, visitors, parents and students forming strong links with these people.



## Observation and Assessments -Learning Journeys

Every child will have a Learning Journey throughout their time at Tiddlywinks Nursery. This is a book which your child's Key Person will record any informal observations, pictures and photos in. This will be kept at nursery but will be available for you to see at any time. It will provide you with an insight of your child's time at nursery and their learning journey.

## Early Years Foundation Stage Guidance

The Early Years Foundation Stage (EYFS) is the statutory framework that sets the standards that all early years providers must meet to ensure that children learn and develop well and are kept healthy and safe. It promotes teaching and learning to ensure children are ready for school and gives children the broad range of knowledge and skills that provide the right foundation for good future progress through school and life.

The current framework was introduced in September 2012

Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through 7 areas of learning and development.

Children should mostly develop the 3 prime areas first.

These are:

- Communication and language;
- Physical development; and
- Personal, social and emotional development.

These prime areas are those most essential for your child's healthy development and future learning.

As children grow, the prime areas will help them to develop skills in 4 specific areas. These are:

- Literacy;
- Mathematics;
- Understanding the world; and
- Expressive arts and design.

These 7 areas are used to plan your child's learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is a little bit like a curriculum in primary and secondary schools, but it's suitable for very young children, and it's designed to be really flexible so that staff can follow your child's unique needs and interests.

Children in the EYFS learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outside.

**Please ask for our EYFS Parent Guide if you would like to know more.**

## Meals and Snacks

We believe that good eating habits in the Early Years are extremely important.

All our food is freshly prepared on site by our fulltime cook. We provide nutritious well-balanced meals that children enjoy, including plenty of fresh fruit and vegetables.

We encourage the children to see mealtimes are sociable occasions with staff and children eating in small sociable groups. We encourage independence and involve the children in helping to prepare and serve.

### We provide the following food while your child is with us

Breakfast 8am (not served past 8.30am)

Snack 10am-11pm

Lunch 12noon Packed lunch provided by parents or hot lunch

Snack 2pm-3pm

Light Tea 4.30pm



### Breakfast

Children can choose from a variety of healthy cereals, porridge, fruit, yoghurts or toast. Older children will be encouraged to be independent and help prepare their breakfast. We stop serving breakfast at 8.30.

### Lunch

Menus will be put together by the cook and Owner to produce a well-balanced, nutritious meal that children will enjoy. The menu will be changed on a weekly basis and will be displayed on the kitchen door

### Tea

A light tea will be provided for the tea time children, such as, scrambled egg on toast or pasta

### Morning and afternoon snacks

Wherever possible, children will be involved in preparing their snacks. All snacks will promote healthy eating such as, fruit, bread sticks, carrot sticks, crackers etc

Please note, due to babies being at different stages of weaning, we ask parents of children under one year to provide their own meals and snacks. Please talk to the staff in the room for more details.

## Summary of Policies and Procedures

Tiddlywinks Nursery has policies and procedures in place to ensure the safety of the children is paramount at all times. The policies are available in the foyer for parents to read at all times. Please familiarize yourselves with these. Here is a summary of some of our key policies and procedures;

### **Safeguarding Policy**

At Tiddlywinks Nursery we intend to create an environment in which all children are safe from abuse and in which any suspicion of abuse is promptly and appropriately dealt with. We have procedures in place to ensure we exclude all known abusers, respond to suspicions of abuse effectively and deal with allegations against staff members appropriately. Parent, carers are provided with a Safeguarding leaflet as part of the induction process, detailing our Child Protection procedures, our full policy is available upon request.

Tiddlywinks Nursery takes part in a project that runs jointly between schools, early years and Wiltshire Police. Operation Encompass is the reporting to schools and early years settings, prior to 9am on the next school day, when a child or young person has been exposed to, or involved in, any domestic incident. We strive to offer the best support possible to all our children and we believe that this will be extremely beneficial for all those involved.

### **Confidentiality Policy**

At Tiddlywinks Nursery we respect the privacy of children and their parents and carers, while ensuring that they access high quality care and education in our setting. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

### **Complaints Procedure**

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### **Sick Child Policy**

The nursery does not aim to exclude children from the nursery unnecessarily. Decisions on whether a sick child will be allowed to attend the nursery will be made by the manager and will take into account the needs of the child and those of the group. Children with infectious or contagious diseases will be excluded for certain periods. If a staff member suspects that a child is sick, they will contact the parents and ask them to collect their child and request that they see a doctor before returning to the nursery. A child who has been sick or who has a stomach bug should not return to nursery for at least 48 hours after the last episode of vomiting or diarrhoea to prevent the spread of bugs around the nursery. In the case of infestations such as head lice, staff will inform parents of the problem and advise them how to proceed. Children must receive treatment before returning to the nursery.

Ofsted

The nursery is inspected by the office for standards in education.

Our last inspection was April 2015, we were awarded **OUTSTANDING** in all areas. You can read this report online by following the link: <http://reports.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/CARE/EY418402>

(A copy of the full report can be found on the parent's notice board)

You can contact Ofsted by telephone 0300 123 1231



## **Additional Information**

### **Extra Activities**

We currently have Active Trowbridge coming into our setting once a week to do physical fun with the Pre-school aged children. This gives the children chance to get active and play new and exciting games that keep them healthy.

Toddlers have 'Singing with Nell' once a week which helps introduce new songs and music to our younger children. This is often a very interactive sessions using props, musical instruments and actions!

Groovy Moovers is a dance session that takes place in our Preschool Rooms once a week. This is run by a professional dance teacher who incorporates the children's interests into the dancing.

All of the above activities are charged as extra (Please see Fees information)

We have close links with Fitzmaurice Primary School and are lucky enough to have regular access to their facilities such as their library and hall. This supports transition for those children who will move to this school.

### **Clothing**

We advise parents to dress their children in 'play clothes' that they don't mind getting dirty. Where we make every effort to ensure your child wears an apron during messy activities, sometimes children refuse or staff just don't get there in time! We don't want your child to miss out on valuable learning experiences just because they aren't wearing an apron.

We suggest layers are beneficial so if children are warm, layers can be removed.

### **What Should I pack in my child's bag for nursery?**

- Spare clothes
- A pair of wellington boots
- A warm coat, hat and gloves for cold weather
- Nappies and wipes if appropriate
- Food and snacks if your child is under 1 year.

Please make sure you label all items clearly with your child's full name to avoid them getting lost or sent home with the wrong child!

The car park belongs to Fitzmaurice primary School and parents only have access to this after 4pm. Please use alternative parking when dropping off or collecting children. We have an arrangement with the Canal and River Trust that parents of the nursery and school can use Baileys Barn car Park between 8.30am-9.30am and 3pm-4pm at no charge. To take advantage of this, please request a permit at the school.

## Fees and Invoicing

A £40 non-refundable registration fee is required upon registering your child. When registering toddlers and babies a deposit is also required. This is based on one week of fees and once your child starts this will be deducted from your final bill. If you cancel the space prior to the start date the deposit will not be refunded.

You can choose to register your child as full-time or term-time only.

### Full-Time Registration

If you choose to register your child as full-time, they will attend for 49 weeks of the year and they will be entitled to 1 weeks holiday per year where you will not be charged.

### Term-time only registration

If you choose to register your child as term-time only, your child will only have a place at nursery for 38 weeks of the year, however, If you choose to register your child as term-time only you will be billed at half rate during holiday times to secure your child's place.

(please see Sam or Carole for the term dates as these change slightly from year to year)

We offer various sessions throughout the day. Your child can attend just one session during the day or all the sessions if you wish. We recommend you book a minimum of two sessions per week to enable your child to settle easier.

Sessions can only be changed once a term. If you wish to change your child's booked sessions, please speak to Sam. The more notice given the more chance you have in the sessions you want being available.

If your child stays over the lunch hour, which runs 12pm-1pm, we provide nutritious hot meals or you can provide a packed lunch.

Fees can be paid by monthly or weekly by cash, cheque or BACS. BACS is our preferred method of payment.

### Toddlers and Babies

If your child attends for sessions within the baby or toddler room, you will be billed monthly, this is always a month in advance; all bills have to be paid by the 20<sup>th</sup> of each month.

### Pre School

If your child attends for sessions in Pre-school, and you go over your funding allowance you will be given a bill for any extra hours, again these bills are given a month in advance and should be paid by the 20<sup>th</sup> of each month.

## Funding

### Flexible Free Entitlement Funding for 3year old's

Don't forget: starting from the term after your child turns 3, you are entitled to fifteen hours of free funding each week. The funding will pay for childcare for up to 15 hours a week (38 weeks of the year) if the criteria is met. You do have the option of spreading you funding throughout the year, if this is something you would like to do please speak to a member of staff.

We encourage all families who receive this funding to engage with their local [Children's Centre](#).

### **Better Together Funding**

If you meet certain criteria you may be eligible to receive Better Together Funding for your 2year old.

### **30 hour Funding**

A new entitlement is available to working parents of 3 and 4year olds, which allows up to 30 hours of subsidised childcare a week. You can check what help you could get by using the governments Childcare Calculator: <https://www.gov.uk/childcare-calculator>. We charge £1 per hour for any hours on top of the universal 15 hours. This helps towards to cost of consumables and extras that aren't covered by the funding.

Other funding may be available to you if the criteria is met, brief details are included below, further information is available within the setting or via the Wiltshire Council website, [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk) › *Early years and childcare*.

We sometimes offer additional activities during the nursery sessions. If these fall on a day your child attends, you will be made aware and a small additional charge will be made.

All late fees will be subject to a late charge of £10 for each calendar month the fees are outstanding.

If you have registered your child as term-time only but would like to have access to our Holiday Club, we encourage you to book up for sessions a minimum of two weeks prior to the holidays. Spaces are given on a first come first serve basis.

**If your child is unwell and off nursery, you are still be expected to pay for these days regardless of what room your child is in.**

For more information on fees, please read our Terms and Conditions.

## Tiddlywinks Nursery Fees from September 2018

Sessions	Pre-school, Toddlers & Babies
<b>Per hour</b>	<b>£5.20</b>
9-12 or 12-3 or 1-4	£15.60
9-1	£20.80
9-3	£31.20
8-12	£21.30
8-1	£26.00
1-5	£20.80
1-6	£26.00
8-4	£41.60
9-4	£36.40
All of the above sessions <b>do not</b> include a hot lunch. If you require a hot lunch when attending between 12- 1pm then please add £2.50 onto the session fee, alternatively you may bring a pack lunch. Tea is between 4.30-5 and will be charged at £1.00	
<b>8-6 (full day inc of all meals)</b>	£51.50 (save £4)
<b>9-6 or 8-5 (short day inc of all meals)</b>	£48.70 (save £1.60)
<b>9-5 (inc of lunch and tea)</b>	£44.40 (save 70p)

All children are entitled to 15 hours per week funding from the government the term after they turn three. This is automatically arranged for you through the nursery. If you wish to claim for 30 hours you need to apply through [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk) . Additional charges apply for every extra hour accessed over the universal 15 hours

After School and Breakfast Club	Breakfast (8am-8.45am inc drop off) £6.10 £8.00 for collection until 4.30pm £16.00 for collection until 6pm
Holiday club	£16.60 per session 9-12 or 1-4 £34.70 per day 9-3 (lunch inc) £39.90 per day 9-4 (lunch inc) additional hours £5.20 per hour, Tea charged at £1

### Extra activities

All extra activities are currently charged at £1 per session, these extra activities are:

- Active Trowbridge
- Groovy Moovers
- Singing with Nell

Please indicate days and times you require for your child to attend nursery.

Proposed start date:

	Monday	Tuesday	Wednesday	Thursday	Friday
am					
pm					

You will be contacted to inform you of the availability for days you are requesting.

Please indicate by ticking if you are looking for

**term time only**

**all year round**

Please note if you choose term time only in babies and toddlers you will pay half rate in the holidays as a retainer for the spaces booked. Pre-school children who claim their funding will not be charged during the holidays if you choose the term time only option.

**Please make sure you read the parents agreement and consent form before signing and returning your forms.**



Parent 1	Parent 2	Both	
Child's Religion:		Language spoken at home:	
Does your child have a named social worker? (If so please give details)			
Does your child have a CAF?			
Is there anyone who will collect your child on a regular basis, other than yourselves e.g grandparents, childminder?			
Does your child attend any other setting/ child minder, if so please state where and hours they attend:		Please bring your child's birth certificate with you for registration (We <b>do not</b> keep this). Checked by whom & date:	
Is your child registered with a dentist?		Yes	No

Parent / Carer Signature ..... Date.....

\*Please note, if both parents are on the birth certificate and have parental responsibility we are unable to stop a parent collecting unless you have proof from a solicitor or court. The nursery will need a copy of this

# Tiddlywinks Two Ltd Terms and Conditions and Parental Agreement

## Nursery Copy

### Terms and Conditions

**Admission** A completed Terms and Conditions and Parental Agreement form, a registration fee and deposit are required to secure your child's place.

**Registration Fee, Deposit and Fees** A registration fee of £40 is required. A deposit of one week's fees is required at the time of booking. The deposit will be refunded in your child's first month's invoice.

Invoices are issued at the beginning of the month and are payable by the 20<sup>th</sup> of each month. Accounts are payable by cheque made payable to "Tiddlywinks Nursery", via BACS transfer, by standing order or cash. We also accept childcare vouchers. No refunds or alternative sessions are given for sessions missed due to sickness or holidays or unavoidable nursery closure. Be aware that the number of days childcare provided each month may vary. Bank holidays and staff training days will not be charged for.

Fees are subject to an annual increase.

**Free Entitlement Funding** We accept all funding for 2,3 and 4year olds including the extended 30 hours funding. We apply for the universal 15 hours funding for 3 and 4year olds on your behalf and parents will be required to sign a Parental Declaration. It is the parent's responsibility to apply for the 2year funding and the 30 hours extended funding if they think they are eligible. In the event that a child's booked sessions are not covered by the relevant funding for whatever reason, the parents will be responsible for paying the fees.

**30 hour funding** Due to under funding by the government, an additional service charge of £1 per hour is charged for every hour over the 15 universal funding up to 30 hours. This helps towards the cost of consumables and extras. For example, if you book your child in for a total of 30 hours, you will be charged £15 per week. The nursery has the right to opt out of the 30 hour scheme at any time if it feels it is no longer financially sustainable.

**Late Collection** If you expect to be late collecting your child please notify the nursery as soon as possible. If you arrive late you will be charged £3 for every ten mins. If you arrive late after 6pm you will be charged £3 for every 5mins.

**Default in payments** Payment of invoices will be monitored closely by management.

We will work with parents/guardians to arrange a suitable payment plan to recover arrears but it may also become necessary to reduce a child's sessions until the debt is cleared. We also reserve the right to terminate your child's place with immediate effect in the case of non- payment of fees.

A charge of £10 will be made for each calendar month that fees are outstanding. Any parent or carer whose fees remain unpaid will risk their child's place at the nursery being withdrawn.

We reserve the right to refer any outstanding invoices to a debt collection service of our choice (HMRC Courts and Tribunal Service, Money Claim Online).

Name of parents or carers responsible for payment of fees:

Person 1:

Signed

Person 2:

Signed

**Opening times** The nursery sessions run from 08:00 to 18.00. The Nursery is open for 51 weeks a year. We close for a week at Easter, Summer and Christmas and all bank holidays. Dates are available upon request.

**Termination, cancellation and change of sessions** One month's notice is required by either party for any change of sessions or termination of agreement. If parents choose to leave prior to the end of their notice, fees are non-refundable. The minimum period for any permanent change of sessions is one month. If the notified start date is changed by the parent, we reserve the right to charge from the original start date notified on the Agreement form.

The nursery reserves the right to terminate the Agreement with immediate effect in case of non-payment of fees, or a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause.

**Intimidation or abuse of our staff will not be tolerated and may result in immediate termination.** In all other cases the standard notice period of one month will apply.

**Insurance** The nursery has extensive insurance cover for nursery based activities and outings. Details of the insurance may be requested from the nursery manager. The Certificate is displayed in the nursery.

**Personal property and belongings** The nursery cannot be held responsible for any loss or damage to any parent's, carer's or child's property or belongings. Every reasonable effort will be made by the nursery staff to ensure that property or belongings of any parent, carer or child is not damaged. Please ensure your child's clothing is clearly labelled and we suggest that all toys, books and equipment are left at home.

**Liability** We accept no responsibility for children whilst in their parent's care on nursery premises. We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parent's property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind.

**Accidents, illness and special educational or medical needs** The nursery reserves the right to administer first aid and any emergency treatment as required. Parents will be informed of all accidents and will be asked to sign an Accident Record form. If emergency treatment at hospital is required the nursery will make all reasonable attempts to contact the parents but if this is not possible we are authorised to act on behalf of the parents and authorise any necessary emergency treatment.

We will administer prescribed medicines only if parents have completed a Medicine Consent form.

We may require parents to withdraw their child from nursery in the event that they require special medical care or attention which is not available or refused by the parent, or it is considered that the child is not well enough to attend nursery. We may also ask parents to withdraw their child from the nursery if we have reasonable cause to believe that the child is suffering from or has suffered from any infectious disease or infection and there remains a danger that other children may contract such a disease or infection. Please refer to our Childhood Illness and exclusion Policy regarding exclusion and incubation periods by which we are bound. Parents must inform the nursery if their child is suffering from any illness, sickness or allergies before attending the nursery.

In the event a Health Care Plan is required, specific staff training or additional staff support is needed, a child's place may be deferred until this can be actioned. The nursery is mindful of the needs of working parents and will endeavour to provide as much continuity of service as possible within the recommendations of the Health Protection Agency by which the nursery is bound.

**Photographs** As part of our observation process we will take photographs of the children or groups of children and these will be included in the children's learning journeys and in displays across the nursery. They may also be used on our website unless you specify otherwise. During nursery events, parents are welcome to take photos unless specified otherwise, but they must remain for home use only and not be used on any social media site. We ask parents not to use mobile phones in the nursery.

**Social media** As a nursery we use Facebook as a way of communicating activities that the children have taken part in and other news from the nursery. No photographs of children's faces will be used on Facebook or any other social media site.

**Contact details** It is the responsibility of the parents to inform us of any change in contact details.

## **Parental Consent**

I understand that Tiddlywinks Nursery has a duty to refer to Ofsted or the Child Protection Team at Social Services if it suspects that child abuse may be an issue.

I understand that Tiddlywinks Nursery has a set of clear policies and procedures that are available for parents to read at any time and I agree to abide by them.

I understand that Tiddlywinks Nursery has a full behaviour policy in place and will liaise with the Early Years Team to support challenging behaviour. I understand that Tiddlywinks Nursery reserves the right to reduce or change a child's sessions or hours where physical aggression impacts on the wellbeing of other children or staff members.

I understand that some information given to the nursery about my child is kept for three years after my child has left the nursery and may be shared with staff of the nursery.

I give permission for my child to access digital technologies in accordance with Tiddlywinks Nursery e-safety policies and procedures.

I understand as part of the daily routine the children may go for local walks to support their learning. This may include the park and library. Risk assessments will be carried out. (Letters and permission slips will be sent to parents for trips further away).

**Agreement**

These Terms and Conditions represent the entire agreement and understanding between the parents (including other carers) and the nursery. Any other understandings, agreements, warranties, conditions, terms and representations, whether verbal or written, expressed or implied are excluded to the fullest extent permitted by law. We reserve the right to update / amend these Terms and Conditions at any time. One month's notice will be given of any changes made. The nursery is operated by Tiddlywinks Two Ltd

I have read and understand these Terms and Conditions and agree to be bound by them.

Signed (parent).....

Print Name:.....

Child's name:.....

Date:.....

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**30 hour funding** Due to under funding by the government, an additional service charge of £1 per hour is charged for every hour over the 15 universal funding up to 30 hours. This helps to cover the cost of consumables and extras. For example, if you book your child in for a total of 30 hours, you will be charged £15 per week. The nursery has the right to opt out of the 30 hour scheme at any time if it feels it is no longer financially sustainable.

**Late Collection** If you expect to be late collecting your child please notify the nursery as soon as possible. If you arrive late you will be charged £3 for every ten mins. If you arrive late after 6pm you will be charged £3 for every 5mins.

**Default in payments** Payment of invoices will be monitored closely by management.

We will work with parents/guardians to arrange a suitable payment plan to recover arrears but it may also become necessary to reduce a child's sessions until the debt is cleared. We also reserve the right to terminate your child's place with immediate effect in the case of non- payment of fees.

A charge of £10 will be made for each calendar month that fees are outstanding. Any parent or carer whose fees remain unpaid will risk their child's place at the nursery being withdrawn.

We reserve the right to refer any outstanding invoices to a debt collection service of our choice (HMRC Courts and Tribunal Service, Money Claim Online).

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The nursery reserves the right to terminate the Agreement with immediate effect in case of non-payment of fees, or a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause.

**Intimidation or abuse of our staff will not be tolerated and may result in immediate termination.** In all other cases the standard notice period of one month will apply.

**Insurance** The nursery has extensive insurance cover for nursery based activities and outings. Details of the insurance may be requested from the nursery manager. The Certificate is displayed in the nursery.

**Personal property and belongings** The nursery cannot be held responsible for any loss or damage to any parent's, carer's or child's property or belongings. Every reasonable effort will be made by the nursery staff to ensure that property or belongings of any parent, carer or child is not damaged. Please ensure your child's clothing is clearly labelled and we suggest that all toys, books and equipment are left at home.

**Liability** We accept no responsibility for children whilst in their parent's care on nursery premises. We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parent's property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind.

**Accidents, illness and special educational or medical needs** The nursery reserves the right to administer first aid and any emergency treatment as required. Parents will be informed of all accidents and will be asked to sign an Accident Record form. If emergency treatment at hospital is required the nursery will make all reasonable attempts to contact the parents but if this is not possible we are authorised to act on behalf of the parents and authorise any necessary emergency treatment.

We will administer prescribed medicines only if parents have completed a Medicine Consent form.

We may require parents to withdraw their child from nursery in the event that they require special medical care or attention which is not available or refused by the parent, or it is considered that the child is not well enough to attend nursery. We may also ask parents to withdraw their child from the nursery if we have reasonable cause to believe that the child is suffering from or has suffered from any infectious disease or infection and there remains a danger that other children may contract such a disease or infection. Please refer to our Childhood Illness and exclusion Policy regarding exclusion and incubation periods by which we are bound. Parents must inform the nursery if their child is suffering from any illness, sickness or allergies before attending the nursery.

In the event a Health Care Plan is required, specific staff training or additional staff support is needed, a child's place may be deferred until this can be actioned. The nursery is mindful of the needs of working parents and will endeavour to provide as much continuity of service as possible within the recommendations of the Health Protection Agency by which the nursery is bound.

**Photographs** As part of our observation process we will take photographs of the children or groups of children and these will be included in the children's learning journeys and in displays across the nursery. They may also be used on our website unless you specify otherwise. During nursery events, parents are welcome to take photos unless specified otherwise, but they must remain for home use only and not be used on any social media site. We ask parents not to use mobile phones in the nursery.

**Social media** As a nursery we use Facebook as a way of communicating activities that the children have taken part in and other news from the nursery. No photographs of children's faces will be used on Facebook or any other social media site.

**Contact details** It is the responsibility of the parents to inform us of any change in contact details.

## **Parental Consent**

I understand that Tiddlywinks Nursery has a duty to refer to Ofsted or the Child Protection Team at Social Services if it suspects that child abuse may be an issue.

I understand that Tiddlywinks Nursery has a set of clear policies and procedures that are available for parents to read at any time and I agree to abide by them.

I understand that Tiddlywinks Nursery has a full behaviour policy in place and will liaise with the Early Years Team to support challenging behaviour. I understand that Tiddlywinks Nursery reserves the right to reduce or change a child's sessions or hours where physical aggression impacts on the wellbeing of other children or staff members.

I understand that some information given to the nursery about my child is kept for three years after my child has left the nursery and may be shared with staff of the nursery.

I give permission for my child to access digital technologies in accordance with Tiddlywinks Nursery e-safety policies and procedures.

I understand as part of the daily routine the children may go for local walks to support their learning. This may include the park and library. Risk assessments will be carried out. (Letters and permission slips will be sent to parents for trips further away).

**Agreement**

These Terms and Conditions represent the entire agreement and understanding between the parents (including other carers) and the nursery. Any other understandings, agreements, warranties, conditions, terms and representations, whether verbal or written, expressed or implied are excluded to the fullest extent permitted by law. We reserve the right to update / amend these Terms and Conditions at any time. One month's notice will be given of any changes made. The nursery is operated by Tiddlywinks Two Ltd

I have read and understand these Terms and Conditions and agree to be bound by them.

Signed (parent).....

Print Name:.....

Child's name:.....

Date:.....