



## TERMS AND CONDITIONS FOR PARENTS

Zikora Day Nursery and Pre-School aim to provide your child with the best of care, in a safe, friendly and secure environment. We therefore ask parents to abide by the following rules: to allow the nursery to function at its best. To enable us to provide and maintain the highest standards of care we require all parents to be aware of, and abide by, the following conditions.

### **Childcare Registration process/ Place Availability**

It is important that you fully complete the childcare registration form, as you are providing us with information about your child, so please ensure it is accurate and correct. All places are subject to availability and will be offered on a first come first serve basis. Completion of your childcare registration form does not guarantee your child a place at the nursery. We operate a waiting list, and will inform you 10 working days prior to the requested date if and when a place/s become available.

We will adhere to the principles of the General Data Protection Regulations (2018) when collecting and processing information about you and your child. We explain how your data is processed, collected, kept up-to-date in our Privacy Notice which can be found in our website.

We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare. We will notify you as soon as possible of any days we will be closed. We will treat your child with the utmost respect and dignity. We will never use or threaten any type of punishment that could adversely affect a child's wellbeing. We will provide you with regular verbal updates as to your child's progress and we will agree times to discuss with you the progress of your child or any other aspects of our childcare services as and when required.

We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regards to the childcare services we provide for your child. Our policies and procedures can be found on our website, which outline how we satisfy the requirements of the EYFS in our everyday practice; and we will notify you as and when any changes are made to our policies and procedures.

We will be available to discuss or explain our policies and procedures, and/or any relevant changes, at a mutually agreed time. We will maintain appropriate insurance to cover our childcare activities. We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available. You will need to complete and return our Application to Join and Registration Form to us before your child can start with us.

You must notify us immediately of any changes to the information you have provided to us and keep us informed of any other necessary information that may affect the childcare that we provide for your child. The Registration Form includes medicine consent and emergency treatment authorisations which you will need to complete prior to your child attending. You will read and abide by our policies and procedures.

You will make yourself available as and when required to discuss the progress of your child or any factor relating to their childcare place with us at mutually agreed times. You must immediately inform us if your child is suffering from any contagious disease, or if your child has been diagnosed by a medical practitioner with a notifiable disease. For the benefit of other children attending you must not allow your child to attend whilst they are contagious and pose a risk to other children during normal daily activities.

You must keep us informed of the identity of the persons who will be collecting your child. If the person who is due to collect your child is not usually responsible for collecting them, we will require proof of identity. If we are not reasonably satisfied that the person collecting your child is who we were expecting, we will not release your child into their care until we have checked with you.

You must inform us immediately if you are not able to collect your child by the official collection time. You must make arrangements for another authorised person to collect your child as soon as possible. A late payment charge will be applied; please refer to the current fee schedule for details. You will inform us as far in advance as possible of any dates on which your child will not be attending.

You will have to provide us with at least one month's notice of your intention to decrease the number of hours your child attends or to withdraw your child (and end this Agreement). If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of notice. If you are ending this Agreement, notice must be given by completing our Notification of Leaving Date form which is available on request.

You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

### **Hours of Opening**

The Nursery is open Monday to Friday from 7.00am to 7.00pm, 51 weeks of the year. The Nursery is closed on all Bank Holidays, and the days between the Christmas and New Year holiday. Please note the booking schedule cannot be altered for Public holidays



and or be compensated for an additional day. ALL changes to the scheduled bookings must be requested and approved with notice by the Manager/ Director.

#### **Administration Charges**

Late Collection fee of £1 for every minute applies if children are collected late. We are registered to provide care from 7.00am to 7.00pm and are unable to provide care outside these hours. In the event that you are late in collecting a child and we do not hear from you We will make every effort to contact you on the emergency numbers provided however would contact Children's Services and conduct a handover with them in the absence of a Parent/ carer.

Returned Direct Debit mandate is **£20.00 per** breach.

Two-week retainer will be due before your child starts the setting.

#### **Settling Child into nursery**

All children are required to have a settling in period after the registration fees are paid. The length of time and number of settling in session will vary as it takes some children more time to form relationships with their Key person and become familiar within the nursery environment. Every child is assigned a Key Person to develop a professional relationship with parents; obtaining relevant information and consent that is necessary in ensuring their smooth transition into nursery. We ask that you (parents/ carers) attend the nursery the week before the start date with your child for settling in until he or she is happy to be left and is an opportunity for you (parents/ carers) to read all policies and procedures and ask any further questions.

#### **Retainer and Registration Fee**

A two-week retainer is required to secure a place for your child. Only then will you receive written confirmation from us officially offering you a place for your Child. This is non-refundable and can only be used against the final month's invoice provided that there is no outstanding balance on your account and you have given 1 month written notice. The registration fee is £50 and it is non-refundable when you terminate your childcare contract and in the case of cancellation as well.

#### **Change of Details**

You must inform us immediately of any changes to your child's details/ circumstances. You must also notify the nursery of changes to your bank details.

#### **Non-Payment of Fees**

Parents must set up a standing order on the first of each month for monthly payments and (if on a weekend, the 1st working day of the month). If the payment of nursery fee is outstanding, we will make every effort to resolve the situation and after 5 days (2 days for weekly payments) if payment is not received in full your Childcare contract will be terminated. Upon termination of this contract the child shall not be permitted entry to the nursery. This will lead to a formal demand for all outstanding monies owed, and we will issue a final invoice and pass this to a debt collection agency for full recovery. **In addition, you will be liable for all associated debt collection fees and court costs.**

#### **Postponement Policy**

If you postpone your start date at nursery, you will be required to pay a holding fee of 50% of your monthly invoice. Should an immediate start place be held on our waiting list, you will unfortunately lose your right to this place and be placed back on the waiting list for your new start dates.

#### **Termination of Contract**

If you no longer wish to maintain your child's place at the Nursery you will be required to give thirty (30) days' in advance notice by writing to the nursery manager. Zikora Day Nursery and Pre-School reserve the right to exclude a child from Nursery for any breach of the childcare contract or inappropriate behavior from parents and careers.

#### **Final Invoice**

We will create your final invoice from the date of your termination email. You will be required to pay the full fees for the thirty (30) days' notice. It is your responsibility to obtain a receipt from the nursery manager as your proof of termination. Your child may attend during this time unless you have breached the childcare contract terms and conditions.

#### **Absence**

Fees remain payable for periods of absence (holidays, sickness and emergencies) as your child's place is kept open and staff associated costs continue to accumulate and are met by the nursery.



### **Nursery Closure**

If we take the decision to close due to events or circumstances which are outside our control e.g. bad weather, flood etc. We shall be under no obligation to provide alternative childcare facilities to you, and parents are required to pay childcare fees. If the closure exceeds 5 days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed in excess of 5 days. Please note that this depends on the circumstance.

### **Mobile Phone**

We enforce a no personal mobile phone usage policy within our settings. Can we please ask you to abstain from using your personal mobile phone as you arrive at the nursery premises, and do not use it again until you have left the nursery.

### **Changes**

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice. The current terms and conditions are published online at [www.zikoradaynursery.com](http://www.zikoradaynursery.com), or you can request this from the nursery manager.

### **Complaints and concerns**

If you have a concern or complaint, please speak to the Nursery Manager or Directors immediately. If you have any concerns about the services we provide, please discuss it with your nursery manager in the first instance, and if these concerns are not resolved to your satisfaction please contact the Nursery Directors. You can report directly to the directors via post, our website or email: [info@zikoradaynursery.com](mailto:info@zikoradaynursery.com).

### **Disclosure and Barring Service (DBS)**

All Zikora Day Nursery and Pre-School staff have undertaken an enhanced DBS check. This clearance last for 3 years however our staff sign a termly disclaimer during their supervision meeting with the management team as well as an annual disclaimer stating that if there has been any change since their last clearance they must let us know.

### **Emergency Treatment**

If a child attending the Nursery has an accident whilst in our care basic First Aid treatment will be given by qualified staff. Any emergency treatment or medical advice will be permitted unless a parent states otherwise in writing. The Nursery does not accept any responsibility for treatment given against parent's wishes if we have not been otherwise informed. All Parents will be informed and required to sign the accident sheet in the case of a more serious accident or incident a child will be taken immediately the nearest hospital and parents will be informed.

### **Health and Hygiene**

It is the responsibility of the parents to ensure that the child comes to the nursery with trimmed nails, long hair tied properly and cut if necessary. Short nails stay cleaner and break less often.

### **Sickness**

The Nursery will make every effort to notify parents should their child becomes ill whilst at the setting. Senior staff reserve the right to take the child to hospital in an emergency. Please note minimum exclusion periods apply and must be adhered to our policy and guidelines are available from the nursery manager. The Nursery's exclusion policy is guided by the relevant local Authority.

### **Prescription Medication**

If your child is prescribed antibiotics, please keep them at home until 48 hours dosage has been administered in case of adverse reaction to the medication. Antibiotics and medicines will only be administered by Nursery staff after the child has been taking them for more than 48 hours at home, and only then with written authorisation from the parents. All antibiotics must be prescribed by a doctor. All medication must be prescribed and in its original packaging. We cannot administer and keep medication which is not prescribed at all. Prescription medicine will only be given to the person named on the bottle for the dosage stated.

The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed. Parents should notify us IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.

### **Vomiting and Diarrhoea**

If a child is sick in the nursery vomits and has diarrhoea twice parents will be informed. If it happens the third time, then they need to come and collect the child IMMEDIATELY. Should a child have an infectious disease, such as an eye/ear infection or sickness and diarrhoea, they should not return to nursery until they have been clear for at least **48 hours**.

In case of diarrhoea and vomiting, parents will be called the second time to inform them about it. If it happens the third-time parents will be called and the child must be collected immediately.



For a detailed list of exclusion periods, please check the policies and procedures board in the nursery. For further information about childhood illnesses and the signs and symptoms that accompany these, please visit the NHS website, [www.nhs.uk](http://www.nhs.uk).

#### **Food and Drink**

Water is available for the older children to help themselves when thirsty, this promotes independence and self-help skills. For the younger children water will be available and offered throughout the day alongside designated snack and meal times in either beakers or cups depending upon the age and stage of development of the children.

#### **Meals and snacks**

We cater for all special dietary requirements, and provide with drinks (water/ milk) and healthy snacks during morning and afternoon snack times along with three nutritious, balanced meals daily. Menus are displayed on the parents display board.

#### **Milk Feeds and Nappies**

Formula bottle feeds should be supplied, prepared and labelled by parents and brought to the Nursery each day where they will be stored at the correct temperature until required. Parents are asked to provide supplies of their preferred nappies when required. These will be labelled with the child's name.

#### **Clothing and Personal Property**

All clothing and personal property brought to the nursery should be marked clearly with the child's name. We cannot take responsibility for items that are not labelled. All children should provide the following where appropriate:

- Nappies.
- Wet wipes.
- Milk Bottles/Baby sippy cups
- Extra set of clothing.
- Wellington boots.
- Sun block and sun hat.
- Coat.

All the appropriate items should be kept in a personal/named bag and kept on a peg or in their box in the nursery. Please do not bring jewellery, money, sweets, chewing gum or valuables to the nursery and slides that are not suitable for children under 3 years. e.g. Tiny hair slides. The nursery cannot be responsible for damage to property, valuables or missing items.

#### **Free Early Years Entitlement (FEYE) Payments**

Free Early Years Entitlement (FEYE) is available for all 3 and 4-year-old children, regardless of parental income, from the term AFTER a child's 3rd birthday. Your child will be entitled to 15 hours of free childcare, per week, for 38 weeks (term times only). The 15 hours can be taken over a minimum of 2 days. The level of flexibility offered in attendance can be discussed with the nursery manager. You will not be charged for the 15 free hours per week. If your child attends for more than 15 hours per week, you are responsible for paying for the additional hours and services accessed and you will be invoiced on a monthly basis.

To decrease your booking pattern, you must provide us with thirty (30) days' notice in writing or by email to the attention of the nursery manager. If you give insufficient notice is given then you will be invoiced for the full childcare fees for thirty (30) days' notice from the date of any change as if the hours had not decreased.

#### **Sibling Discount**

Parents who have more than one child attending the Nursery, are entitled to a 10% reduction in fees for the second and subsequent children. This is applicable only on the booking pattern and does not include any extra sessions or additional hours.

#### **Payment of Fees (Monthly in advance)**

Fees are paid by standing order or online payment method on the first of each month (if on a weekend, the 1st working day of the month) and are paid monthly in advance in accordance to your booking pattern.

All payments made under the childcare contract terms and conditions must be made by standing order or online payment method. Under exceptional circumstances we may agree to payment by cash; however, it is your responsibility to obtain a receipt from the nursery manager as your proof of payment.

The Nursery will be closed on all Bank Holidays, and the days between Christmas and New Year holidays. The bank holidays are payable however, the one week in Christmas parents will not be charged.



### **Payment of Fees (Monthly in arrears)**

Additional hours and any additional sessions are invoiced by the manager and are payable within 7 days of issue. Late pickup charges are payable in cash. Failure to pay will lead to termination of childcare contract, and your child/ children will lose their place at the nursery. You will still be required to pay any outstanding balance on your account.

If you fail to make a payment on the due date, there will be a late payment charge will incur of 5% of your total fees. If the delay is more than a week then a further charge will incur of 10% of your total fees. After the second week of non-payment the child's place will be terminated.

Invoices may also be settled by the first of the month by cash at the nursery.

Fees are reviewed annually in the spring and/or autumn terms. You will receive at least one month's notice of a change in fees.

Two weeks' retainer is non-refundable. It can only be used towards the last two weeks of your nursery fees by providing us with 4 weeks' notice period, otherwise it will be forfeited.

### **Notice Period**

One month's written notice is required to cancel your child's nursery place or reduce sessions. If insufficient notice is given, you will be liable to pay fees in lieu of notice. Changes in your child's sessions should be notified with one month's written notice. Any increase in your child's sessions will be provided subject to availability.

### **Nursery Closure**

If we take the decision to close due to events or circumstances which are outside our control e.g. bad weather, flood etc. We shall be under no obligation to provide alternative childcare facilities to you, and parents are required to pay childcare fees.

If the closure exceeds 5 days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed in excess of 5 days. Please note that this depends on the circumstance.

The nursery will be closed for maximum 2 additional days each year for staff training. The fees are payable for those two days.

### **Postponement Policy**

If you postpone your start date at nursery, you will be required to pay a holding fee of 50% of your monthly invoice. Should an immediate start place be held on our waiting list, you will unfortunately lose your right to this place and be placed back on the waiting list for your new start dates.

### **Final Invoice**

We will create your final invoice from the date of your termination email. You will be required to pay the full fees for the thirty (30) days' notice. It is your responsibility to obtain a receipt from the nursery manager as your proof of termination. Your child may attend during this time unless you have breached the childcare contract terms and conditions.

### **Employment of Staff /Solicitation of Staff**

If, during this childcare contract and for a period of 24 months after the termination of this contract, you (directly or Indirectly) employ them as a nanny, childminder, babysitter, teacher, governess etc. or otherwise engage the services of any member of our staff who has had contact with your child or under this contract then you will be liable to pay and you will be fined £5,000.00 as payment to us recruiting and training a suitable replacement member of staff or face legal action.

### **Child Security and Protection**

The Nursery has a full written policy on **Safeguarding** Child protection. You can request this from the nursery manager.

### **Child Protection**

It is our priority to keep children safe from harm when in our care. Any child who attends the Nursery, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background have a right to protection from neglect, physical, sexual or any other abuse. It is our obligation to require or seek professional advice or actions from the local social services team if we suspect a child is suffering from harm.

### **Social Care**

We are duty bound to inform the Child Protection Agencies or seek professional advice from the local social services team if we suspect a child is suffering from harm. If we have any concerns about the care a child is receiving away from this setting, we have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.



**Drop off and Collection of Children**

Children should be dropped off by parents/carers into the care of a Nursery Staff Member and entered into the attendance register. Children will not be released into the care of anyone other than those named on the registration form unless authorised by the parents personally, by telephone or in writing. In addition, a personal visit of introduction by the parents, or anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity.

**You are required to inform us immediately if you are unable to collect your child from nursery by the official collection time. All collections must be by an adult over 18 years of age.**

To avoid any conflict of interest, nursery staff are strictly prohibited from providing any babysitting or childminding services to parents outside of the nursery operating hours, or take children to/from the nursery on your behalf.

**Discipline**

The Nursery has a written policy available to view on behaviour management. You can request this from the nursery manager. We aim to work towards an environment in which children can develop self-discipline and self-respect. The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at the Nursery.

**Property and Premises**

**Clothing and Personal Property**

The Nursery does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents. We advise parents to bring a spare clothing as well as clothes suitable for messy play so that the child can participate even if they refuse an apron.

Parents are requested to send children in easily washable, clearly labelled clothing which is appropriate to in **ALL the weather conditions**.

Please also provide spare clothing for your child encase the need to change if a toileting accident occurs. We strongly advise that your child does not bring any toys from home, as we loss of favourite toys often results in very upset children. The children at the setting are being weaned or eating solid foods that they have been exposed to at home. We care for children with changing dietary requirements therefore we do not permit food from home.

I/we have received, read, understood the terms & conditions and I/we agree to abide by the nursery policies & procedures and terms & conditions.

Please note: Failure to sign and return this terms and conditions before your child starts with us, will imply that you automatically agree to abide by this terms and conditions.

**Parent 1**

Parent's Name: \_\_\_\_\_

Parent's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Parent 2**

Parent's Name: \_\_\_\_\_

Parent's Signature: \_\_\_\_\_

Date: \_\_\_\_\_