

Parent Contract

Ealing Branch / Islington Branch

1) HOURS OF OPERATION:

Monday to Friday 8.00 a.m. to 6:15 p.m.

We will be closed on all Statutory Holidays and three Staff Training days per year which are all chargeable however we are also closed for the three days between Christmas and New Year and these are not charged, unless you book into our Christmas Holiday Club.

2) MONTHLY FEES

Monthly fees include all sick days, statutory holidays and holidays taken as these are paid days. Fees are based on booked days not attendance. Refunds and credits will not be given for days where your child does not attend due to sickness or holiday. We do not allow swapping of days unless it is permanent and there is availability. Extra hours/days are billed at the session rate or hourly rate and need a month's notice to cancel.

Note: A full day rate will be charged for holidays/training days BUT NOT THE THREE DAYS BETWEEN CHRISTMAS AND NEW YEAR

FEES ARE SUBJECT TO A REVIEW AND POTENTIAL INCREASE IN JANUARY OF EACH YEAR ON AN UPWARD BASIS ONLY

3) NEG FUNDING AND OTHER FUNDERS

Parents who qualify for NEG funding will have this amount deducted from the invoice. Any funding from colleges must be in place prior to attendance. All tax efficient funding from your company will not be deducted from the invoice; it is up to the parent/carer to deduct this. Any fees not covered by a subsidy are the parents' responsibility and are payable on the first of each month in advance. All subsidised payments must also be paid by the first of each month in advance. We do offer a few NEG funded places only without the need for parents to top up the fees. These places are term time only and these days can be altered at our discretion from time to time with one month's notice. We also reserve the right to cancel your NEG funded only place with one month's notice. PLEASE NOTE THE LOCAL AUTHORITY ONLY FUND FOR 38 WEEKS A YEAR AND AS WE SPREAD THIS OVER 52 WEEKS YOUR FUNDING MAY END BEFORE YOUR CHILD LEAVES. PLEASE CHECK WITH THE OFFICE WHEN YOU HAND YOUR NOTICE OF LEAVING IN

4a) ROOM ALLOCATION - Ealing W5

SEEDLINGS ROOM: 3 MONTHS TO 23 MONTHS

BUDLINGS ROOM: 24 MONTHS TO 35 MONTHS

ACORNS ROOMS: 36 MONTHS PLUS ALL YEAR ROUND

ELMS ROOMS: 24 MONTHS PLUS TERM TIME ONLY

4b) ROOM ALLOCATION - Islington N7

SEEDLINGS ROOM: 3 MONTHS TO 23 MONTHS

BUDLINGS ROOMS: 24 MONTHS TO 35 MONTHS

ACORNS ROOM: 36 MONTHS PLUS

Children on funded hours only may be due to their days/hours being changed with one month's notice.

5) PAYMENT POLICY

Parents agree that all monthly fees (full time and part time attendance) will be paid on the first of each month in advance. Additional sessions will be invoiced as they are booked and will require payment before or on the date of the extra day booked. Unpaid fees, either regular or extra sessions, are subject to a 10% surcharge each full week over. We advise all parents to gain Parent Portal access as LADN are not responsible for informing you of a short pay in your fees. This is entirely the fee payer's responsibility. Unpaid fees may result in immediate suspension or termination of care unless reasonable arrangements are made and accepted by both parties. Extra hours are billed at the session rate or hourly rate.

Parents are requested to make payments by standing order. Any payments by cheque will be subject to a charge of £5 per cheque except for the Registration Fee, Deposit and first month's fees.

Full time and part time fees are based on booked days, not attendance, therefore parents are responsible for fees whether child attends or not. (This includes sick days, statutory holidays and holidays booked.)

We require payment to terms. Payment must be made on time, in full, and without any deduction, set off or counterclaim. In the event that an account is outstanding, we will refer the matter to our debt collection agents, Daniels Silverman Limited, which will incur costs any costs incurred to collect the debt will be added to the debt, plus VAT at the prevailing rate. You agree that you will be legally liable to pay us that surcharge, and that payment of the same can be enforced against you in court.

6) ILLNESS POLICY

Please advise the nursery prior to 8:00 am if a child will not be attending due to illness. Parents agree that a child who is ill (e.g. fever, infection, diarrhoea, communicable disease, or any other type of illness that may be passed on to others, with the exception of the common cold) will be kept at home to protect the well-being of the staff and other children in my care. The parents further agree should a child become ill while in our care, that immediate arrangements will be made to remove the child from the nursery. Children will not be allowed to return to nursery until they have been symptom free for at least 24 hours for a fever and 48 hours for sickness or diarrhoea. In some cases, a note from a doctor may be necessary. By signing this contract you are agreeing to staff seeking any necessary

emergency medical advice or treatment during their time at Little Acorns. All prescribed medicines must be handed to the Manager only at each Office.

If an ambulance is called for a child under the age of two they are legally obliged to take the child to hospital, even if the parents arrive before they leave.

7) LATE ARRIVAL/PICKUP POLICY

Please advise the nursery immediately if you will be arriving later than the pre-arranged time to pick up your child. It is the parents' responsibility to ensure that children are picked up no later than 6:15 p.m. If you are not able to pick up your child by 6:15 p.m. alternate arrangements must be made.

Please notify the nursery if an unauthorised person will be picking up your child. Verbal or written permission must be received before we will release a child to anyone who is not authorised on the registration form. They must bring photographic I.D. plus a photograph to be kept on file and a password will be used.

In the event that a parent cannot be contacted, it is the policy of Little Acorns Day Nursery to call an emergency contact should a child remain in care after 6:15pm.

A late fee of £27.00 per hour (or any portion of an hour) per child will apply if a child remains in care after 6:15 p.m. regularly, unless prior arrangements have been made.

8) TERMINATION

Little Acorns Day Nursery reserves the right to suspend or terminate care of any child without notice, should it be deemed necessary for the overall safety and well-being of my family and/or other children in my care.

9) WITHDRAWAL

Parents agree that a minimum notice of one full month (notice to given in writing) will be given for permanent withdrawal of, or reducing hours of any child from care or agree to pay one month's fee in lieu. The responsibility is of the parents to ensure that the notice has been received by the office. No exceptions will be made. Children are presumed to be leaving 31st August after the 3rd birthday. No place will be guaranteed after this time unless signed agreement with the Manager

10) POTTY TRAINING

We will work in conjunction with parents during potty training. If you have a method that has been working for you, please let us know and we will adopt it for your child. Should you discontinue potty training at home, please let us know. If a child shows no interest in potty training, we will discuss this with you and probably choose to discontinue and try again at a later date.

11) DEPOSIT/REGISTRATION

A non-refundable registration fee of £40 (per child) is required upon completion of registration to secure your child's placement in care. This deposit is non-refundable. A fees deposit will be charged at £200 once a place has been confirmed. This is refunded once the child has been withdrawn with all necessary notices given and all fees paid to date. If the child's place is cancelled before starting only 50% of the £200 will be refunded regardless of notice given. Once a starting date has been finalised a request to extend it can be submitted in writing however only up to 2 weeks later. **All notices have to be written.** Spaces will not be held unless the deposit fee is paid in full.

12) Health & Safety

The name of the designated Health & Safety Officer is on the main notice board. Any health & safety queries please forward them to her or the Manager. We would ask all parents to make sure gates and doors are closed when entering or leaving the building and that they are mindful of little fingers. If the nursery has to close due to any health and health & safety or illness reasons including bad weather, fees will still be due to be paid during the period closed.

13) With regards to the welfare of children information sharing is key to enabling early intervention and preventative work in Safeguarding Children. By sharing genuine concerns about a child we can construct a more accurate picture about a child's safety and well-being. For this point we have an Information Sharing Policy 7.5. We are also bound to pass on developmental progress records to your child's next school in form of the Profile and Learning Journey File. By signing this contract you agree and understand it's content.

14) Discounts - Little Acorns Day Nursery offers discounts for NHS, Police Force and the Fire Service. We also offer a recommendation credit but all these discounts must be completed on the Registration form prior to your child starting to enable the concessions to be activated. Any applications for discounts after your child has started is at the discretion of the Manager. A discount is also offered for siblings; added to the account of whichever is the cheaper sibling at any one time. Once a child is receiving NEG funding the Sibling discount only continues if the child on NEG funding is also attending and paying for alternative hours for a higher value than the discount. The Funding rate will be deducted before the alternative discount is then calculated.

Registration is not complete, and care will not commence until all the paper work is completed. Prior to the start date of care the following must be received by us for each child:

- * Registration Form & Parent Contract
- * Non-Refundable Registration Fee and Refundable Deposit
- * Authorisation from college or employer of subsidised place if appropriate

15) I have been given a copy of the Little Acorns Safeguarding Policy & all relevant information has been explained to me & I/we understand all other procedures can be read on our website. These may need updating from time to time and may not be the most up to date.

Signature _____

16) By signing this Contract you are agreeing to all Little Acorns Day Nursery policies and procedures. If you have not yet read them please see the website or ask at the office for.

I/We _____ / _____ have read and agree with the above statements. NAME PRINTED

Parent/guardian Signature Parent/guardian Signature

Note: If child in custody of both parents then two signatures are required.

Signature on behalf of Little Acorns Day Nursery NAME PRINTED

Date _____