



Terms & Conditions

1. General

Age of Admittance

6 weeks to 5 years of age.

Hours of Opening

Springboard Nursery is open Monday to Friday from 07:30am to 6:15pm, 51 weeks a year excluding bank holidays (we are shut for the week of Christmas).

***Please note from 1st June our opening times have changed to 7.30am - 5.30 pm for the foreseeable until the COVID-19 situation changes.**

Settling In

It is our aim to allow all children time for settling in, so that the child can form relationships with their careers and become familiar within the nursery surroundings. Each child and their needs differ so the length of time for settling in varies from child to child.

We find this normally consists of 2-3 stay and play sessions. We request that a parent/ carer attends the nursery with the child for settling in until he or she is happy to be left and so that parent/ carers can read all policies and procedures and staff can obtain the relevant child related information and consent to ensure a smooth transition into nursery.

During the Covid-19 situation, settling in sessions will vary to short periods of time. Unfortunately, we will not encourage parents to stay for stay and play sessions, the child will be encouraged to stay for short periods of time on their own where possible.

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.

Change of Details

You must immediately inform us of any changes to your registration details through email to springboardnursery@gmail.com

Court order

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.

Nappies

Parent/ carers provide nappies for your child along with wipes and cream to ensure correct hygiene policies and procedures are followed.

Off Premises Visits

Staff will occasionally take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained.

During COVID-19 there will be NO visits or outings.

Mobile Phone

To ensure the safety and wellbeing of all children who attend our nursery we enforce a 'no personal mobile phone' usage within our setting. Should you be on your personal mobile phone as you arrive at the nursery can we please ask that you conclude your phone call before entering the premises.

At present COVID-19 - parents are NOT allowed to enter the building.

Equal Opportunities

We are an equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

Nursery Closure

The Nursery is closed on public Bank Holidays. During the Christmas period the Nursery will close on Christmas Eve at 1pm and re open on the 2nd January 7:30am.

If the nursery has to close or we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you.

Depending on the R rate and government guidelines to ensure safety for the children when a pandemic occurs, the nursery may have to close to ensure the safety of children and staff. This is at the owner's discretion and half fees may be applied if the setting closes for a period of time.

Complaints or Concerns

If you have a concern or complaint, please speak to the nursery manager: Caroline Davis on 01482 353898 or alternatively you can email on springboardnursery@gmail.com. If you have any concerns regarding the services we provide, please discuss these with your child's key person. If these concerns have not been resolved to your satisfaction, please contact the Nursery Manager.

Learning and development

Communicate effectively with you - providing you with verbal updates on your child's progress upon request.

All communication during the current Pandemic will be by email, Tapestry or Nursery in a box. Alternatively phone calls are another good way to communicate in this current situation,

Children's personal details

Complete and submit to us the standard health record/ children's personal details prior to your child starting nursery. You must inform the nursery immediately of any changes that may occur in relation to your child's health.

2. Medical

Emergency Treatment

Any child who attends Springboard Nursery and has an accident whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps or bruises.

Parents will be informed via email, phone call, Nursery in a box or tapestry

Any emergency treatment or medical advice will be permitted unless a parent/ carer states in writing otherwise. The Nursery does not accept any responsibility for treatment given against parent/ carer's wishes if we have not been informed otherwise.

Medicine

Complete a medicine consent form should you require our staff to administer any medication to your child. (Please note: we can only administer medicines prescribed by a doctor) **No medication will be given if not essential to a child's health this includes antibiotics, Calpol or ibuprofen during the Covid-19 situation.**

Accident Book

All Parent/ carers will be informed and required to sign an accident form. In the case of a more serious accident or incident a child will be taken immediately to a doctor or the nearest hospital and parent/ carers will be informed.

Parents will be asked to respond to any accidents via email.

Sickness

Springboard Nursery will make every effort to notify parent/ carers should their child become ill at the Nursery. Senior staff reserves the right to remove 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.

Parents will sign to adhere to the risk assessment in place for Covid-19. Children, parents, and staff are asked NOT to come to the nursery if they are unwell.

Inform us if your child will not be attending the setting for any particular reason.

Contagious Disease

For the benefit of the other children in the nursery, you must not allow your child to attend the nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the nursery.

The Nursery reserves the right to refuse to accept children until the Nursery is satisfied, they are not infectious. This is to protect other children from cross infection. The Nursery's exclusion policy is guided by the relevant local Authority.

3. Child Protection

Child Protection

Any child who attends the Nursery, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background has a right to protection from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care.

The Nursery has a full written policy on Child protection which is available from the nursery **website**.

Delivery of children

Children should be delivered by parents/carers into the care of a Nursery Staff Member and entered into the attendance register.

One Parent of children under 3 years of age are asked to come to the main entrance, however, NOT to enter the building. Parents are asked to social distance using the markers provided. Pre-school children are asked to use the garden gate entrance and to call the office prior to dropping off or collecting, again using the social distancing markers on the ground.

Collection of Children

Children will not be released into the care of anyone other than those named on the childcare registration form unless authorised by the parent/ carers personally, by telephone or in writing. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.

In addition, a personal visit of introduction by the parent/ carers, of 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. (Please see the late collection policy, as there are charges for late collection of a child)

Social Services

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. 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.

Behaviour Management

Springboard Nursery has a written policy on behaviour management which is available from the nursery **website**.

4. Property and Premises

Personal Property

The Nursery does not accept responsibility for loss or damage of personal property brought on to the premises by children or parent/ carers.

Clothing

Parent/ carers are requested to send children in easily washable, clearly labelled clothing which is appropriate to the weather conditions. Please discourage your child from bringing items of value to the Nursery. Please provide a spare set of clothing for your child in case of an accident or the need for change of clothing in their daily bag.

Daily clean clothes every day for children at the nursery.

5. Food and Drink

Water

Fresh drinking water is available to all children throughout the day.

Parents are asked to provide a cup preferably with a lid, with their child's name on whist there is a pandemic. These cups are to remain at nursery.

All children will be encouraged by the staff to drink water throughout the day as part of our commitment to offering healthy food and drink options.

Meals & Snacks

Children will be provided with drinks and snacks at regular morning and afternoon snack times along with three nutritious, balanced meals daily. Menus are displayed on a display board; these include age and stage applicable meals and vegetarian options. All special dietary requirements will be catered for.

***Menus will vary from 1st June 2020 for the foreseeable**

For Health and Safety reasons we do not accept children bringing in their own packed lunch, unless an arrangement with the Manager has been made.

Milk Feeds

Parent/ carers will provide all formula/ breast milk for your child's bottle. Springboard Nursery provide cows milk. We offer cows milk at breakfast and snack time .

Nut Allergy

As the number of children with nut allergies is increasing with parental support we aim to endeavour to keep the nursery NUT FREE. Parent/ carers are requested not to send food or empty food packaging materials into the nursery.

6. Fees

Schedule of Fees

Fees are calculated on a 51 week booking pattern. You will be invoiced for the month. Fees should be paid by the 1st of every month for the month ahead.

Children will not be able to re-attend in June if their accounts are in arrears. Once the balance is clear the child can re-start again.

Absence

Fees remain payable for periods of absence (Holidays and Sickness) as the child's place is kept open and staff and associated costs continue to accumulate and be met by the nursery.

Registration Fee

We charge a non-refundable registration fee of £50 to reserve your childcare place.

Reserving a Childcare Place

We are able to reserve a childcare place and booking pattern no more than 12 months in advance of your child's start date.

Confirmation of Your Childcare Place

We will confirm your childcare place when the registration fee is received.

Free Childcare Hours

Free childcare is available for all 3 and 4 year old children, regardless of parental income, from the term AFTER a child's 3rd birthday.

3 and 4 year old children will be entitled to 570 hours with an addition 570 hours available subject to eligibility. If you choose to access any additional child care hours, these will be charged for.

Please enquire with the nursery manager about funded places for 2 year olds.

7. Booking Patterns

Booking patterns are available on a 51 week or 38 week term time only basis

Sessions

Full days are calculated from 07:30am to 6:15pm, (10 /5 hour sessions)

Please note - current times of day are 7.30-5.30pm

Regular Pattern

We accept all booking patterns.

Changes to your Booking Pattern

To increase your booking pattern, we require 24 hours' notice subject to availability.

To decrease your booking pattern, you must provide us with thirty (30) days' notice in writing or by email to the nursery manager.

Should insufficient notice be 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.

Additional Sessions

If Additional Days have been booked, these will be invoiced on the month of extra sessions invoice. If you book and then cancel you will still be charged for the day/session booked.

8. Payment of Fees

Payments are calculated over 51/ 38 weeks of the year. Bank holidays are still paid for however the nursery is closed.

Fees are due monthly in advance in accordance to your booking pattern by the 1st day of each month.

We accept payments by Bank transfer, Standing order, cash or cheque.

No cash payments from 1st June 2020 - bank transfer required.

We do take payment by cash; however, it is your responsibility to obtain a receipt from the nursery manager as your proof of payment.

Childcare Voucher Payments

The voucher company pays the nursery directly.

We accept payment by all voucher companies in the UK.

Please ensure all voucher payments are made before the 1st of each month as a late voucher payment may be charged.

9. Cancellation

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' notice in writing or by email to the nursery manager.

We may immediately end this agreement if:

- a) You have failed to pay your fees.
- b) You behave unacceptably. We will not tolerate any physical or verbal abuse towards the staff.
- c) Your child's behaviour is unacceptable or endangers the safety and well-being of any of the other children at the nursery.
- d) We take the decision to close your child's nursery. We will give you as much notice as possible of such a decision.

10. Non Payment of Fees

If the payment of nursery fees is outstanding for more than 7 days after the 1st of the month this will result in a late fee charge.