

**Please read the Registration Form and Parent Contract very carefully if you wish to register your child for a place on Nursery waiting list.**

This document details the agreement between Children First and the parent(s) and/or carer(s) of a child. All relevant documents must be agreed and signed prior to a child being placed on our waiting list. If a place is taken up Nursery settling and starting will be agreed in due course.

**Hours of Operation:** Nursery operates Monday to Friday 7:30 a.m. to 6:30 p.m. in our Buckhurst Hill Nurseries and 8:00 am to 6.00 p.m. at Independent Place Nursery. Nursery closures are for public holidays and just over a week during the Festive closure, which varies from year to year. Details of this closure are published during the Summer. There is usually an annual team training day before Nursery reopens in January.

**Registration and starting at Nursery:** Registration is for enrolment on our waiting list. We always endeavour to accommodate parent/carers' requirements. Please inform us of changes in your child's starting plans at Nursery. We are unable to guarantee availability at the time of registration. Availability between enrolment date and requested start date may vary. Our Pre-School children leave during each Summer to go to school, therefore availability for new starters is stronger during the Summer. The registration fee is non-refundable, contributing to administration time for loading data onto Nursery programmes and managing a child's place on the waiting list. The fee does not guarantee the start date Parents/Carers have requested.

In order for your child to start at the nursery you **must** provide:

- Signed and fully completed Enrolment Form and Contract. Due to our Safeguarding Policy we cannot accept partially completed Enrolment forms, unless the child's details are missing as the parents are pregnant.
- Photographs of parents all authorised collectors and password.
- Birth Certificate.
- Child's Red Book.

**Nursery Fees and Attendance:** 'Extras' are included in the full session fee but not when a child claims Free Early Years Entitlement. 'Extras' include specialist teacher sessions, special events, new experiences, healthy snacks, meals, fruit and drinks served during sessions attended. Fees are calculated monthly and are payable in advance on 24th of the month by standing order or bank transfer. Fees are payable in all cases of non-attendance, Bank Holidays and during the Festive closure. Prior arrangements with the Manager for extra sessions, early drop off or extension of sessions may be available ratios permitting. Respective fees apply. Ad hoc exchange of sessions isn't available. A month's notice is provided by email of the annual fee review at Nursery. Parents/carers undertake to pay their fees on the due date in a timely manner, to avoid Managers time being taken up in chasing. Manager's role is continuously develop the Nursery and provide, 'Outstanding,' care and education in Nursery.

A child's fully funded attendance hours do not include the 'extras' above, these will be invoiced if a child is receiving their Free Early Years Entitlement, or FEEE, during a session. All children attend either a Monday or a Friday. Children must attend at least 2 days per week up to 3 years old and 3 days per week once they are 3 years old. FEEE for 15 hours and the additional 15 hours are funded for 38 weeks. We spread these 38 weeks over the year and deduct hours from the child's account. Please speak to the Nursery Manager or email for clarification. We do not accept FEEE for 2 year olds.

In cases of overdue fees the Nursery is entitled to charge interest and compensation at the rates prevailing from time to time under the Late Payment of Commercial Debts (Interest) Act on any sum, as well as before or after any judgement, not paid by the parent/carers by the due date. The Nursery shall be entitled to charge the parent/carers all and any reasonable costs incurred by the Nursery, whether administrative, collection or legal, in recovering, or attempting to recover, any payment due, by 24<sup>th</sup> of the month. In respect of collection costs it is agreed by us that the 10% of sum outstanding shall constitute a reasonable

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020 7275 7755  
enquiries@independentplacenursery.com

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cost. It is also agreed that this shall be the agreed liquidated damages in respect of collection costs. A fine of £10 for each working day will be applied to late fees from parents.

**Late Collections and Early Drop Off:** Children attend registered sessions. To receive high quality handovers parents/carers or authorised collectors must arrive at least 5 minutes before a child's session ends, particularly at busy times. If parents/carers think they will be late it is essential to contact Nursery as soon possible. Late collection charge is £10 per 10 minutes or part thereof. Time is always rounded up to the next ten minutes. Nursery reserves the right to make a permanent change of sessions if a child is persistently collected after their session ends, or is persistently dropped off early.

**Collection Policy:** We cannot let a child leave Nursery unless safeguarded. Children's safety and protection are paramount in our Safeguarding Policy, we are legally responsible for children whilst in our care.

**Data and Safeguarding:** Parents and carers agree to and must provide and update Nursery immediately of changes of their home address, workplace, mobile phone numbers and email addresses together with details in case of illness or emergency. Authorised collector's must be agreed in advance and on the Enrolment Form. Parents can change authorised collectors by making amendments and completing new forms. Passwords are always required. Prior authorisation from parents/carers is always required by email for an authorised collection. Phone calls are not sufficient.

**Security and Safeguarding:** Nursery Safeguarding Policy is very robust. Parents/carers must **not** let anyone else into the Nursery or outdoor learning area at any time. The use of mobile phones whilst on Nursery premises is strictly prohibited and is a breach of both Safeguarding and Parent Partnership Policies.

**Termination of Contract:** Parents/carers who wish to terminate their child's place, must do so by email and provide minimum of 1 months' notice. Fees are payable if a child does not attend the Nursery during the notice period.

The Contract will be terminated by Children-First with immediate effect, if any of the following apply:

- Conduct which upsets the children in our care or is unsuitable for children to witness or hear.
- Verbal or physical abuse, rudeness, threatening or inappropriate behaviour against Nursery team members or any other person at Nursery.
- Failure to adhere to our fee policy.
- Failure to adhere to Nursery Policies, in particular Safeguarding Policy and Parent Partnership Policy.

**Child Sickness Policy and Urgent Parent Contact:** Children who are unwell neither benefit, nor enjoy Nursery and risk spreading infection to other children and our team. It's in the child's best interests to be in the care of their parents/carers when ill. It is agreed that a child who is ill with fever, infection, diarrhoea, sickness, communicable disease or other types of illness that may be passed onto others, with the exception of the common cold will remain with parents/carers. Children prescribed antibiotics cannot attend Nursery until they have completed at least 48 hours of medication. Children who have had sickness and/or diarrhoea illness must not attend for 48 hours after a normal stool and/or sickness ceases. If a child becomes ill or has an accident at the Nursery, parents/carers will be contacted and urgently collect their child. A permission form for administration of Piriton and Calpol is to be signed by parents before a child starts. These are both used in an emergency. Parents/carers will be contacted in an emergency. If a child is administered either of these medicines they must be collected urgently from Nursery.

**Personal Property and Belongings:** The Nursery is not responsible for losses or damages to any parents, carer's or child's property or belongings including buggies. Every reasonable effort will be made by the nursery team to ensure that property or belongings of any parent, carer or child are not damaged. Please ensure that **all** of your child's clothing is labelled. Toys, books and equipment should be left at home.

**Holidays and other Absences:** Parents/carers must inform us if their child is going to be absent from Nursery. Government legislation in Prevent Duty 2105 and The Serious Crime Act 2015 applies to Nursery safeguarding requirements. Parents/carers must inform us of any absences of four days or more in advance. We are required to report unnotified absences of more than 4 days to the Children's Social Care Team.

**Buggy Storage:** There is a buggy store at each Nursery. Buggy storage is very limited, to provide precious outdoor spaces. Parents/carers **must** provide a small collapsible 'umbrella' type buggy for the buggy storage. Buggies are left at parent/carers own risk. It is suggested that Parents/carers provide a buggy padlock,

**Nursery Photos, CCTV and Videos:** Children will have their images taken daily whilst at Nursery. Images are used in developmental evidence of a child's personal learning journey. Children's images are recorded in group situations and children are not always the main subject that will be part of another child's development profile. There are children's images in Nursery, monthly newsletters, weekly catch ups and promotional material, our website and newspaper articles. During special events parents and carers may be given the opportunity to film the event; permission for this will be sought at the event from all parents and carers present. On rare occasions images of children may be reviewed after an accident or incident by senior managers, and shared with team members, parents, insurers or the insurers agents. Children who are not the subject of the viewing may also be viewed incidentally.

**Nursery Policies:** Policies are robust and safeguard children, ensuring safe and effective Nursery practice. Policies are available from Nursery Managers and our website [www.children-first.info](http://www.children-first.info). Policies are updated periodically, when law changes or as required to facilitate the safe and effective running of Nursery. Parents are notified of significant updates, minor changes may not be notified.

**Misrepresentations Act 1967:** Neither the Contract, Prospectus, Policies, terms and conditions, nor any other documents shall not be construed as containing misrepresentations under the Misrepresentation Act 1967. All statements made in Nursery documents are statements of opinion, given in good faith and believed to be true, but must not be regarded as representations on the basis of which children are registered or take up a place offered at Nursery.

**Agreement between Parent/Carer and Children First:** We have the highest expectations for education and care of the children. Signing this contract and our Enrolment Form confirms your agreement to all of the terms and conditions as detailed in this Contract, our Enrolment Form and Nursery Policies. We reserve the right to update or amend this Contract, our Policies and procedures and Nursery opening times without notice should this be required to facilitate the safe, healthy and effective running of Nursery and safeguard children.

**Please email the Nursery Manager with any questions regarding aspects of the Contract, Enrolment Procedures or Policies or our waiting list, prior to signing confirmation of agreements. Please return the documents fully completed including images. I/we understand that this contract is updated at least once a year and we understand that all and any updates of Policy and this Contract apply to us and our child/children. This enables children to be given a place on our waiting list. We welcome questions or queries as it ensures transparency and develops outstanding partnership.**

**Name of Parent/Carer:** ..... **Signature of Parent/Carer:** .....

**Relationship to Child:** ..... **Date:**.....

**Name of Parent/Carer:** ..... **Signature of Parent/Carer:** .....

## Parent Carer Contract 2019-2010

Relationship to Child: ..... Date: .....

Signature on behalf of Children First: *Sarah Barrett* Nursery Director

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