



**Old Sarum Nursery  
Billing Policy/Terms and Conditions  
February 2015**

**Welcome to Old Sarum Nursery!** Below are the terms and conditions we need to have agreement on, please read and sign. Many thanks.

We hope you and your child enjoy your time with us.

**Our billing policy and your parent contract with us**

**NURSERY PLACES AND BOOKINGS**

A signed and fully completed application form must be received by the Nursery before a place can be given. Full and part time sessions must fit in with the session times detailed on the application form/Prospectus. Bookings are taken on a first come first served basis in date order.

**REGISTRATION FEE AND DEPOSITS**

No deposit is required at present.

**FEES AND INVOICES**

Invoices are sent out monthly in advance for all pre booked sessions and are payable by the due date as stated on the invoice – The nursery operates a strict ‘no pay no stay’ policy as agreed on your parents contract. A £10 late payment administration fee will be added to the following month. In the event of non -payment of fees your child’s sessions will be reduced.

Weekly payment is accepted at the discretion of the Nursery management. Extra sessions are billed in arrears and will be shown on your next invoice.

Changes in sessions will be agreed by the Manager.

Discounts (“Holiday Retainers”) of 50% are offered, if we are notified at least **one calendar month** in advance, for periods of absence of at least a week. The nursery has set a cap of 2 weeks for booking your child out of the nursery this will be charged @ 50%. All other holiday taken will be at normal rate.

Other than if we are in breach of these Terms and Conditions, all sessions booked must be paid for regardless of whether the child attends. No refunds will be given for sessions missed due to sickness or holidays that have not been previously booked.

We are not liable for collections from third parties, e.g. colleges, grant funding, voucher providers. The parent remains responsible for all outstanding fees.

If you are **consistently** late collecting your child, from Nursery a charge to the nearest 30 minutes will be made to your invoice for that period to cover the cost of staff caring for your child.

One month’s notice will be given before any fee increase is imposed.



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**NURSERY CLOSURE**

The Nursery is open for 38 weeks a year. We are closed all school holidays. These dates will be confirmed annually and will be in accordance with Wiltshire County Council school closure times.

The nursery reserves the right to close for essential building works, but parents will be give as much notice as possible should this happen.

The Nursery will close for all Public Bank Holidays. You will not be charged for these days.

**TERMINATION / CANCELLATION / CHANGE**

We require one month's notice, in writing, should you wish to terminate a Nursery place for any reason. Parents still remain liable for fees throughout the notice period. If a parent withdraws their child during this notice period the fees still remain payable.

We operate a 'zero tolerance' policy if a parent or carer displays abusive, threatening or otherwise inappropriate behaviour.

In all other circumstances we will give you one month's notice, in writing, should we wish to terminate your Nursery place for any reason.

Permanent session changes require **ONE TERM's** notice.

In the event that the business needs to close during the year for staff training or business efficiency we will endeavour to give you one month's notice.

**PERSONAL PROPERTY AND BELONGINGS**

We cannot be held responsible for any loss or damage to children's property. Every reasonable effort will be made by Nursery staff to ensure the children's belongings are not lost or damaged.

Practical 'inexpensive' clothing is strongly recommended for children attending Nursery. It is the parents' responsibility to name and clearly label all items of clothing.

We welcome children's comforter's i.e. soft toys for settling and sleep/rest time. A drawer is available to store other items of interest the children may wish to bring.

**PRICING STRUCTURE:**

**2-3 years: £3.90 per hour**

**3-4 years: £3.60 per hour**

These are subject to change and the structure is a guide only

**Free Entitlement (Nursery Grant) sessions: 9 - 12am and 12 - 3pm**



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**INSURANCE**

We have extensive insurance cover as required by law. Full details of this insurance policy are available upon request from the Nursery Manager and the certificate is displayed on the Nursery notice board in the room.

**BEHAVIOUR MANAGEMENT**

We have a positive Behaviour Management policy and share this with parents to ensure that we work together for the good of the children.

**POLICIES**

The Nursery has extensive policies that can be viewed at any time-please speak to the nursery manager if you would like to see them.

**COMPLAINTS**

In the event of needing to make a complaint-please see the Manager or Deputy. A full complaints procedure can be seen on the parents notice board located within the main room.

**LIABILITY**

We are unable to accept responsibility for any loss suffered by parents, arising directly or indirectly, as a result of the Nursery being temporarily closed or the non-admittance of your child to the Nursery for any reason.

All parents will be contacted by phone in the event of an unexpected closure such as extreme weather conditions or equipment failure. We are a small charity who relies on its fees to pay staff. This also applies to absence due to sickness, holidays and bank holidays.

We are unable to accept responsibility for children whilst in their parents care on the Nursery and school premises, i.e., prior to arrival or after pick up.

We will make responsible endeavours to keep parents and/or children's property in good order. Liability for damage of such property is excluded except where caused by our negligence.

**ACCIDENTS AND ILLNESS**

We reserve the right to administer basic first aid and treatment when necessary. Parents will be informed of all accidents and will be required to sign an accident form. We also record any incoming injuries.

For accidents of a more serious nature, involving hospital treatment, all attempts will be made by the Nursery to contact the parent(s) but failing this, we are hereby authorised to act on behalf of parents and authorise necessary treatment.

We will administer **prescribed** medicines after the first 48 hours of treatment providing parents complete a 'Medicine Consent' form. Parents must take all medicines home at the end of each day.



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We may ask parents to withdraw their child from Nursery if we have reasonable cause to believe that they are or may be suffering from or has suffered from any contagious disease/infection and there remains a danger that other children or staff at the Nursery may contract such a disease or infection.

Parents are requested to inform Nursery if their child is suffering from any illness, sickness or allergies before attending Nursery and to keep their child at home for a minimum period of 48 hours after sickness or diarrhoea.

We have a realistic attitude to the needs of working parents but we reserve the right to contact parents if their child becomes ill during the Nursery hours.

### **SECURITY**

Under no circumstances will any child be allowed to leave Nursery with anyone unknown to the Nursery staff unless the parent has previously arranged this.

A list of responsible adults who are authorised to collect the child is recorded at registration. If a parent wants to make alternative collection arrangements by telephone, the Nursery will require the name of the person permitted to collect the child. This person must have a password, agreed with the parent beforehand and known only to the Nursery and the parent, and/or proof of identity upon arrival at the Nursery before they are allowed to leave the Nursery with the child.

### **GENERAL INFORMATION**

Parents are requested to inform the Nursery of any food, medicine, activity or any other circumstances that may cause the child to have an allergic reaction/allergy.

Please **avoid** nuts in your child's lunch box.

Parents must provide details, in writing, of the severity of the reaction/allergy and must continue to inform Nursery of any changes/progress to the condition when they become aware.

Parents are requested to inform Nursery of any changes to all information kept in Nursery – such as contact telephone numbers/addresses etc.

Photographs and video footage will be routinely used to support observations of the children and for the training of staff within Nursery settings.

### **The agreement between you and us.**

These Terms and Conditions represent the entire agreement and understanding between the parents and the Nursery.

We reserve the right to update/amend these Terms and Conditions at any time. Two months' notice will be given of any changes.



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<b>Start Date:</b>	<b>Agreed sessions</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>T</b>	<b>F</b>
	<b>AM</b>					
	<b>PM</b>					

<b>Term time:</b>	
<b>Childcare vouchers?</b>	
<b>Childs Name:</b>	
<b>Parents Name:</b>	
<b>Signature:</b>	
<b>Managers Signature:</b>	
<b>Date:</b>	



**Old Sarum Nursery  
Pheasant Drive  
Old Sarum  
Wiltshire  
SP4 6GH**

Tel: 01722415598  
Email: [oldsarumnursery@gmail.com](mailto:oldsarumnursery@gmail.com)