

Terms and Conditions

Definitions

'Oakley Nursery', 'we,' 'us' and 'our', refers to Oakley Nursery, Quercus Way, Oakley Wood Road, Bishops Tachbrook, CV33 9QE; 'Parents' refers to the parents, guardians or person responsible for a child who is registered at Oakley Nursery; 'Child and 'Children'' refers to any child that is registered at Oakley Nursery; 'Members of Staff' refers to any person employed by Oakley Nursery; 'start date' means the date as entered on the Oakley Nursery registration form.

Registration

Registration at Oakley Nursery reserves a place for your child to attend Nursery for the times agreed at the specified start date. We will endeavor to accommodate any changes to your registration requirements e.g. change of days, made before your start date but cannot guarantee that. You will be sent a confirmation letter, which will confirm your child's start date and sessions.

4 weeks notice must be given in writing if you wish to cancel or defer a confirmed place. No fees will be payable for cancellation provided that we receive this notice in writing, ending with the arranged start date. If less than 4 weeks notice is given, 4 weeks standard chargeable fees will be payable. A deferred place cannot be guaranteed.

You will be required to complete registration, allergy, funding and all about me forms prior to your start date as well as a **signed** copy of the terms and conditions, it is here that you will need to inform us of any dietary, medical or additional needs. Oakley Nursery will not be held responsible for any issues arising from incomplete or inaccurate information provided by parents.

We will contact you a month before child's start date to confirm you still wish to take the space and arrange settling in sessions. We will try to contact you

three times via telephone and email. We reserve the right to withdraw our offer if we are unable to contact you / do not hear back from you.

It is important that you do inform us if your child has been at a previous setting and give the details on the registration form. This can ensure continuity of care for your child.

Funded Hours

We offer both 15- and 30-hour government funded sessions for eligible children. Charges will be made for additional hours, food, and non-educational consumables. As we are open all year round the funded hours will be stretched across 51 weeks, which equates to 11 or 22 hours per week, depending upon eligibility.

We ask that the government funded eligibility codes are given to us no later than the end of the term prior to them being used. This will ensure that we can verify codes and raise any issues prior to the funding application to the Local Authority. If we have not received them by this time, we cannot guarantee funding will be accepted and you will be liable for the hours used.

Funding claims will need to be verified at the end of every term ready for the following term. We will contact you to confirm hours and obtain your authorisation to claim the funding from the Local Authority. Once claimed we will not transfer funding to another setting should you leave midterm.

Sessions

Oakley Nursery is open all year round and offers full day and half day sessions for the toddler and preschool rooms, for the baby room it will be a full day session.

Hours are 8am-6pm for the full day; 8am-1pm for the morning session and 1pm-6pm for the afternoon session.

We are open all year round, except for bank holidays, Christmas break and 2 training days a year. Parents will be informed of closure days in advance.

To ensure consistency and familiarity for the child, a minimum of 10 hours a week is required, this can either be a full day session or two half day sessions.

Your child will be offered three settling in sessions to familiarise them with the setting, staff and other children. The sessions will increase in length, the first one will be for one hour, the second will be for two hours and the third and final one will be for three hours and will cover a mealtime. We will be in touch the month prior to your start date to arrange these sessions.

Change requests: any requests to change booked days must be submitted in writing to the Head or Deputy Head of the Nursery and are subject to availability.

Collection

If someone other than your child's registered parent or carer is not collecting, you must let us know who they are as soon as you can. They will need to bring photo ID and know the password that is on your Family account. You do need to let us know each time someone else is collecting your child.

Late Collection

Children must be collected promptly for us to maintain staffing ratios. We ask that parents call as soon as possible if they are going to be late. Late collection can impact ratios which results in extra costs for staff overtime and can invalidate insurance. Oakley Nursery reserves the right to charge for late collection. A £5 late fee will be charged for every 15 minutes (or part thereof) beyond the agreed collection time. We will contact both parents and guardians and then emergency contacts. If we have not been able to contact anyone within 30 minutes, we will contact the police and social services.

Attendance

Please notify us by 9.00am if your child is unable to attend.

Oakley Nursery reserves the right to send a child home if it is in the best interest of that child or other children in the group.

Children must not be brought into nursery if they have any contagious condition or for at least 48 hours after diarrhea or sickness. If your child is unwell, please keep them at home, please refer to the NHS guidance for help/reassurance: <https://www.nhs.uk/live-well/is-my-child-too-ill-for-school/>

Medication

Children must also not be brought to nursery if they have had Calpol or any form of pain relief within the last 12 hours or a high temperature of 38c or higher in the last 12 hours.

Oakley nursery will not administer Calpol in the first 4 hours of your child coming into nursery. Children will be sent home if they have a temperature of 38c or above or we feel they are unwell.

For babies and toddlers who are teething, we cannot administer Calpol however we can administer teething gel / powders.

Children must have had at least one dose of any medication at least 24 hours prior to coming into nursery in case of reactions.

Fees

Fees are payable monthly, in advance. We ask that fees should be paid by the 15th of each month. Payments will be made through the Family app, and we accept Tax Free Childcare Voucher payments. Extra sessions/hours will be

charged at the usual rate. We are unable to give refunds for absence for any reason, including family holidays, sickness, bad weather or any circumstances out of our control as we still need to cover our overheads. Fees are reviewed annually and may be subject to change. Please see the fee sheet on our website for the current fees.

Late Payments

Payments are due no later than the 15th of the month. We reserve the right to charge interest of 5% for fees that remain unpaid 7 days after their due date. If fees remain unpaid or parents breach any of these terms and conditions, Oakley Nursery reserves the right to suspend or terminate the child's place. Nonpayment will result in legal action to pursue the fees. Please talk to us if you are struggling, we may be able to help.

Unplanned closures

In the unlikely event that there is any unplanned closure of whole or part of the nursery, we will advise parents in writing of:

- The reason for closure.
- The likely length of the closure.
- The reduced fees to be charged during that period.

The fees retained will be 50% of the normal rate, to cover staff wages and unavoidable direct costs such as utilities and insurance payments. In the event of unavoidable closure, notification of the level of payment and any additional information regarding the reasons for closure/costs being incurred will be provided to parents. The fees at the agreed reduced rate will be payable in line with the normal arrangements as set out above.

Policies and Procedures

Oakley School Nursery operates in accordance with the Statutory Framework for the Early Years Foundation Stage (EYFS), including safeguarding and child protection policies. We also work closely with Oakley Primary and Secondary Schools using CPOMs to record any concerns. Parents must notify the nursery immediately of any changes to their child's health, medical conditions, or dietary requirements.

Information

By agreeing to this contract, you authorise us to liaise with other Educational and health care professionals, we will inform you should this be the case. You also authorise us to liaise with previous or new settings should your child transfer settings. This does not include SEND, if we need to refer your child, we will always seek your permission first.

Notice

We require 4 weeks' notice of your intention to withdraw your child. Chargeable fees are payable during the notice period. If no notice is provided, chargeable fees for the following month will still be payable in full. Once we have claimed Local Authority funding for the term, we are unable to transfer this funding to another setting should you leave midterm.

Liability

Oakley Nursery does not accept responsibility for accidental injury or loss of property. Children should not bring their own toys into nursery. Insurance certificates may be seen upon request. If there are any queries or concerns, please do not hesitate to contact us.

Thank you for choosing Oakley School Nursery for your child's early education journey.

By signing below, you agree to the above terms and conditions.

Parent signature

Parent name.....

Date.....