

Terms & Conditions; Admission for Plumstead Nursery Place

Please read these conditions, which are a requirement of admission to the nursery.
All enquiries should be made to the Manager who has the right to refuse admission.

Child's Name:

DOB:

Parent/Carer Name:

Home-start Greenwich (HS-G) welcomes all children and aims to provide a service that will meet their needs and assist with the positive development of the child.

PARENTAL PARTNERSHIP: HS-G promotes the principle of parental partnership based on mutual respect and understanding of the different roles and responsibilities of parents and nursery. In order to promote positive development of a child it is necessary that parents and nursery co-operate and work together during the child's time at nursery.

- **AGE AT ADMISSION**

Children must be aged from 3 months to 5 years.

- **OPENING HOURS**

The Nursery will be open between the hours of 08:00 am to 6:00 pm Monday to Friday

Full Day: 08:00 am to 6:00 pm

Half Day 08:00 am to 13:00 pm and/or 13:00 pm to 18:00 pm

Please note the Nursery offers the above sessions to all Children. All children must attend for a minimum of 2 days or sessions as detailed above.

- **FREE ENTITLEMENT GRANT**

Early Years Education for 3 and 4 year olds - Term time only

Children become eligible for the free entitlement grant the term following their 3rd Birthday. (hours arranged with the Nursery Manager). This provides 15 hours

of nursery care per week for 38 weeks of the year. Receipt of this is dependent on HS- G being the sole provider of child care for a child.

30 Hours funding per week is available to working parents (hours arranged with the Nursery Manager) from the term following the child's 3rd birthday. Parents must apply for their 30 hour code via the www.childcarechoicesgov.uk website the term before their child is eligible. If your child has been approved for 30 hours you will need to give the Nursery a copy of your confirmation letter. Parents are responsible for updating their eligibility when required to do so. Failure to do so or a change in your circumstances may result in you losing your 30 hours funding and your child reverting back to receiving 15 hours of Early Education Funding.

Confirmation of how the individual's child 30 hour place works will be provided in writing as part of the admissions process prior to a child taking up a space at our Nursery. This also includes the available all year round stretched offer.

If your child turns 3 between 1 September and 31 December they will be entitled to the grant from the January term.

If your child turns 3 between 1 January and 31 March they will be entitled to the grant from the April term.

If your child turns 3 between 1 April and 31 August they will be entitled to the grant from the September term.

Early Years Education for 2 Year olds - Term Time Only

Entitlements for a 2 year old entitlement will be obtained from eligible parents via their Local Children's Centre. Full details of the Children's Centre where the funding was obtained must be provided to the Nursery prior to a space being offered. Children attend the nursery for 15 hours per week (hours arranged with the Nursery Manager).

In order to be offered a funded space at our setting as part of the Funding Application Parents will be required no later than the first day of settling to

complete a Parental Declaration. Failure to do so will result in the offer of a funded space being withdrawn.

For all children receiving the 15 hour free entitlement grant Homestart reserve the right to change the days and sessions the child attends nursery at any given time. Prior to any changes made the parent/carer will be informed in writing and provided with 7 day's notice regarding the new days and/or sessions

Funded spaces are available term time only (38 weeks of the year), if parent/carers wish their child to attend during School Holidays or any additional days/sessions this will be charged at the usual Nursery Rates.

- **CHILDRENS INFORMATION**

Information about the children is stored on an In-House spreadsheet and the Local Authority Portal which is provided by the London Borough of Greenwich. Information is shared with the Early Years Learning and Well Being Team in relation to payments of the educational grant and with Ofsted in relation to the development and well-being of the children. This information may also be shared with other professionals such as speech and language, child psychologist, support workers and social care. However if the Nursery felt that a child was at risk from harm we would not share this information with the parent in relation to safe guarding due to our safeguarding responsibilities. By accepting a place at Plumstead Nursery you are agreeing to have your data on our In-House Spreadsheet and Local Authority Portal and for the Nursery to share information with other professionals with or without your knowledge.

- **NURSERY CLOSURES**

The Nursery will be closed on:-

Bank Holidays

For a 5 Day period in-between Christmas and the New Year including the Bank Holidays.

From 1pm on the last working day before Christmas and re open on the first working days after the New Year's Day Bank Holiday. Parents are requested to arrive by 12:50 at the latest to ensure we are able to pass on any information in relation to their children.

The Nursery will also close for five separate days for staff training each year. Parents will be notified one month in advance of each training day.

Please note fees are payable on bank holidays and staff training days

- **FEES**

The current fees are as follows

3 Months to Two Years Full Day 8-6 pm £62.00

Half Day 8-1pm or 1-6pm £36.00

Two to Three Years Full Day 8-6 pm £60.00

Half Day 8-1pm or 1-6 pm £34.00

Three years + Full Day 8-6pm £58.00

Half Day 8-1pm or 1-6pm £30.00

FEES WILL BE REDUCED TO THE OVER 2'S RATE THE MONTH AFTER A CHILDS 2ND BIRTHDAY

Fees are charged monthly in advance on the 1st of each month and this applies whether the fees are paid by you, a college or other agency. Fees are paid by monthly direct debit which is collected on or around the 14th of each month. Weekly fees are compiled from a framework of fees but are dependent on a number of factors. The weekly fee is then annualised (multiplied by 51 weeks and divided by 12 months) to ensure an easy to understand rate is paid.

The Nursery also accepts payments via childcare vouchers and Tax Free Childcare full details of this will need to be provided to the Nursery Administrator upon being offer a space at our setting.

FEES ARE PAYABLE ALL YEAR ROUND FOR ALL PAYING CHILDREN

- **DEPOSIT**

A deposit of £100 and an upfront payment of the first weeks fees is payable to reserve and accept a place at the Nursery. The first week's fees will be allocated at the start of a child commencing nursery and will form part of the first month's payment. Places will not be held until the deposit is paid. In addition the terms and conditions must be signed at the time of the deposit being paid. If the terms and conditions are not returned signed by paying the deposit we will assume that they are being agreed.

A CHILD WILL NOT BE ABLE TO START AT OUR SETTING UNLESS THE REQUESTED DEPOSIT AND FIRST WEEKS FEES ARE PAID. NON PAYMENT WILL RESULT IN THE OFFER OF A SPACE BEING WITHDRAWN.

In the event of:

A cancellation of a space by the parent/carer prior to the first day of entry to the Nursery the deposit will not be refunded.

A child being removed from Nursery without four weeks' notice the deposit will not be refunded.

A child attends the Nursery for a period of less than 6 months the deposit will not be refunded.

The Nursery can only refund fees paid in advance in the event of a child's space at the Nursery being terminated by the Nursery Manager. Fees in any other circumstances are not refundable.

When a Nursery place is terminated due to late or non-payment of fees the deposit paid cannot be returned and cannot be used against the outstanding debt.

If an account is in arrears the deposit will not be refunded

If a space is terminated through non-payment and parents have received working tax credits to fund fees we have a duty to report this to the DWP.

- **MEAL CHARGES FOR CHILDREN WHO ATTEND THE NURSERY FOR 15 OR 30 HOURS OF EDUCATION**

Early Years Education for 2, 3 and 4 Year olds. Term Time Only

Children attending the Nursery for 15 hours per week. There is a daily meal contribution made of £2.00 per 5 hour morning session and £1.50 per 5 hour afternoon session to cover the costs of meals. Therefore the charge per full day would be £3.50 per day.

The above contribution can either be paid half termly or monthly by bank transfer or by cash directly to the Nursery.

For children that attend 30 Hours the daily meal contribution will be £3.50, for children that do not take up the full 30 hour entitlement or take up the stretched offer this amount will be pro rata.

The above amount will be taken by monthly direct debit on or around the 14th of each month.

If parents wish for their children to have specific food or drinks for example soya milk, wheat free bread and other dairy products these items must be provided by the parents in addition to the cost for meals.

- **LATENESS**

It is very important that children are collected on time as late collection is disruptive for children and the Nursery. Parent/Carers must collect children promptly at the agreed time. If you are late for picking up your child you must

advise us as soon as you become aware that you will be late. Lateness will be charged at the following rates.

The Nursery charges £10.00 per 15 minutes late pick up charge this commences as soon as collection of the child is late after their finish time i.e. 13:01 for morning sessions and 18:01 for afternoon sessions.

These charges are made as we have to pay for additional staff to cover the time that children are left late at Nursery. This is the case regardless as to when you collect your child. HS_G has a strict policy of maintaining our children to staff ratios and this meant that if we have additional children that we do not expect to have after a certain time then we need to bring in additional staff to cover this. The costs that are incurred do not only relate to Early Years Practitioners this also impacts on the kitchen and the admin resources (i.e. cooking for additional children or making phone calls to chase parents). If you are more than 45 minutes late and we have not had any contact with you then we are obliged to call Social Services.

Continual late collection or non-payment of late collection charge invoices will result in a child losing their place at the Nursery.

Parents are required to arrive at the Nursery a minimum of 10 minutes before the end of their child's day to ensure we are able to pass on any information, to complete any necessary paperwork and to sign the children in and out. Parent/ Carers must have left the premises including the lobby and out of doors area completely before 6 pm otherwise they will incur a late charge.

- **OVER DUE ACCOUNTS**

The following charges will be levied on parents who do not pay their monthly Nursery Fees

£10.00 for Non Payment or cancellation of monthly direct debit

£10.00 for Non-payment of monthly invoice via all other offered methods of payment

£10.00 per letter written in relation to overdue fees.

If Nursery fees are overdue the Nursery Manager may suspend your child's Nursery space until the account is paid in full or an agreed payment plan is put into place. For children whose space is suspended fees will still be payable whilst the child is absent from the Nursery.

- **BIRTH CERTIFICATE & PROOF OF ADDRESS**

For child protection reasons it is essential that you provide a copy of your child's full birth certificate (showing both parents names) prior to or on the first day of nursery, we will also accept the child's passport. We also require at least one but preferably two proof of address. Please note these are core documents and unless they are provided without this proof of ID your child will not be able to start at our setting.

- **REQUEST FOR ADDITIONAL DAYS**

If parents require their children to attend the Nursery for any additional sessions, the additional sessions must be requested in writing in advance and agreed with the Nursery Manager. Fees will be due in advance for the additional sessions and it is not possible to swap sessions. The Nursery also requires 48 hours' notice if cancellation if we do not receive this notice the fee for the additional days will still be charged.

- **CHANGE IN REQUIREMENTS TO DAYS OR SESSIONS**

Parents are required to give a minimum of 4 weeks written notice if you require permanent extra sessions or wish to change your days. Should spaces be available (subject to agreement by the Nursery Manager) your registration will be amended from an agreed date. You will be advised of any fee changes and when they will take effect. The deposit that you paid to secure the place will not be refunded until your child leaves the Nursery - this is the same whether you increase or decrease your days.

- **ATTENDANCE**

Prior notice must be given to the Nursery Manager of all holiday's appointments etc.

If you are going to be late bringing in your child to Nursery you must phone the Nursery before 09:30 am. If children are going to arrive late in the morning then it is essential that you have telephoned in advance and arrive before 11:30am at the latest otherwise you will be asked to leave the Nursery and bring your child back after lunch. This is because food is prepared freshly each day and food will not have been allocated for your child. Bringing your child in late may also result in them arriving at a time when we are tidying up and preparing for lunch. This is disruptive to the nursery routine and can appear very unfair to children if they have to help tidy up after activities they have not participated in.

If your child attends the Nursery under the Early Education for 2, 3 or 4 year old scheme it is important that they attend the Nursery on a regular basis. If your child is absent from the Nursery for more than two weeks without a valid reason for their absence, this may lead to them losing their place as the provision is funded by the Government and attendance is checked on a regular basis by the Local Authority.

- **FAMILY HOLIDAYS**

No fee refunds or days in lieu can be made and/or offered where the parents holiday coincide with a registered Nursery period. In all cases fees remain payable to the nursery as if your child remains in full attendance.

- **REQUEST TO SWAP DAYS**

Hs-G are unable to accommodate requests to swap days of attendance in our nursery setting due to ratio of staff to children.

- **ILLNESS**

Parents are required to notify the Nursery if any members of their family or any of their other children whether or not they attend the Nursery has been in contact with any infectious diseases. The Nursery reserves the right to refuse admission to any child whom, the Nursery at its sole discretion, believes or

suspects to be unwell or suffering from any contagious or infectious ailment that may prejudice the general health and well-being of other persons at the Nursery. The Manager also reserves the right to send a child home if that child is unwell.

Parents are expected to collect their child immediately if they are unwell or arrange for their child to be collected within an hour of being notified.

Parents are required to disclose to the Nursery immediately once they become aware of any abnormality, disability, infection or allergy which may affect their child or any other persons at the Nursery.

Parents are required to disclose to the Nursery if their child is currently being given any medication/creams/inhalers/drops on the days they are in Nursery or the previous week before they attend Nursery. This applies to all medication even if it will not be required for the Nursery staff to administer the medication to your child. For example if the medication is only required to be administered once per day. Failure to do so could contribute to your child's well-being and risk your child's health or that of any other person at the Nursery. Failure to inform the Nursery of your child currently taking a course of medication that results in any other person at the Nursery becoming seriously ill may jeopardise your child's place at the Nursery.

Parents are required to treat children with Head Lice before returning them to Nursery to avoid cross infection.

Children with sickness or diarrhoea cannot attend nursery and will not be able to attend for 48 hours until after the last event of sickness.

Children who have been given calpol for a temperature cannot attend nursery, we advise parents to seek medical advice.

Fees are still payable for times when children are absent due to illness.

- **MEDICINES**

Only prescribed medication that has been prescribed recently will be administered in Nursery. Staff will administer medicines for on-going treatment e.g. asthma, eczema, diabetes, epilepsy etc. When necessary antibiotics will be administered 48 hours after the treatment has started. Staff and Parents need to complete the Administering Medicines form which will identify the correct administrative guidelines. Medicines must be clearly labelled and never decanted.

- **CHANGE OF PARTICULARS**

Parents are required to inform the Nursery in writing immediately of any change of any data previously provided to the Nursery in the Admission Pack.

- **EXCURSIONS**

It will be the practice of the Nursery to take children on various local day trips (weather permitting). The Nursery requires the full authority of parents to implement these excursions. Such authority will be deemed to have been given to the Nursery by the parents until such time as the parents withdraws, in writing, such authority from the Nursery. Written permissions will be sought for any trips involving the use of transport or outside the local area.

- **COSTS TO PARENTS FOR EVENTS OR ACTIVITIES**

On occasions extra curricula events/activities will be brought in from outside services for the Nursery children to attend and parent/carers will be asked to contribute towards the cost of these activities.

- **CHILD COLLECTION**

On acceptance of a child at the Nursery parents are required to supply pictures of themselves and those persons who will collect their child from the Nursery. If someone other than the parents will collect the child from the Nursery on a daily basis, prior signed written consent will be required.

In the best interest of children and parents, the Nursery will not under any circumstances allow the collection of any child from the Nursery by anyone who has not been previously authorised in writing by the parent/carer to do so. Authorisation to the Nursery permitting the collection of the child by anyone other than the child's parent is only acceptable to the Nursery in the following circumstances:

A signed letter from the child's parent, delivered to the Nursery by the parent prior to the collection of the child.

A recent photo of the person who will collect the child signed by the parent and the person who will be collecting the child.

In the case of an emergency when a known person cannot collect a child the password stated on the child's Emergency Contact Form must be used before a child will be released from the Nursery. This can only take place if the parent or Emergency Contact Person contacts the Nursery in advance and is able to answer a range of security questions including the password. Only when the security questions have been answered will the Nursery confirm that this person can collect the child.

Under no circumstances will the Nursery allow the collection of any child from the Nursery where the only means of parental authorisation is by telephone whether or not the parent's voice is recognised by a member of staff at the Nursery. If you are sending a third party to collect your child please ensure they have the Nursery address, telephone number, directions and a password from the Emergency Contact Form. Please ensure they are informed of the Nursery closing times.

Any changes to individuals who are authorised to collect your child must be notified to the Nursery in writing. It is important that you inform us of anyone you no longer wish to collect your child so we can remove their details from your child's file.

If your child attend the Nursery from 08:00 - 13:00 pm you must arrive at the Nursery by 12:50 at the latest. If you know you will be arriving after 12:50 you must call the Nursery to let us know you are on your way and the time you expect

to arrive at the Nursery. Any collection at 13:00 pm will result in the late collection charge being applied.

All children should be collected before our closing time of 18:00 pm. Parents should ensure they have sufficient time in their journey to arrive at the Nursery by 5:50 pm at the latest. This is to ensure that we have time to pass on any information about your child's day at the Nursery and to complete any paperwork (e.g. medication and accident forms). If you know that you will be arriving after 5:50 pm you must call the Nursery to let us know you are on your way and the time you expect to arrive at the Nursery. Any collection at 18:00 pm or after will result in the late collection charge being applied.

- **LOSS AND DAMAGE**

The Nursery cannot take responsibility for loss or damage to property. Children should not wear jewellery. A child should be dressed in sensible hard wearing clothes which can be washed and withstand the Nursery day. We advise that all children's clothes and belongings are labelled

- **WORKING TAX CREDIT/UNIVERSAL CREDIT AND HOUSING BENEFIT**

If you claim any of the above for help towards the cost of childcare, you must inform the Inland Revenue and/or Housing Benefit if there are any changes in your circumstances. The Nursery will verify details that are provided by parents if requested to do so by the Inland Revenue and/or Housing Benefit Office. The Nursery will inform them when a child leaves the Nursery.

- **REQUESTS FOR LETTERS CONFIRMING A CHILDS ATTENDANCE AND FEES**

Parents are required to provide the Nursery with the original letter from third parties when requesting the Nursery to provide confirmation of their child's attendance, weekly fees and any other relevant information. General letters to just confirm children attend the Nursery cannot be provided. Letters will be sent

directly to the relevant parities, so please ensure that letters are requested in times to meet deadlines. Parent will be required to pay the relevant costs for letters in advance before the letter required is completed.

The following charges will be made for letters requested by parent/carers:

Confirmation of attendance of a child currently attending the Nursery in relation to Tax Credits, Universal Credit, Housing Benefit and completion of Student Finance Forms - Nil

Confirmation of attendance of a child currently attending the Nursery in relation to all other matters £10.00 per letter.

Confirmation of attendance of a child who has previously attended the Nursery in relation to all matters £30.00 per letter. Letters will not be provided if more than two years has passed since the child left the Nursery.

- **EMERGENCY CLOSURES**

If the Nursery is required to close due to an emergency beyond its control or on the instruction of the third party, fees will still be due for the entire period the Nursery is closed.

For example: -

Due to severe weather conditions where it is impossible for staff and users to travel to the Nursery.

Utility emergencies (e.g. gas, electricity or water board emergencies), where the services are disconnected to carry out emergency works.

Disruption to public transport for example shut down of the bus services.

On the instruction of a third party due to a health warning.

HS- G accepts no responsibility for loss of earnings, or any other loss in the event of the Nursery being temporarily closed.

- **PERMISSION FOR NAPPY CREAMS TEETHING POWDERS/GELS AND ECZEMA CREAMS.**

At our Nursery we ensure that all children receive the right treatment for any skin irritations or teething pains. The Nursery is committed to safeguarding and promoting well-being of all children and expect our staff and students to share in this commitment. It is important to gain the parent/carer permission before applying any creams/gels or powders to a child, all treatments must be provided by the parents due to allergic reactions. Parents who bring in their own treatments need to ensure there are no concerns over an allergic reaction from using an unfamiliar type. The Nursery will not be responsible for any allergies/reactions that the children may have towards the treatments. All treatments must be clearly labelled to ensure there is no confusion when applying and instructions will be followed on particular medications. Any instructions on the packaging must be written in English otherwise we will refuse to use the items provided.

**PLEASE NOTE NAPPIES AND WIPES MUST BE PROVIDED BY THE PARENT/
CARER**

- **PERMISSION FOR SUN PROTECTION**

At Plumstead Nursery our aim is for the children to be protected from skin damage caused by harmful ultra violet rays in sunlight, it is therefore a requirement that all children must have sun screen to be able to access the garden. Children will have the opportunity to play outside throughout the year and therefore it is important that all children have an application of sun screen before they go into the garden if the weather conditions deem this to be necessary, which will be reapplied as and when required. It is the policy of the Nursery to gain parent/carer permission before applying sun cream to a child, all creams must be provided by the parent due to allergic reactions.

Parents must ensure they have no concerns over an allergic reaction from using an unfamiliar type of sun cream. The Nursery will not be responsible for any allergies/reactions that the children may have towards the sun screen, all sun screens must be clearly labelled with the children's name to ensure there is no confusion when applying the creams. All sun screens must be factor 50 +. No oil based sun protection is allowed only cream based types. By providing sun cream you therefore

give your permission for the Nursery to apply it. You should understand that the Nursery will not be held responsible for any reactions your child may have due to them being applied.

- **EMAILS**

Plumstead Nursery will email parents information in relation to the newsletters, statements of accounts, invoices and any other information that needs to be passed onto parents. Please ensure you have given an up to date email address and if you change addressed during the year please ensure you inform the Nursery Manager so as to receive information promptly. It is your responsibility to read all Nursery emails sent to you.

- **SELF SIGNING/REGISTRATION**

It is an Ofsted requirement for parent/carers to write their first name on the signing register upon entry and exit of the Nursery. If you fail to write your name you will be called back from your journey to write your name on the signing register for health and safety reasons. It is the parent/carers responsibility to register the children's arrival and departure and this should not be done by other siblings. Please ensure you write your name clearly as a signature is not acceptable.

- **CODE OF BEHAVIOUR**

All users of Plumstead Nursery and Plumstead Children's Centre Services are expected to behave in a responsible and respectful way while on the premises. HS-G will terminate a child's space with immediate effect if a parent/carer is deemed to have acted in an unacceptable manner. This could include behaving in an intimidating, threatening, aggressive or abusive way or using inappropriate language.

- **PARENTAL RESPONSIBILITY**

Parents are responsible for their own children as soon as they arrive at the Nursery to collect their child. Parents are reminded that when accompanying the

Nursery on outings outside the Nursery they should act responsibly in respect of all children and in co-operation with nursery staff.

- **COUNCIL LIABILITY**

Whilst this Nursery service is provided under contract/ in partnership with Greenwich Council HS-G is entirely responsible for the operation of the service and the care of the children. Parents or Carers shall not take any legal action against the council for any failure, negligence, act or omission of the contractor or its staff or omission of the contractor or its staff loss or damage arising out of a child's attendance at the Nursery.

- **POLICIES**

All our policies are available on request and by signing the terms and conditions the parent/carer agrees to abide by them.

- **CHILDREN MOVING UP**

2 Years olds

Once a child reaches the age of 2 the fees will reduce to the 2 year old rate. However reaching 2 does not mean a child will automatically move to the 2/3 year old room this is subject to a space becoming available.

3 Year olds

Once a child reaches the age of 3 they will not automatically move to the 3/4 year old room unless a space become available

- **CHANGES TO TERMS AND CONDITIONS**

Hs-G reserves the right to update or amend these terms and conditions at any time and without notice or advice to parents.

Parent Signature

I have read and agreed to abide by the above Terms and Conditions of Admission. I understand that completion of this form does not guarantee my child a place in the nursery.

Signed

Dated

Working in Partnership with:

