

Sticky Fingers Daycare Nursery

Terms & Conditions

OPENING HOURS

8 A.M. - 6 P.M - Monday to Friday - 51 weeks of the year (closed between Christmas and New Year) except bank/public holidays. We are neither registered nor insured outside these times. Parents must collect by 1pm if attending in the morning or by 6pm at the end of the day.

If you know you are going to be late please arrange for somebody else to collect your child and telephone the nursery to let us know who it will be.

Children must be collected on time, particularly during the overlap of morning and afternoon sessions. For each hour late, or part thereof, parents are liable for a charge of £10, which will be added to your account.

SECURITY

If your child is going to be collected by someone other than yourself the manager will require prior notification and an agreed password.

SETTLING SESSIONS

Children are given settling sessions before they start at the nursery. Each child is expected to attend settling-in sessions before they start, although frequency and quantity will depend upon individual children's needs.

Children's belongings - All clothes, shoes, drink cups/bottles etc. should be clearly labelled with your name using a permanent marker or labels.

All nursery meals are prepared on site with consideration to provide a well balanced diet. Vegetarians and special dietary requirements are catered for. A copy of the weekly menu is displayed on the notice board/door.

DRESS

Children should come in normal day clothes. Please avoid 'designer' clothes as accidents can happen. Two changes of clothes should be brought in, in a labelled bag.

Please label your child's clothes to help avoid items going missing or being misplaced. Unless it has acted negligently Sticky Fingers Daycare Nurseries does not accept any responsibility for the loss of property in the nursery.

Please provide all nappies, wet wipes and any cream required. Breakfast if required should be provided by parents.

HEALTH, SAFETY AND SICKNESS

Children who are unwell should not attend the nursery. Children who have suffered from sickness or diarrhoea will not be admitted back to nursery within 48 hours after the last episode. Parents must inform the Nursery immediately if their child is suffering from any contagious disease. For the benefit of the other children in the nursery, we cannot allow children 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.

If children are unable to attend the nursery due to illness please could you telephone the nursery to inform the manager.

If children fall ill during the day parents will be contacted to arrange to collect them. If the parents are unavailable other authorised contacts will be called.

In the event of an emergency the child will be taken to the nearest hospital, accompanied by a senior member of staff who will act in 'loco parentis' until such a time as the parents arrive.

Medication is only given when prescribed by an appropriate person and with parental permission. Full written details must be provided and the medication clearly marked with the child's name and dosage instructions.

FEES

Fees are required to be paid monthly in advance by the 15th of the month by cheque, bank transfer, debit card, standing order and childcare vouchers. *Payments made after this date will incur a 10% administration charge.*

Any charges that are incurred by the nursery associated with cancellation of Standing Order mandate, similar schemes or administration costs, including nursery staff time will be refundable by the parent.

Extra sessions will be charged monthly in arrears to your account.

If you pay by standing order you will need to make any changes with your bank yourself or pay any difference by cheque.

The nursery is open Monday - Friday throughout the year excluding Bank and Public holidays. Fees are payable on these days and also for any absences or holidays.

Unfortunately we are unable to offer any days in lieu of absences or public holidays.

You will not be charged for the three (non-bank holiday) days that the Nursery is closed between Christmas and New Year.

Parents must inform the Nursery, as far in advance as possible of any dates on which your child will not be attending the nursery. No refund will be given in the event of the child's absence due to illness or for any other reason. This is because the nursery has to reserve a place for the child with appropriate staffing in advance.

Discounts are only applicable to the requested and booked permanent weekly sessions and do not apply to any extra sessions booked.

Sticky Fingers Daycare Nursery reserves the right to review the fees at their discretion, however in the event of any change in fees a minimum of one month's notice will be given in writing.

SUSPENSION

We may suspend the provision of childcare to your child, and add on 1 month's notice, at any time if you have failed to pay any fees.

EMERGENCY CONTACT

It is the responsibility of parents to keep us informed of any changes in contact numbers.

PUBLICITY

From time to time we photograph the children taking part in their activities. These are shown at Parent's Evening and photographs are kept as evidence of work, displayed on walls. If you do **not** wish your child to be photographed please inform the nursery in writing.

EMPLOYING STICKY FINGERS STAFF

If a member of staff, either whilst employed or within three months of leaving Sticky Fingers Daycare Nursery is recruited by a parent/guardian of a child who has attended the nursery, the said parent / guardian will be liable to pay Sticky Fingers Daycare Nursery the equivalent of the last 2 two months gross salary of the said member of staff

NOTICE OF TERMINATION

All parents are required to give 1 month's notice in writing to withdraw their child or reduce their sessions. Immediate cancellation or reduction shall render the parents liable to the normal monthly fee in lieu of notice.

Sticky Fingers Daycare Nursery reserves the right to terminate a child's place with immediate effect if a serious breach of these terms and conditions occurs or if the termination of a place is considered by The manager, in their absolute discretion, to be in the best interests of the nursery and/or the continuing welfare of the other children at the nursery.

ITEMS TO TAKE HOME

We have a going home box where work to be taken home is placed. Please check on a regular basis as your child spends a lot of time and effort on these activities, and is very proud of the finished product.

BEFORE YOU CHILD STARTS

The first months payment is payable immediately by cheque.

Before your child is left unattended at Sticky Fingers Daycare Nursery we must have in our possession a completed Registration Form, Medicine Form, Photo Permission Form and a Parental Permission Form.

Dietary / Medical Requirements

Parents must inform the nursery prior to their child attending of any special dietary or medical requirements. The nursery must also be informed in line with all allergies and any known cause of adverse reactions from; food, medication, activities etc. Parents must keep staff updated in line with any changes through written notification when they become aware.

TERMINATION

You may end this Agreement at any time, giving us at least 1 month's notice in writing.

We may immediately end this Agreement if:

- You have failed to pay your fees.
- You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period
- of time of us asking you to.
- You behave unacceptably, as we will not tolerate any physical or verbal abuse towards staff.
- We take the decision to close your child's nursery. We will give you as much notice as possible of such a decision.

OTHER

Sticky Fingers Daycare Nursery may change the terms and conditions where such change arises from regulatory issues or changes in legislation affecting Sticky Fingers Daycare Nursery, proposed changes in invoicing procedures, or in the reasonable opinion of Sticky Fingers Daycare Nursery it is in the interests of children attending the nursery. Sticky Fingers Daycare Nursery will give you at least one month's written notice of such change.

Sticky Fingers Daycare Nursery will not be in breach of these terms or otherwise liable to you by reason of any delay in performance or non-performance of its obligations due to an event outside its reasonable control including 'acts of God', fire, flood, lightning, war, act of terrorism, strikes or other industrial action.

If you have any queries please do not hesitate at any time to speak to The Manager or Deputy Manager.

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.

If you have any concerns regarding the services we provide, please discuss these with the Nursery Manager or Deputy Manager. Customer satisfaction is of paramount importance to us and any concerns/complaints will be taken seriously.

As the number of children with nut allergies is increasing, with the support of parents we aim to keep the Nursery NUT FREE. Parents are asked to remember this when sending any food to nursery. Parents are also requested not to use creams, sun creams, oils etc on their child that may contain nut oil as this may have severe consequences to another child.

I/ we have also completed and signed the registration form, which forms a part of this contract and all documents within the parents' permission booklet. I/we are also aware that the nursery will be pleased to arrange meetings to discuss problems, children's work and records at any mutual agreeable time.

Signed: _____ (Parents/Guardians) Date: ____/____/____

Signed: _____ (Nursery Manager) Date: ____/____/____

These 'Terms and Conditions' are applicable to new parents from the 1st July 2009 and existing parents from 1st September 2009.
