

## ROSEMARY WORKS EAST- TERMS AND CONDITIONS

### Opening & Closure

- We open for 49 weeks over the year and we close for two weeks at Christmas (At 5pm on the second from last day; at 12 noon on the last day) and for 4 days at Easter, excluding Good Friday and Easter Monday. We also close one day during the year for training purposes.
- We offer two alternative types of day care, either a short day: 10 am – 4pm or a full day: 8am – 6pm.

### Enrolment

- To enrol your child with us, you will need to return a completed application form and a signed copy of our terms and conditions. We also require a £50 non-refundable registration fee.
- Once your application is received, you will receive an email confirming that your child has been added to our waiting list for a place with your preferred start date. We will then contact you only if and as soon as a place becomes available.
- We work on a first come first served basis. We take children all year round but September is usually our biggest intake. Siblings take priority and families who are already with us will be given first choice of days.
- A place is offered for 2 days per week minimum.

### Fees

- Fees cover all facilities and care at the nursery, including breakfast, lunch and snacks. They do not include sundries such as nappies, wipes, nappy cream sun cream, formula milk and special foods.
- Fees are calculated over 52 weeks a year and divided over 12 months. These are shown on a separate sheet. Days are set and fees are payable for the agreed number of days.
- It is our policy that fees should be paid in advance on the 5<sup>th</sup> of each month by Standing Order Mandate.
- Fees are payable for sessions missed through illness, taken as holiday and when the nursery and school closes: While children are away their place is still open and kept available for them when they come back.
- Fee adjustments based on the age of your child will become active from the next payment date after your child's birthday.
- We give 10% discount on fees for parents with two children or more, either at the nursery, or Rosemary Works School as follows: 10% discount on the cheapest fee when both children are at the EYC. 5% discount on each of your children's fees when they are at the School and at the EYC.
- We reserve the right to increase the fees at our discretion.
- Interest may be charged for late fee payments.
- It is possible for parents to book in extra days on an ad hoc basis, as long as space is available. Extra days are charged separately. It is not possible to swap days on an ad hoc basis or attend in lieu of any absence.

### Deposit

- When a place has been offered, we require a deposit of £500 to be paid within 10 days in order to confirm the place. Please note that your place is not confirmed until we receive the deposit.
- The deposit is **non-refundable** in the event that you do not take up the place, **no refunds, or partial refunds, of deposits will be given under any circumstances.**
- Fees are payable from the agreed start date. If you wish to postpone the agreed start date, your application will be returned to the waiting list and we will not be able to guarantee a place at a later date. If we are unable to offer you a place at a later date, the deposit will not be refunded. Alternatively, if you wish to postpone the agreed start date, you can pay for the place, which will secure it.
- Once your child has joined the nursery, the deposit will be refunded when your child leaves, provided the appropriate **2 months' notice is given** and all fees have been paid in full.

### Change of attendance details

- The place will be offered to you for the number of days agreed between you and the nursery (2 day minimum attendance). If you subsequently wish to reduce your days before your child starts, we require 2 months' notice from your child's start date.
- Parents must give a minimum of two months' notice if they wish to reduce their hours or days. All requests for changes of days or hours must be put in writing and the notice period will be taken from the date of letter.

### Notice of leaving the nursery

- We require two calendar months' notice **in writing** of your intention to withdraw your child from the nursery. This should be addressed to Magalie Billaud or Kate Jennings. For insurance purposes, your child is deemed to be a member of the nursery even during the settling in period and thus the notice conditions apply. Failure to give the appropriate notice will result in charges of two months fees in lieu of notice and the loss of the deposit.
- We reserve the right to terminate any child's place at the nursery with one week's notice. In such cases, the normal 2 months fee in lieu of notice will not apply.

### Collection/Late charges

- Children must be dropped off and picked up between the hours they are booked in: 10am-4pm or 8am-6pm.
- Please do not drop your child before your allocated time. Please try not to be late picking up your child, and phone us if you are going to be late.
- The Nursery and the School close at 6 p.m. We would ask you to be particularly considerate of our staff at the end of a long and busy day. Our insurance policy only covers us from 8 a.m. to 6 p.m. and the Nursery and School must be cleared completely by 6 p.m.
- We reserve the right to charge for late collection as follows:  
Between 0 and 15 minutes = £10; between 15 and 30 minutes = £20. More than 30 minutes = £30 plus an additional £30 for every subsequent half an hour. This sum will be paid directly to the member(s) of staff who stayed on.
- We talk to all parents about drop off and collection times and we try to accommodate everyone's needs. There are occasions when you may be asked to collect your child early because of illness.

### Non-attendance

- Please let us know by 9.00 a.m. if your child cannot attend the nursery.

### Accidents and Sickness

- We are very conscious of the needs of working parents and we try to be as flexible as possible about acceptance of children at the Nursery, even when the child is under the weather. We are happy to take children when they have a cold, a sore throat or other minor infection. However, we would ask you not to bring in children when they have an infection that seriously incapacitates them and/or is likely to be highly infectious, such as diarrhoea, sickness or bronchial infections.
- We do not allow children to attend when they have contagious diseases such as conjunctivitis or chicken pox, because this puts all the other children at risk.
- If your child arrives at school and during the day is sick, has acute diarrhoea, or recurrent head lice, we will ask you to take them home.
- If your child is ill and the doctor prescribes antibiotics, please take 48 HOURS to let them work before bringing your child back in. The Nursery is a very stimulating environment and not the best place if a child is unfortunate enough to be unwell.
- In circumstances where your child has been away with a severe gastric illness, we may need you to bring in a letter from the doctor to say that they are no longer infectious. This is entirely to safeguard the other children and the staff.

- Rosemary Works will act in *loco parentis* in the event of any accident, illness or emergency. If your child suffers an injury whilst in our care, we will record it and we will both sign and date this record. We will also require you to sign a consent form for any emergency medical treatment.
- All details of medicines you wish to be administered should be put in writing.
- Our staff have first aid certificates and will carry out any reasonable treatment for minor injuries or illnesses, including the administration of Calpol, asthma pumps and epipens. You will always be telephoned first before any medicine is administered to your child and a medicine book will need to be signed each time. We cannot accept any liability, however, in respect of such treatment.
- Your children are insured against accidents.

**Medication**

Medicine prescribed by a doctor will be entered in our medication book. You will be asked to sign the form after medication has been administered.

**Food Allergies**

On rare occasions, if your child suffers from allergies you may be asked to bring in your own food from home.

**Child development**

Parents will be consulted when they join the Nursery about the appropriate class for their child. However, the Nursery's decision will be final.

**Personal details**

It is the parents' responsibility to notify the Nursery of any change in personal details.

**Pick up**

We will not allow your child to be taken out of our care by anyone else unless notified in advance by a parent with an agreed name and password.

**Parking**

Please do note that there is absolutely **no parking** available for us in the yard and under any circumstances are we allowed to drive in the courtyard to drop children. However, you will find plenty of parking spaces which are free of charge around the Tram Depot Yard.

**Personal possessions**

- Whilst we take the utmost care of the children's belongings, we cannot be held responsible for any items of clothing or toys brought to the Nursery.
- All items of clothing and/or toys should be marked with the child's name. In the event of any item being mislaid, we will notify all parents of the loss in an effort to retrieve it.
- Please note that we do not have a buggy shed facility here on site, you will be asked to take your buggies home after drop off.

**Photographs**

- Upon a child entering the Nursery, parents are asked to agree to their child being photographed on occasion by a member of staff or individual approved by the Nursery. Photographs form part of our Observation process on each child, and also are used in our monthly newsletter. On rare occasions we may need photographs for publicity. We undertake to use the utmost discretion in the use of such photographs and to take every step to protect the identity of the child.
- If any parent has strong views on the use of such photographs, please let us have notice of this in writing. Please see our Policies and Procedures file for full details.

**Observations**

It is a statutory requirement by OFSTED that children are observed on a weekly basis at the Nursery. Observations are vital so that we may assess the children's interests and development and in order that the staff may plan their activities accordingly. Parents/Carers give their agreement for the observations to take place by signing these terms and conditions.

**Parents & Carers' Responsibilities**

We want to ensure the highest care for your child. We strive to develop a good partnership and to ensure continuity of care between your home and our care by sharing information regularly about your child.

**Extra curricular activities**

- Some activities are charged on an extra-curricular basis - You will be invoiced per term for extra-curricular activities.
- If you do not wish your child to take part in these activities, please advise us in writing, in advance.

**Liabilities**

Rosemary Works EYC is unable to offer any refunds or compensation for closure or suspension of nursery activities as a result of third party action, inclement weather, fire, flood or any other event beyond our control.

**Policies and Procedures**

You must comply with our policies and procedures so it is essential that you read these before you sign below. Our policies and procedures are available on the table in the main lobby, on request and also on our website.

**Complaints**

We have a formal Complaints procedure. You will find a copy of this in our Policies and Procedures folder.

**BOTH PARENTS/CARERS OF THE CHILD ARE REQUIRED TO SIGN THE TERMS & CONDITIONS and return one copy to Rosemary Works East EYC. Please keep one copy for yourself.**

Name of child..... Date.....

Parent/Carer 1's name: ..... Signed.....

I agree to the above terms and conditions and abide by the policies and procedures of Rosemary Works.

Parent/Carer 2's name: ..... Signed.....

I agree to the above terms and conditions and abide by the policies and procedures of Rosemary Works.