

Terms and Conditions of Business.

Reviews and Amendments:

• Implemented	02 nd January 2013	Laura Leigh Wayman
• Amended	16 th August 2013	Laura Leigh Wayman
• Reviewed	07 th February 2014	Laura Leigh Wayman
• Updated	29 th May 2015	Laura Leigh Wayman
• Updated	19 th October 2015	Laura Leigh Wayman
• Reviewed	18 th February 2016	Sara Bradley
• Updated	19 th February 2017 for 1 April 2018	Laura Leigh Davies
• Updated	21 October 2019	Laura Davies
• Updated	10 February 2020	Laura Davies
• Updated	17 July 2020	Laura Davies
• No changes	05 March 2021	Laura Davies
• Updated	10 September 2021	Laura Davies

ALL CHANGES COME INTO IMMEDIATE EFFECT.

Child's Play Private Nursery

Policies and Procedures

Terms and conditions of business: [Child's Play Private Nursery agreement](#)

- **Non -refundable Membership:** A £50.00 non-refundable membership fee is payable with this completed registration form. This payment will secure your child's place at the nursery and cover the membership fee for the persons named in the registration form whilst you are registered with Child's Play Private Nursery. **This cost also includes one free piece of uniform (excluding coats).**

The £50.00 membership for families receiving FFE only have the right to opt out of the membership fee. If the family accesses any additional Childcare with Child's Play Private Nursery which are not FFE related hours you will be required to pay the fee.

- **Payment dates:** All nursery fees and charges are payable in full on the 1st of every month by Bank Transfer, cash, cheque or childcare vouchers. Fees are always payable one month ahead. Invoices will be issued usually around 20th to 28th of every month. You pay your fees all year around*, except when nursery is closed (*excluding FFE children, refer to free entitlement and non-payment of fees where it is not stretched.)
- **Overdue/late Fees:** 20% late charges will be added to any outstanding fees/charges which are not cleared on your bill date. If payments are continually late, you may be asked not to bring your child to nursery until it is cleared as we have a 'no pay no stay rule.' In some circumstances a payment plan maybe agreed at the discretion of the Managing Director. Charges will be continually applied every week until your fees are cleared. Legal proceedings may commence if fees are not cleared in line with the settings policies and procedures, you will be liable for all associated costs. Working Tax, Child Tax Credits and Student Finance deductions and any other financial institutions are not accepted as a reason for non-payment of fees on the due date. **Refer to our debt management policy for full information.**
- **No charge of fees:** The only time no fees are charged is when the nursery is closed (Bank Holidays and the week In between Christmas and New Year), children who are only attending for the 15hours free entitlement will also receive no fee during school holiday periods as they will not be in attendance, any additional hours will be charged during these holiday periods.
- **Holiday entitlement:** No holiday entitlement is given as a maximum of a two-week fee break in already in operation during nursery closure times. Sessions are simply not charged on your account when we are closed, so you can clearly see where deductions are.
- **Sickness, family holidays and non-attendance:** If your child is booked in to attend a session and does not attend for any reason such as sickness, family holidays you will still be charged for that session (s). We do not offer these days as 'swops', nor are they credited back to your childcare account.
- **Sibling & staff discounts:** We offer a 10% discount to families who have siblings attending the nursery, the discount will be applied to the eldest sibling account. Staff will also receive a

discount if their child attends the nursery, refer to individual employment contracts for further information.

- **Minimum attendance requirements:** We do not offer term time only contracts to families (excluding FFE only children.) As per our Admissions policy you must contract to a minimum of one-half day (5hr) session per week. For example, teachers, will not get a term time only contract, they can reduce attendance to the minimum in holiday times, but they cannot have the holiday periods as 'free'. This also applies to various flexible contracts- you must supply a set rota pattern, again with one minimum half day (5hrs).
- **Extra sessions:** can be arranged by speaking to the setting manager, written notification is preferred. If the extra session is cancelled 2 weeks prior to date no fee will be charged. After this time the fee will still be charged. If FFE families have not paid a membership fee, and access extra care, they will automatically be charged the fee with no exceptions.
- **Late for collecting children at the end of session:** £20.00 charge for collecting children late from nursery after his/her session has ended. This will be applied to your account on the next bill date. This is applied automatically, as one inclusive charge. However, if you notify the setting before your late due to an unforeseen, genuine circumstance the fee may be waived at our discretion. (no more than 15 minutes)
- **Termination of place & Change of contracted sessions:** **twelve (12) weeks written notice MUST be provided** to the setting manager, otherwise you will continue to be charged at your current contract arrangements. We do not accept verbal communications; it must be in writing. FFE sessions are exempt from the termination notice, from Durham County Council in line with their Local Authority guidance, they ARE NOT however exempt for Hartlepool Council, her four (4) weeks' notice must be given. **Food and snack charges ARE NOT exempt** from the normal the notice period mentioned in the first paragraph of this section.
Where you want to update your contract (add additional or reduce days) this can be arranged via written contact with the manager who will make the arrangements and update your contractual information in the settings diaries and forecasts. (minimum of 4 weeks' notice is required.)
- **Fee increase:** The nursery fees will be continually reviewed. You will be notified of the new prices two months in advance to any increase where possible.
- **Free entitlement.** All three and four year olds in England are entitled too free, part-time Early Learning, Care and Development the term after his/her third birthday. It lasts for up to two years, (5 terms) until your child reaches statutory school age. Children can currently attend on a part-time basis for 15 hours a week, for 38 weeks a year which can be taken flexibly over a minimum of three days during term times only. Some qualifying two year olds are also entitled to access this provision. From September 2017 some qualifying 3years olds can double their entitlement to 30hrs per week. Free early years entitlement can currently be taken across three to five morning or afternoon sessions per week. If your child attends more than those sessions, you will be charged at full sessional prices & it be contracted for the full year. A food cost will be charged on days when your child is attending for his/her free sessions to cover the costs of any food provided by the nursery. (You have the right to opt out of this, & provide your own, you must give notice) During school holiday periods if you are contracted as free entitlement only your child will not be in attendance at nursery with no charge. However, if you chose to have your child at nursery during holiday periods you will be charged at full nursery

rates. **Please Note:** Wrap around sessions do not form part of your FFE entitlement and will be charged.

Child's Play Private Nursery reserves the right to change or update the terms and conditions of business as well as cancel your child's place at the nursery at any time without prior notice to yourself. By continuing our services after changes have been made you are legally obligated and have agreed to our Terms and conditions of business.

REMEMBER TO ALWAYS CHECK OUR WEBSITE FOR THE MOST UP TO DATE VERSION.