

The Udder Pre-School Day Nursery Limited

OBLIGATIONS ON THE UDDER PRE-SCHOOL DAY NURSERY

We will:

- provide the best in childcare facilities for your child at the agreed times (subject to any days when the nursery is closed).
- provide you with regular updates on your child's progress;
- keep you up to date and informed with regular half termly newsletters;
- notify you as soon as possible of any days on which the nursery will be closed;

Signed Lesley Harker (Owner/Manager)

OBLIGATIONS ON YOU

You will:

- confirm within one week of receiving notification that you still wish to take up the nursery place, if you do not, the place may be withdrawn;
- complete and return to us our standard registration forms before your child can start at our nursery, supply a copy of their birth certificate and proof of home address (ie. utility bill)
- inform the nursery at the earliest opportunity if a child is ill on the day they are due to attend the nursery;
- complete a medicine consent form if you require our staff to administer any medicines to your child (whether they are prescribed or over the counter medicines);
- immediately inform us if your child is suffering from any contagious disease. For the benefit of the other children in the nursery, you must not allow your child 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;
- immediately inform us of any changes to your contact details;
- keep us informed as to the identity of the persons who will be collecting your child from our nursery. If the person collecting your child is not usually responsible for collecting them we will require a password. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care;
- inform us if your child is the subject of a court order & provide us with a copy of such order on request;
- immediately inform us if you are unable to collect your child from nursery by the official collection time;
- inform us as far in advance as possible of any dates on which your child will not be attending the nursery;
- check your invoice on receipt each month. Any queries or disputes must be reported within 3 months of the date of the invoice;
- provide us with at least 4 weeks' notice in writing of your intention to decrease the number of hours your child spends at the nursery or to withdraw your child from our nursery and end this Agreement. If insufficient notice is given you will be responsible for the full fees for your child for 4 weeks from the date of any change as if their hours had not decreased.

Please could you sign this form to say that you have read the obligations and terms and conditions and return one copy of the form to us along with the registration forms.

Name of child

Signed (Parent/Carer) Date.....

Terms & Conditions

These terms and conditions govern the basis on which we agree to provide childcare services to you.

1. SESSION TIMES

Full Day	8.00am to 6.00pm
Short Day	9.30am to 3.00pm
Morning	9.30am to 12 .30pm
Afternoon	12.00pm to 3.00pm
Breakfast Club	8.00am to 9.30am
Afterschool Club	3.00pm to 6.00pm

- Any deviation from the above times will be charged at the hourly rate or part thereof.
- The Nursery School is open for 51 weeks of the year with the exception of Bank Holidays. However, the School reserves the right to close on additional days.
- Fees are reviewed annually on the 1st April
- There is a minimum of two sessions per week, these sessions must be on separate days.
- Children over the age of 2 ½ yrs must attend for a minimum of a short day during playscheme.
- There is no charge for bank holidays.

2. PAYMENT

- Fees are payable monthly in advance. **The preferred method of payment is by Standing Order and we will be pleased to provide the necessary information to enable you to make the necessary arrangements with your bank.**
- Cheques should be made payable to the "*The Udder Pre-School Limited*".
- Fees should be paid within the first week of each month your child attends the Nursery School.
- Months are classified as 4 or 5 week periods and parents will receive an invoice at the beginning of each month. Any deviation will be added to the following month's invoice.
- If you are unable to make your monthly payment please contact the office immediately
- If you fail to make payment in full, your cheque bounces or standing order is returned we will pass onto you the bank admin fee of £5.00.
- No refund will be given for periods where your child's nursery place is unfilled due to illness or holidays.
- The term after a child turns 3 years he/she is entitled to the Government funding. The Udder Nursery only offers 2.5 hours per session. This funding covers the education of the Early Years Foundation Stage. Our charges are clearly available to parents / carers.

3. 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;

4. TERMINATION

- You may end this Agreement at any time by giving us at least 4 weeks' notice in writing.
- We may immediately end this Agreement if:
 1. you have failed to pay your fees;
 2. 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;
 3. you behave unacceptably, as we will not tolerate any physical or verbal abuse towards staff;

5. GENERAL

- 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 your child's keyworker. If these concerns have not been resolved to your satisfaction please contact the Nursery office. Customer satisfaction is of paramount importance to us and any concerns/complaints will be reported. Any complaints will be dealt with according to the procedure in our complaints policy.
- We would request that your child refrains from bringing any of their own toys to nursery. If they do bring toys with them, we accept no responsibility for any loss or damage to those toys.
- The nursery encourages children to wear school uniform. The nursery cannot be held liable for any damage or loss to children's clothes. Please put your child's name in all of their clothes.