

Tiny Trees Nursery at Lostwithiel School

TERMS & CONDITIONS and CONTRACT SEPT 2024 – DEC 2024



Child's Full Name:	Date of Birth:
Address:	Mobile number:
	Email address:

Fees

Standard Contract	Morning Session	8:00am – 1:00pm	Over 3 £37.50 Under 3 £40.00
	Afternoon Session	1:00pm – 5.00pm	Over 3 £32.50 Under 3 £35.00
	Short day	9:00 am-3:00pm	Over 3 £45.00 Under 3 £47.50
	Full Day	8:00am – 5.00pm	Over 3 £60.00 Under 3 £62.50
Late Collection	If you are late collecting your child at the end of the day a charge will be made to cover additional staff costs.		£12.50 per 15 minutes late
Additional Hours	If your child uses hours that are in addition to the regular sessions times, each hour will be charged at the following rate.		£10.00
Booking Schedule	Please tick the boxes below for the sessions you would like to book for your child. (We require a minimum of two sessions per week.)		
	Standard Contract		Funded/Short Day (9:00am – 3:00pm)
	Morning	Afternoon	Morning (9-12) Afternoon (12-3)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Consumable Daily Charges	Morning Snack (Compulsory) Present between 10-11am	Afternoon Snack (Compulsory) Present between 2-3pm	Lunch (Optional) Present between 12-12.30pm Packed lunch must be provided if lunch is not booked
	£1.00	£1.00	£1.50

Please commence this Schedule in week beginning Monday (Insert date)

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Tiny Trees Terms and Conditions

When you use our nursery, we all have to understand and agree what we as Tiny Trees will do and what you as the parent/guardian of a child using the nursery have to do.

Tiny Trees will

- Make sure our premises are suitable and our staff members are knowledgeable, with relevant training and qualifications.
- Ensure that the nursery complies with all relevant legal requirements and standards in respect of the provision of full day care.
- Implement a care and educational programme that is appropriate and beneficial for all children attending the nursery.
- Open the nursery at least between the hours of 8.00 a.m. and 5.00 p.m. Monday to Friday, during term-time, except on public and bank holidays. The Nursery will follow the calendar of Lostwithiel Primary School and close on school inset days and any early closures at the end of term.

You as parents/guardians will

- Sign to say you have understood and agree with these terms and conditions before your child starts.
- Answer fully and frankly all questions set out in our registration documents and advise us immediately of any changes to this information, as this will help us offer the best level of care for your child.
- Inform us in writing and as soon as possible, of any food, medicine or activity to which your child is allergic or should not participate in.
- Pay the monthly fees when they are due as explained below.

Fee collection

While money is not the most important part of the nursery, without it we cannot run, we cannot buy equipment, pay the staff or pay our bills. So while we will give the children coming to the nursery the best we can, we want those paying the bills to help us.

When you start with us, you will receive your first invoice within the first week of your child starting Tiny Trees (unless starting at the beginning of a new term/month), this is due for payment within 10 days of receipt.

You will normally receive your bill on the second week of the month, with 10 days to make the payment via ParentPay.

If you are making payment through tax-free childcare, please inform us once this has been processed so we can update our records.

We ask you to pay in advance and this is payable even if your child doesn't attend nursery due to sickness, holidays or other absences.

So, to make paying as easy as possible for you, we follow the route set out below.

Admissions

At Tiny Trees Nursery at Lostwithiel School, we take admissions the term after your child turns two- years old. New starters will begin at the start of a school term. We will normally offer two 1 hour settling sessions free of charge at the start of the term.

When you start

- You will be given these terms & conditions with your child's registration pack, you must sign and return them to us before your child starts.
- You will receive an All about me form for you to complete about your child.
- You will be provided with an EY2C for any funding claims. We will ask you to return this along with your child's birth certificate or passport.
- You will be invoiced for the sessions you have booked for your child.
- You will receive a monthly invoice so that you can pay the correct amount to us and keep track of your payments. Any extra sessions, or late payment fees will be added to the invoice.

ParentPay is the best way for you to pay us. But you can also pay using the Government's tax-free childcare scheme or by childcare voucher. It means you don't have to remember to write cheques or draw out cash every month and we do not have to store money on site or leave the nursery to bank it.

Fees are requested in advance, therefore childcare vouchers must be set up following receipt of the invoice as they take at least 3 days to reach our bank.

Late payment will incur charges and may result in your child losing their place at the nursery.

Extra sessions/hours

We are happy to offer extra sessions and hours if they are available

- Please try to give as much notice as possible if you require extra sessions so that we can organise staff and food for your child.
- When you request an extra session it will be added to the next invoice, but if you normally qualify for a discount, this cannot be applied to extra sessions.
- If you require regular or frequent extra sessions, you will be required to update your booking pattern so that these can be invoiced in advance in the usual way.
- Please drop off and collect your child within their session times. If you are late collection, you may incur a late collection fee. We will not accept admission until the start of your session time.

Change of Days

- If you want to change your usual sessions permanently, you need to let us know at least one month in advance so that we can check availability and organise our staff. If you increase or decrease your days, this will alter your fees. You will need to sign new terms and conditions each time you alter your booking pattern.
- When the nursery is busy it may not be possible to swap sessions or days; although we always do what we can to be helpful to parents, we do need at least a month's notice if a session swap is required.

Checking your payments

- During each month, we will check all the payments received at the nursery and bank to make sure everyone has paid the correct amounts
- Each time we receive a payment, we will record the details on your customer account and you can request a statement from the nursery at any time.
- When we have recorded and checked all the payments we will be able to see if there are any overpayments or outstanding amounts due.

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If you owe us money

The important thing is to get it right from the start. Please make sure that you set up your ParentPay account straight away. This will prevent any debt accruing from the beginning.

We will address any non-payment of fees quickly as we rely on fees to run the nursery and we don't want your debt to grow.

- If for any reason you cannot pay, or are finding it difficult, please tell us to see if we can help – if you don't tell us it will cause problems for both of us as you could lose your child's place.
- If we have not received payment from you 3 days following the payment date, a member of the nursery management team will remind you when you attend the nursery. They will ask you to pay the outstanding amount immediately and may suspend your place.
- If you do not pay the outstanding amount, once your child's place is withdrawn, we will take legal action to claim the outstanding amount and you will be liable for any further costs incurred.

Fee increases

Fees will be reviewed between March and September when a small increase may be made. You will be given at least 6 weeks notice of this increase.

Nursery Education Grant

You are entitled to a nursery education grant after the term your child turns three years old. This entitles you to up to 15 hours funded child care per week for 38 weeks of the year. For more information, please ask the nursery administrator. If you and your partner work, you may be entitled to 30 hours funded childcare for your 3-4-year-old, please ask for more details or look online at www.childcarechoices.gov.uk.

You may also be eligible for two-year funding, please refer to the childcare choices link to see the qualifying criteria.

You must ensure all funding is in place by the dates given. We require you to complete an EY2C form which enables us to request the funding, and for you to provide ID for your child (birth certificate/passport). Failure to secure funding may result in you being charged for the sessions that you have used.

Outings

Tiny Trees staff will sometimes take your child on outings from the nursery, either on foot or by car/minibus. We assume that we have your permission to do this unless we hear differently in writing. An outings consent form will also need to be completed. (Copies of the relevant driving licences and insurance certificates including business cover are kept on file at the nursery should you wish to see them)

Illness

If your child is ill and unable to attend the nursery, please phone or dojo as soon as you can to let us know.

Photographs

Tiny Trees will take photographs of your child to inform their learning and development as part of their Learning Journey, these may also be used to contribute to displays around the nursery. You are required to complete a Photo Consent form as part of your child's registration with Tiny Trees so that your particular preferences can be adhered to.

When you leave

We ask you to give one month's written notice if you wish to cancel your place at nursery.

If you leave without settling your account in full, we will write to you and follow the same procedure that is set out above

Food

Tiny Trees will provide children with a healthy snack in the morning and afternoon, there will be a small charge of £1 for the morning snack (served between 10-11pm) and £1 for the afternoon snack (served between 2-3pm). If your child is present during these times, charges will be added to your ParentPay account and not added to monthly invoices. We ask that payment is made in advance of sessions. If your child is present during lunchtime (12-12.30) you may order a school meal in advance at a cost of £2.00 per day or alternatively, please provide a packed lunch. We do ask that you provide nappies and wipes for your child if required.

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Tiny Trees Nursery Contract

I/ we acknowledge and agree that the above Terms & Conditions (see overleaf) as varied from time to time form part of the contract between me/us and Tiny Trees Nursery. In particular, I/ we agree to pay the fees and supplementary charges when due.

Full Name & Title (in block capitals).....

Relationship to Child (in block capitals).....

Signature..... Date.....

Full Name & Title (in block capitals).....

Relationship to Child (in block capitals).....

Signature..... Date.....

NB: Each person with parental responsibility for the child is required to sign this contract and Tiny Trees Nursery is entitled to treat any instruction, authority, request or prohibition received from any person who has signed this contract as having been given on behalf of both or all such persons.