

St Lawrence's Private Day Nursery  
Terms and Conditions

**Nursery Fees**

To register your child for a place at the nursery you must complete the Registration form.

All fees are charged monthly **in advance** and must be paid on **the first of the month** to which they relate.

Fees are calculated on the basis of the weekly charge for the sessions booked, multiplied by 52 (weeks) and then divided by 12 (months) to create a fixed monthly charge.

Vouchers are required to be set up to ensure we are in receipt of the funds on or before the first day of the month to which they relate.

Fees are payable during periods of absence from nursery including sickness, holidays and bank holidays.

Unused booked sessions are not refundable

To effectively manage our staffing and resourcing we require 4 weeks notice in writing if you wish to cancel your booking or reduce the sessions required. This is applicable both prior to starting and during your time with us.

When your child is eligible for a funded place you will be required to sign these related terms and conditions which also set out our wrap around fees relating to services used outside that of the free entitlement hours.

Extra days, sessions and hours outside that of your core booking are often available and can be obtained on an ad hoc basis. These are booked directly with the nursery management team and will be charged for on the following months invoice. These sessions are subject to availability of spaces and staffing requirements.

**Children may be excluded from the nursery if fees remain outstanding more than 14 days beyond the 1st of the month and their registration could be terminated.**

If you are unable to make payments of your fees on time, it is important that you contact the nursery manager. Where possible, we will work with you to organise a short term payment plan to enable you to keep your child's place at the nursery.

**Fees 1 week overdue:** we will contact you regarding your outstanding balance

**Fees 2 weeks overdue:** we will contact you again advising you that the outstanding balance on your account needs to be cleared by the following Monday. If you do not pay your balance by the following Monday, we will be unable to accept your child into the nursery. An administration charge will be added to your account.

**Fees 3 weeks overdue:** Although childcare has been withdrawn due to non payment of fees, we will write you again that if all fees and arrears are not cleared by the end of the month we will have no alternative but to terminate your contract.

**Unpaid nursery fees will result in a claim being made through the courts by St Lawrence's Nursery or their agent. Additional fees and interests will be payable. You may also lose your rights to tax credits for childcare.**

## **Safety and Welfare**

If a child becomes unwell whilst in our care the child's key worker or the Manager will contact the Parent, Guardian or the emergency contact detailed on the registration form. If the Manager deems that the child is not well enough to remain at Nursery you may be requested to arrange collection of your child.

If a child is unwell we ask that you contact the Nursery Manager to inform them of the absence. This is to ensure we are able to effectively communicate to all parents any communicable diseases in the nursery. If your child is suffering from a communicable illness your child should not be brought into nursery until such a time as the infection has cleared.

The nursery cannot administer any medicine to a child unless prescribed by a doctor.

We reserve the right to call an ambulance in an emergency and escort your child to the relevant emergency department.

It is your responsibility to inform the nursery if your child is not vaccinated in accordance with their age.

We have a duty of care to ensure that any significant concerns about the children in our care are reported to the local authority designated officer (LADO) and where appropriate Ofsted. We may consider any incident or observation of a child where we deem the child may have been or may be in the future at risk either physically or emotionally. In exceptional cases this may be done without the prior knowledge of the Parents / Guardian until we have sought external advice.

In exceptional circumstances there may be an event that triggers the closure of the nursery for example transport strikes, severe adverse weather conditions, personal health or acts of terrorism. In these circumstances, St Lawrence's Day Nursery will not be held responsible and will not issue refunds for such forced closures.

St Lawrence's Nursery will not tolerate under any circumstances, behaviour towards Management or Nursery staff teams which is deemed to be threatening, abusive or violent. Any such behaviour may result in termination of the nursery place or a refusal to allow a person back on the premises in the future.

St Lawrence's Day Nursery does not accept responsibility for accidental injury or loss of property.

Parents/carers must not discuss nursery matters on any social media networks

Any questions, concern or complaint about the care or safety of a child must be made in the first instance to the nursery manager. If the matter cannot be resolved the complaints policy will be followed.