

## Terms & Conditions for Salolach Childcare Ltd trading as Daisy Chain Day Nursery

**Daisy Chain Crawley 194 Three Bridges Road. 01293 533397 EY416700**  
**Baby Daisy Chain 190a Three Bridges Road. 01293 514103 EY444538**

**Registration** A non-refundable registration fee of £50.00 is payable on acceptance of the Registration Form (see also Re-registration below). The registration fee will only be refunded if we are unable to provide a place on the required commencement date. This fee is not applicable if you are using a Funded Only place (15 hours/30 hours per week for 38 weeks a year).

**Confirmation of Place** On receipt of your registration form your child's place will be confirmed in writing. The confirmation will include details of the child's commencement date along with the agreed sessions. We ask you to arrange settling in sessions for your child. There is no fee for these sessions, unless you want to book full sessions (e.g. a whole morning) as part of your child's settling in.

**Nursery Fees** Fees are charged on a calendar month basis and are payable on the **25th of the month in advance**. Charges still apply for Bank Holidays, absences and any closure days, i.e. in adverse weather. Fees are paid for the **availability of the place, not attendance**. Therefore a refund **will not** be given where a child is absent from the nursery due to sickness or family holiday.

Your first invoice will be prepared according to your child's starting date with us and will include all sessions booked from that date, up to, and including the remainder of that particular month. Payment may be made by Bank Transfer, Cheque, Childcare Vouchers, Cash and debit/credit cards. Returned payments from the bank may incur an administration charge equal to any charges the nursery may be charged by the bank.

Fees paid late may incur a late payment charge\* as follows

1. The nursery reserves the right to charge a late payment charge of £5\* on any outstanding balances after the payment due date of the 25<sup>th</sup> of the month for the following month's fees.
2. The nursery reserves the right to charge an additional late payment charge of £10\* on any outstanding balance after the last day of the month for the following month's fees.
3. The nursery reserves the right to charge a further late payment charge of £10\* on any outstanding balance after the 5<sup>th</sup> day of the month for that month's fees.
4. If fees remain unpaid over 10 days after the payment due date, the nursery has the right to serve 14 days' notice in writing to terminate the contract. Upon termination of this contract the child shall cease forthwith to be admitted to the nursery and the nursery notice to terminate shall be regarded as a formal demand for all outstanding monies.

\*Charges will not be made if the reason for the late payment is due to an error or circumstance affected directly from or by the nursery.

The nursery reserves the right to review the fees. In the event of there being changes to the fees one calendar month's written notice shall be given.

**What is included in your fees** Depending on the period of daily attendance breakfast, lunch, tea, drinks, along with morning snacks are included in the fees. Food is freshly prepared on the premises, so we are able to accommodate children's individual dietary requirements.

We ask parents to supply their own nappies, nappy creams and formula milk as required.

**Funded Hours** As we are open for 52 weeks a year we apply your Funded hours as stretched funding so that you receive the same amount of funding each week (up to 10.5 hours for Universal FE / 21 hours Extended FE). Funded only places are offered Term-time only for Universal FE (15). Extended FE (30 hours) are only offered all year round.

Daisy Chain

194 Three Bridges Road Crawley West Sussex RH10 1LR – **Outstanding 2017**

Baby Daisy Chain

190A Three Bridges Road Crawley West Sussex RH10 1LN – **Outstanding 2016**



There is no charge for the Universal Funded only hours. For Extended Funded only hours, there is a charge applicable to food and consumables. See fees sheet for more information.

**Types of Sessions & Conditions of Booking** The sessions you book are set and therefore payable throughout the year. Any reduction to your booking pattern requires one full calendar months' notice in writing. Any increase of sessions must be put in writing and will depend on availability. Sessions cannot be 'swopped' on any circumstances. Any additional sessions are charged as extras. Changes to sessions will take effect from the beginning of the following calendar month.

**Ad hoc places.** We allow a limited amount of places to be Ad hoc. There is a separate fees band for these places. Whilst places are bookable on an ad-hoc basis, we ask for **at least one weeks' notice in writing**, of cancellation or change of any days booked. Without this notice, the fees are payable for the days booked, regardless of attendance. This is because we arrange staffing for places booked. Places are booked according to availability so are therefore not guaranteed. Additional days can be added at short notice according to availability. Once your child is in receipt of the Free Entitlement, you will be required to set these hours as regular sessions. Hours over and above the FE (10 hours per week) may still be booked on an ad hoc basis.

**Extra Sessions/Hours** We are happy to offer extra sessions and hours if they are available:

1. Please try to give as much notice as possible if you require extra sessions so that we can organise staff and food.
2. Extra sessions booked but not taken are not refundable or transferable unless agreed by the Nursery Manager due to exceptional circumstances.

**Cancellation/Termination of Contract** After the child's initial admission to the nursery either party may terminate this contract by giving **one calendar months' notice in writing**. This period is subject to the termination not being due to non-payment of fees as outlined above. During that one month period the nursery undertakes to continue to admit the child and the parent/carer undertakes to pay for all fees due. In the event of the parent/carer failing to pay the month's fees the child's place shall be immediately withdrawn and the nursery shall be entitled to serve a formal demand for payment of such monies.

In the event of the parent/carer giving notice of withdrawal of the child and immediately withdrawing the child there shall be due to the nursery one calendar month's fees in lieu of notice. Failure by the parent/carer to provide one calendar months' notice or any notice at all shall render the parent/carer liable to the nursery for one month's fees.

Notice must be made in writing to the Nursery Manager.

**Re-registration.** If you have cancelled your place or sessions, and then re-book a place in less than 3 months from the cancellation date, or delayed your start date for over 3 weeks there is a re-registration fee of **£150**. This is non-refundable.

**Sibling Discount** Where there is more than one child from the same family attending the nursery a 5% discount will be applied to the eldest child's fees.

**Late Collection Policy** The nursery reserves the right to charge parent/carers when they do not collect their child at the agreed time, a charge at the rate of £10.00 for the first 15 minutes then £10 for every 15 minutes thereafter.

**Notification of Absence/Lateness** – The parent/carer is expected to notify the nursery if their child is going to be late or absent from the nursery.

**Unforeseen Closure** – In the event of closure of the nursery due to extreme weather conditions, transport difficulties, flooding, loss of utility supplies, heating failure, or other causes beyond the reasonable control of the nursery, the nursery will close and the parent/carer accepts that no refund of fees will be made due to continued operational costs.

**Sickness/Emergency Treatment** - Children must not attend the nursery when they are unwell or suffering from a contagious illness or infection. In the event of a child becoming ill whilst at the nursery, the parent or nominated carer will be contacted to arrange to take their child home. In the case of an infectious condition the recommended exclusion time must elapse before the child can be readmitted to the nursery (the nursery can advise on this).

In the case of an emergency nursery staff will call health professionals. A senior member of staff will accompany the child to the hospital and wait until the child's parent/carer arrives. The nursery will continue to make contact with their parent/carer if they had not been able to reach them immediately.

**Complaints Procedure** - The nursery complies with a laid down complaints procedure, a copy of this is held in the nursery, in compliance with Ofsted requirements.

**Safeguarding Children Policy** The nursery observes the Children Act 2006 and LA guidance for Safeguarding.

**Ofsted Registration** The nursery is registered with Ofsted and complies with all Ofsted procedures.

**Loss or Damage** The nursery does not accept responsibility for any loss or damage of property on its premises.

**The nursery reserves the right to change the above Terms & Conditions as and when the need arises. One months' notice will be given in writing to any changes.**

**By completing your registration form, you are agreeing to the above Terms & Conditions.**