

Terms & Conditions

1. Opening Hours

Mondays to Fridays: 7.30am-6.00pm with the exception of Bank and Public Holidays, two Staff Development Inset Days and the period between the Christmas and New Year public holidays.

2. Attendance

Attendance patterns are regular for each child, any changes required to the established booking pattern must be notified giving 4 weeks' written notice.

3. Payment of Fees

Nursery Fees are payable monthly in arrears. Arrangements are as follows:

- i) An initial deposit, the equivalent of one month's fees, is payable prior to your child starting. Any subsequent regular change in the pattern of attendance may warrant an adjustment to the initial deposit held.
- ii) Thereafter payment is by direct debit. An invoice will be sent to you shortly following the end of each billing period giving details of fees due, a minimum of 14 days prior to the direct debit being processed. N.B. 2 weeks' notice will be required for any change to direct debit instructions.
- iii) Failed or cancelled direct debits will incur a £25.00 charge (applied to the next invoice).
- iv) All payments by Childcare Vouchers and/or the Tax-Free Childcare Scheme must be received by 8th of the month to avoid payment being processed via direct debit instruction.
- v) Queries relating to the fees, which require adjustment to the amount charged will normally be actioned in the first month following resolution.
- vi) Payment by Student Bursary – Parents need to be aware that they are responsible for the payment of fees and that they are solely responsible for securing payment by Student Bursary. Therefore if payment is to be made via a Bursary the arrangements are as follows:
 - 1) A direct debit form must be completed prior to your child starting - these details will not be used to collect payment - these details will only be used to collect payment if the Bursary application is not successful.
 - 2) Booking pattern must be agreed in advance – and this pattern will be charged - a period of 6 weeks is given in order for the Bursary application process to be completed - if notification has not been received within this period then the parent will be responsible for the payment of the fees.
 - 3) If successful Bursary notification is received after this a full refund will be given to the fee payer.

If fee payments are withheld without the prior agreement and fees due exceed the deposit, you may be asked to remove your child from the nursery.

Parents should understand that additional charges may be incurred if outstanding balances are not settled and a debt collection agency becomes involved.

If you have been allocated a place to access the Free Entitlement hours only, these sessions are accessible for 38 weeks of the year (term time only). The timings of these sessions are 9.00am-12.00pm or 1.00pm-4.00pm, (also 9.00am-3.00pm available at Brinsbury & Bersted nursery).

5. Late Collection Charge

If your child is not collected promptly at the end of the nursery session a fee will be added to your monthly invoice.

6. Withdrawal

4 weeks written notice is required.

7. Insurance

Parents should understand that, while the childcare staff will take all reasonable care of the children, unless they are negligent they cannot be held responsible for any loss or damage or injury suffered by my child arising during the nursery day.