

Subject: Terms and Conditions

Hours of Placement

We ask that you consider carefully the hours you will require when booking, as we have a duty to maintain staffing ratios at all times and this becomes difficult if children are here longer than the time recorded for them. If you require extra hours from time to time or are going to be late collecting your child please telephone or ask so that we can accommodate the alteration of hours.

Holidays

Once your child has a placement their fees must be paid throughout the year with the exception of bank Holidays and any other nursery closures. For Smizkids Breakfast Club and After School Club the placement is for the 38 weeks of School Terms. We are often approached by parents who wish to take a number of week's holiday in the year and would like a reduction in their fees. Unfortunately there is a pressure on spaces at the Nursery/Smizkids and the only direct saving when your child is not at Nursery/Smizkids is the cost of food for your child. People also ask if they can offset nursery weeks against holiday weeks in the out of school club for siblings. Again this is not possible to accommodate.

Termination of placement

We require one months notice, or payment in lieu of notice, if you wish to terminate your child's placement, this should be done in writing. Alterations to placements needs less notice and may be done verbally. Should you fail to pay fees by their due date, or if a payment is subsequently reversed from our account Smisby Day Nursery Limited will no longer accept your child into the Nursery/Smizkids with no notice and will notify you on the day that your child is refused entry to the Nursery/Smizkids that one months notice will have been served by you on that day and fees for the month's notice will have to be paid. All costs associated with returned payments or action taken to recover payment will be passed onto yourselves. The nursery reserves the right to remove all discounts associated with any account for a period of up to six months retrospectively if the account is not kept up to date.

Opening Hours

We are open from 8 AM until 6 PM Monday to Friday. A number of early admission places are available from 07:45 each morning but these are strictly limited and must be booked in advance.

The Nursery/Smizkids is closed on all bank holidays and also between Christmas and New Year, including Christmas Eve.

Fees

All fees are due monthly in advance. Standing Orders are the favoured means of payment and can be set up on request. Alternatively we welcome payment by one of many nursery voucher schemes or by cash, cheque or electronic payment.

Fees are reviewed annually in July for The After School and Holiday Club and in September for the Nursery.

Your placement, once confirmed is an ongoing placement and payment has to be made if your child does not attend through illness or holidays. This is the only way we can guarantee that your child can retain their place in the Nursery or Smizkids. Should you need to change a day within a week to another day in the same week we MAY be able to accommodate you, depending on space and staffing. Days cannot be swapped from one week to any other week.

Any payment made, for which there is insufficient funds to meet the payment that result in a charge to Smisby Day Nursery Limited will result in any additional charges being passed on to yourselves. We also reserve the right to charge additional charges for payments made which are late at a rate of £5.00 per day for each child and any discounts may be removed retrospectively for up to six months. This is necessary as our largest bill is our staff and we will NEVER pay our staff late for caring for your child - even if you pay us late. Your co-operation and understanding in this matter is greatly appreciated.

Security

To enable us to keep the children secure, but also allow free access to parents and nominated persons, we provide you with the key code for the main door in the Nursery Building. If someone else is collecting your child in an emergency please do not give them the code. Notify the Nursery/Smizkids of the arrival of this person and please ensure that they bring some clear photo identification with them for verification. This will allow the staff to check before allowing your child to leave the premises. We are sure you appreciate our caution in this matter as we will only hand over your child if we are sure that the person collecting them is both the right person and authorised to do so. We would also ask that the close and bolt the front gate every time you use it for the safety of the children.

If anyone turns up to collect a child (or children) and we are not expecting them we will automatically contact the parents to confirm that the person collecting is allowed to take the children. If we do not have an authorisation for the person collecting then we are not allowed to release the child into their care under any circumstances. Parents MUST ensure that the Nursery/Smizkids is fully aware of all people that are authorised to collect their child and keep us informed when that is going to happen.

In the event that parents are in dispute about the collection of their children for any reason then parents must understand that legal guardians automatically have rights with regards to their child and we are not allowed to stop them taking children away from the Nursery/Smizkids unless there is a court order in place preventing such action. In the event that an estranged legal guardian turns up at the Nursery/Smizkids to collect a child we can only ask them to remain on the premises whilst we ring the other parent/guardian to inform them of the event. We cannot intervene in a dispute between parents/guardians in any way.

We will not, under any circumstances, release the child into the care of a minor. Please do not send older siblings or friends into the club to collect your child.

All visitors are asked for identification before being allowed into the setting and must sign in the visitor's book to acknowledge they have read and understood the visitors code of conduct. They must also sign out when they leave.

Accident Forms

For all injuries, however minor, you will be shown a report detailing the accident. You will be requested to sign the form to assure Senior staff that all relevant information has been passed on to you.

Pre existing injury Forms

If a child attends the Nursery/Smizkids and we become aware of an injury that we had no knowledge of we will complete a Pre existing injury form. You will be requested to sign the form to assure Senior staff that all relevant information has been communicated transparently.

Medication and Illness

If your child needs medication for any reason you will be requested to complete a consent form for us. You are asked to make yourself familiar with the "Administration of medication policy"

If your child has any infectious illness you are requested to check our exclusion policy to ensure that appropriate action is taken. Should a child be left at Nursery/Smizkids and we later discover that they have an illness that is covered in our exclusion policy we will contact you immediately and ask you to collect your child. If you are in any doubt about your child's health please consult your GP before bringing your child to Nursery/Smizkids.

Further Information

It would be helpful if all spare clothing and footwear for your child is clearly marked with their name or initials.

For the Nursery Parents Evening is held at least once a year. This gives all the parents the opportunity to view the nursery and chat to the staff to find out more about their child's care and how they are progressing. Parents also have access to the Cloud based Observation system

Electronic Devices

Children of all ages have a range of electronic devices these days. Mobile phones may be a useful tool for children in many circumstances, however they pose a risk to children in the club when they are in our care because we do not know who they may be ringing, or who may be ringing them. Therefore we ask you to not allow your child to bring a mobile phone into the club. Should a child bring a mobile phone into the club it must be turned off and stored somewhere safe. Should we find a child with a mobile phone then we will remove the phone from the child until they are collected.

Children are also not allowed to have devices capable of taking photographs or video in their possession whilst they are in our care. This includes devices such as mobile phones, tablets, computers and portable games or music consoles such as the new generations of the iPod. Any child found with such a device will be asked to hand it to a member of staff for safe keeping and it will be returned at the end of the day. Any images stored on the device that have been taken in the setting will be deleted.

Any film, Wii game or other games cartridge brought into Smisbykids must be an original licensed version. Copies must not be brought into the club under any circumstances and must be an appropriate certificate, (No 11+ or above).

Staffing

The Nursery employs over three quarters of its staff with a level III qualification, or equivalent, and staffing Ratios are maintained in accordance with OfSTED requirements as part of our registration compliance.

All other staff have skills relevant to the children. All are expected to undertake training courses to develop new skills, and keep up with the changes in the field of child care.

Every single member of staff of the organisation, including ancillary staff and temporary staff are cleared to work with children by Smisby Day Nursery Limited with an OfSTED approved agency. These checks include an enhanced Disclosure and Barring Service clearance, which includes police checks, and Social Services checks. Until the organisation receives confirmation by the Disclosure and Barring Service that all of these are complete no member of staff is allowed to work unsupervised with children within the organisation. From April 2010 individual staff will be responsible for their own DBS Live registration under the new DBS Live. As a Regulated Activity Provider (RAP) Smisby Day Nursery already complies with the current and new Regulations and will continue to monitor our requirement to have all existing staff DBS Live registered by July 2020.

All staff are expected to attend Paediatric First Aid courses to ensure we are able to deal with an emergency, and all staff involved in the preparation of food for the children hold a relevant Food Hygiene certificate.

Induction

On your child's first day you will be shown everything relevant for the care of your child and a member of staff will complete the induction form. We will then ask you to sign that you have received all of that information to ensure that you have complete confidence in our records and information that we need to care for your child including a Healthcare Plan, (if required), and a copy of your child's birth certificate.

Personal Toys

Personal toys brought into the building can be lost or damaged and cause your child to become distressed. They may also cause interest amongst the other children and have to be removed until you collect your child.

Therefore children should not bring personal toys into the nursery at any time. The nursery will not take any responsibility for toys that are either lost or damaged when brought into the nursery.

Health and Safety

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of health and safety matters and the particular arrangements which we will make to implement a proper Health and Safety Policy are set out clearly and sufficient resources will be made available to honour our commitment.

All staff are trained and familiar with this policy and have a duty of care to ensure that everyone follows it at all times for the safety of everyone.