



## Terms and Conditions

### Staff

Our Investors in People Award is evidence that we take the on-going development of our staff seriously. We encourage all of our members of staff to reach their professional potential within Little Angels. As a result we have a level of loyalty and staff retention that is unusually high within the industry. Our team is as follows:

Bridget Crane	Proprietor/Manager	BA (Hons) Law & Business Studies NVQ3 Childcare Early Years Professional Status
Natalie Thurston	Nursery Manager	NVQ3 Childcare BA Degree in Early Years Early Years Professional Status
Julie Bosworth	Deputy Manager/ Room Manager	NVQ3 Childcare /BA (Hons) Early Childhood Studies Early Years Professional Status
Julia Bird	Room Manager	Diploma in Nursery Nursing Level 4 in Leadership and Management
Lynda Cameron	Room Manager	NVQ3 Childcare Early Years Foundation Degree
Jo Parkes	Room Manager	NVQ3 Childcare & NVQ3 Nursery Management BA Degree in Early Years Early Years Professional Status
Caley Vye Becky Chambers Emma Wheeliker Kasie Moir	Senior Nursery Officer Senior Nursery Officer Senior Nursery Officer Senior Nursery Officer	Level 3 National Diploma in Childcare/BA (Hons) Early Years Level 3 Diploma in childcare Level 3 Diploma in Childcare Level 3 Diploma in Children & Young Peoples Workforce
Laura Holder Mandy Russell Mia Gibson Claire Pymm Esther Clarke Jen Herbert Maxine Hillier Caitlin Smith Chloe Burden	Nursery Officer Nursery Officer Nursery Officer Nursery Officer Nursery Officer Nursery Assistant Nursery Assistant Nursery Assistant Nursery Assistant	NVQ3 Childcare NVQ Level 3 Early Years Care & Education Level 3 Diploma in Childcare Level 3 Diploma in Childcare Level 3 Diploma in Childcare
Melanie Evans	Cook	7061 Catering & Level 2 Food Safety in Catering NVQ2 Food Processing
Carmen Haughton	Administrator	

## **Arrival and Collection**

On arrival children should be taken to their room where staff will be available to welcome the child and talk with parents. To maintain security, we will only allow children to leave with persons whom the parents have authorised. We therefore ask you to inform the nursery if any other person is collecting your child. We operate on a password system which can be explained to you should this be required.

## **Hours of Opening**

The Nursery is open from 7.30am to 6.00pm. A full day session is between opening and closing hours. Morning sessions will include lunch and will end no later than 1.00pm. Afternoon sessions commence at 1.30pm.

The nursery also offers a 'school day' session. This starts any time after 8.30am and ends no later than 4.00pm. For full day and afternoon sessions, children will need to be collected by 6.00pm and we would ask that you strictly adhere to these times. For late collection from any of the above sessions there is a fee of £10 for up to 10 minutes late and £15 for over 10 minutes.

## **Holidays**

The nursery is open Monday to Friday throughout the year, except for statutory bank holidays and one week at Christmas. Please also note we close at 1pm on Christmas Eve.

## **Fees**

A £150 registration fee is required to reserve a place for your child. This is refunded upon termination of a place providing four weeks notice is given in writing. The deposit is non-refundable if your child does not start on the agreed date. Should your child not attend during the notice period, four weeks payment is still required. Fees for attending the nursery are as follows:

Session Times	7.30am-6pm	8.30am-4pm	7.30am-1pm	1.30pm-6pm	
Session Cost	Cost per full day	Cost per 'school day'	AM session	PM session	Full time cost
All rooms	£46.00	£40.00	£30.50	£29.00	£215.00 per week

The morning session is inclusive of a mid morning snack plus lunch, and the afternoon sessions include high tea served at 4pm. Breakfast is served until 8.30 am for all children who are at nursery at this time attending a full day session and is included in the full day/AM fees. Breakfast is not applicable to school day sessions.

We offer a 10% discount if two children attend. This is deducted from the eldest child.

The full time discount is not applicable when children are in receipt of Govt funding. Similarly the 10% sibling discount is not applicable when a child is in receipt of Government funding.

Any additional hours or partial hours to your child's usual session of attendance will be charged at £5/hour.

Invoices are emailed at the end of each calendar month. The invoices are "averaged" across the year making the balance to pay each month consistent.

Fees are payable by standing order, childcare vouchers and should be paid in full, monthly in advance prior to 10<sup>th</sup> of every month, or on your child's first day of attendance. We also accept payment via the new 'tax-free childcare account'. If payment is not received on time, a £15 late payment fee is applied to your invoice. If nursery fees are not paid on time, we reserve the right to refuse entry until fees have been paid in full. Please be aware that should your child not be permitted to attend due to non-payment that the missed sessions are still payable in full.

If your child is absent for any reason e.g. sickness, holiday etc then full fees must still be paid. Full fees are also chargeable when the nursery is closed over the Christmas period.

Bank holidays are not charged for (with the exception of any bank holidays when the nursery is closed over the Christmas period).

Fees are reviewed in April of each year and any changes will come into effect in from the beginning of May.

The age ranges for each room are approximate and children will be moved through the nursery to the next unit in line with school intakes, or when there is space available.

### **Session Swaps**

We do not accommodate 'session swaps'. The sessions which are specified on your enrolment form are your child's confirmed sessions of attendance. If you require your child to attend for any alternative sessions on a different day, these may be booked and paid for as an 'extra' session and will be based on availability.

### **Cancellation of a Nursery Place**

If you wish to cancel your child's nursery place or reduce their sessions, four weeks notice in writing must be given. The £150 registration fee is then refunded by cheque when your child leaves and once final payment of your last invoice has been received.

It is however non-refundable if your child does not start on the agreed date or 4 weeks paid notice is not given.

### **Webcams for parental viewing**

The Nursery has a comprehensive CCTV system within the Nursery. In addition to ensuring excellent supervision and safety, this means parents can have the joy of sharing their child's day at Nursery via their PC on our secure webcam facility. Full details and log on procedure are given to all parents upon your child joining us for their first settling in visit.

### **Sickness**

Any child suffering from a sore throat, doubtful rash, discharge from eyes or nose, sickness or diarrhoea should be kept at home until the symptoms have completely disappeared. We are aware of the inconvenience that this can cause and are grateful for your support in this. As you can appreciate, this is to minimise infection within the nursery. Should your child contract an infectious disease, please inform us as soon as possible. This is especially important, as some mothers may be pregnant.

Should your child become sick at nursery, every effort will be made to contact you to arrange to collect your child as soon as possible. Please ensure that we have your up to date contact information. The nursery reserves the right not to accept a child that, in the opinion of the Manager, is too sick to attend and to arrange to take your child to hospital in case of an emergency.

Should your child have been given liquid paracetamol or liquid ibuprofen (Calpol or similar) before they arrive at nursery for **any** reason including to regulate a high temperature/feeling unwell/feeling under the weather etc. they **will not** be accepted into nursery for their session.

We ask that nursery staff be informed of absences (sickness/holidays etc) by calling in person or telephoning.

### **Covid-19 Virus**

The nursery operates strict hygiene practices. If your child needs to be collected from nursery due to a high temperature or a new/continuous cough, they will be isolated immediately from the other children within the bubble. (the staff member who is caring for them will wear a visor) until they are collected. We strongly advise that you arrange for your child to be tested for Coronavirus. If the test comes back negative your child will be free to return to nursery and the household will not need to self-isolate for 14 days. If the test comes back positive, the whole household needs to isolate for 14 days and staff members/the rest of the children within their 'bubble' will also need to isolate for 14 days as per the government guidance/our risk assessment. Should you opt not to get your child tested, your child cannot return to nursery for 10 days and all other members of the household will need to isolate for 14 days. This also means that nobody from the household will be able to bring your child to nursery after 10 days as they will still be in their isolation period of 14 days. Payment will be required throughout and should we have additional lockdown you will be expected to pay for your child's sessions.

## **Medication**

If your child is taking medication prescribed by a doctor, please inform your child's room Senior and clearly label the medicine with the child's name, dosage and time of day it should be taken. Medicine prescribed by a doctor will only be administered upon completion and signing of a form by the parent giving the nursery permission. The only non-prescription medication that will be administered is Calpol (or equivalent) and again this is only after parental permission is obtained. We also ask that you provide your own Calpol if you are aware that your child will require it.

## **Clothes and Personal Property**

Please mark all clothing and personal property with the child's name. The nursery does not hold responsibility for missing items. You will be required to provide various items for your child including a full spare set of clothing, nappies, baby wipes, creams, a water bottle where applicable, indoor footwear/slippers and a bag to keep their belongings in. Sunscreen and sunhats are to be provided in warm weather and hats/gloves and suitable outdoor footwear for cold weather. Your child's bag will need to stay at nursery and taken home at the end of their last session of the week, this reduces the risk of transmission of a virus.

## **Dietary Requirements**

If your child has any allergies/special dietary requirements please discuss these with your child's key person during your settling in visit.

## **EXCLUSION PROCEDURE FOR ILLNESS/ COMMUNICABLE DISEASE**

The following table outlines the minimum periods of exclusion from nursery for particular illnesses/diseases and we ask that all parents/carers adhere to this to minimise the spread of infection.

<b>Disease/Illness</b>	<b>Minimal Exclusion Period</b>
Antibiotics prescribed	24 hours from first dose given
Temperature	If sent home with high temperature, child may return the following day (providing it is their usual day of attendance) if they are well enough to return without the administering of Calpol to keep the temperature down.
Vomiting	48 hrs from last vomiting
Conjunctivitis	Keep at home for a minimum of 1 day; longer if eyes still weeping
Diarrhoea	48 hours or until 2 clear nappies
Chickenpox	A minimum of 5 days from appearance of the rash and until all scabs have covered over.
Gastro-enteritis, food poisoning, salmonellosis and dysentery	Until authorised by District Community Physician
Infective hepatitis	7 days from onset of jaundice
Measles	7 days from appearance of the rash
Meningococcal infection	Until recovered from the illness
Mumps	Until the swelling has subsided and in no case less than 7 days from onset of illness
Pertussis (whooping cough)	21 days from the onset of paroxysmal cough
Poliomyelitis	Until declared free from infection by District Community Physician

Scarlet fever and streptococcal infection of the throat	Until appropriate medical treatment has been given and in no case for less than 3 days from the start of treatment
Tuberculosis	Until declared free from infection by the District Community Physician
Typhoid fever	Until declared free from infection by the District Community Physician
Impetigo	Until the skin is healed
Head Lice	Until appropriate treatment has been given
Hand, Foot & Mouth	Until the rash, blisters & ulcers have gone
Ringworm of scalp	Until cured with appropriate treatment
Ringworm of body	Until cured with appropriate treatment
Scabies	Until cured with appropriate treatment

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### Children's Records

Upon enrolment we will require a copy of your child's full birth certificate for our records. You may provide a clear photo-copy or bring in the original for us to copy and return to you.

Records are kept on all children who attend the nursery including their achievements and assessments on their development. Parents are welcome to see their child's records on request, and are welcome to come into the nursery at any time to see how their child is progressing.

We need to ensure we have up to date information concerning personal details relating to your child, and ask that you inform us of any change in details e.g. address, contact numbers etc.

### Nappies/Bottles/Blankets

The nursery does not provide nappies or wipes for babies and we request that parents bring their own. These are labelled and stored in the baby changing area. The nursery provides formula milk for babies. We ask that you inform us of the formula being used at home so we can provide the same. You will be required to provide your child with their own sheet/blankets and these are to be taken home at the end of your child's last session of the week to be washed. All drink bottles are to be taken home daily to be washed.

### Valuables

We would ask that children do not bring jewellery, money or other items of value to the nursery. Nor should they bring sweets, chocolates, crisps, chewing gum, or any food containing nuts. The nursery will take no responsibility for lost items. Children are not permitted to bring in toys from home, however they are permitted to bring in a comforter.

### Policies

The nursery has its own set of policies that support our aims and philosophy. These are available at any time should you wish to see them.

### Free Early Education Entitlement (FEEE)

The nursery is registered to provide FEEE for children of two, three and four years. We claim the grant on your behalf from Leicestershire County Council and we in turn are reimbursed by the Government. This funding is then deducted from your monthly nursery invoice.

The FEEE covers the cost of up to 15 or 30 (depending on your eligibility) hours per week, per term. There are 3 terms per year totalling 38 weeks in the year. Further information on funding values for each term can be obtained from the nursery.

The funding **DOES NOT** cover the provision of meals/snacks/consumables/additional services at the nursery for which a charge will be made. The nursery is **NOT** a term-time only setting and is open all year round. We do not offer term time only places, therefore full nursery fees will be payable during school holiday periods.

The nursery is also registered to provide funding for 2 year olds. This is claimed via Leicestershire County Council who will notify the nursery if you are eligible.

#### **Childcare Vouchers and Tax-free childcare accounts**

We accept payment via both childcare vouchers and the new 'tax-free childcare account'. For more information on these and to check your eligibility please go to [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

We retain the right to make amendments to these terms and conditions at anytime and these will be communicated to you.