

TERMS & CONDITIONS

At Flying Start Nursery & Pre-school we aim to provide the best care and education for your child. In order to do this, the following Term & Conditions must be adhered to. These terms form part of the contract between Flying Start Nursery Ltd and you, the Parent/ Guardian in relation to the place available to your child at the Nursery.

Definitions:

'Nursery' - Flying Start Nursery Ltd, Gloucester House, Market Place, Fairford, GL7 4AB

'Contract' - These Terms and Conditions and the Child Registration Form.

'Parent/ Guardian' - The person or persons signing the Child Registration form as Parent/ Guardian.

'Session' - A five-hour session of care from 8 am to 1pm or 1pm to 6pm.

'Schedule of Fees' - A list of all session fees and additional costs associated with the care of your child.

General

1. The Nursery operates from 8am to 6pm every day of the year, excluding weekends, bank holidays and a week from Christmas Day to New Year's Day (inclusive). A Breakfast Club is also available (depending on demand) from 7.30am (all services offered by the Nursery must be pre-booked).
2. The Nursery operates two sessions per day. Minimum attendance is for two sessions a week.
3. Up to the age of three years places are offered on 51 weeks per year basis (excluding Christmas week). Only children in receipt of Nursery Education Funding have the option of attending on a term time only basis ie 38 weeks per year. This will be available at the start of term after they turn 3.
4. Attendance is strictly between the published hours; late pick-ups may be charged for (see Schedule of Fees).
5. The Parent/ Guardian is responsible for ensuring all the information provided on the Child Registration Form is accurate and true. If any of the provided details change, it is the Parent's/ Guardian's responsibility to inform the Nursery in writing immediately.
6. The Nursery's key policies are available in reception. However, if you wish to have an additional copy, please speak to the Nursery Manager. The policies are regularly updated to comply with relevant regulations.

Fees

8. An admin charge of £60 is required at the time of registration to secure a place (not applicable to fully funded places). This is non-refundable. There is also a refundable deposit to be paid at the same time, this will be the value of one month's care up to a maximum of £500. This will be deducted from your fourth month's invoice. The place will only be held for seven days after the agreed start date shown on the Child Registration Form. The deposit will be forfeit should the place not be taken after this time.
9. Fees will be invoiced by 30th of the month prior to the sessions used.
10. Fees are due by the 11th of the month for which the childcare is being provided. All payments must be cleared into the Nursery bank account by this date. Cheques should be made out to Flying Start Nursery Ltd
11. Payments made after this date will be subject to a 10% late payment fee. The Nursery reserves the right to refuse care to any child whose account is more than 7 days overdue.
12. The Nursery cannot accept payments made by cash. In exceptional circumstances, and if this is the only option, one off cash payment can be made to the Nursery Manager. It is the Parent's/ Guardian's responsibility to ensure a receipt is received at the time the payment is made. The Nursery cannot accept responsibility for any cash payments made if no receipt has been issued.
13. Payments made by childcare vouchers cannot be refunded back to parents.
14. A calendar months' notice is required, in writing, (or fees in lieu thereof) to terminate your child's attendance at the Nursery or to make changes to sessions (including a reduction in hours).
15. When a child has been absent from the nursery, through illness or through the Parent's/ Guardian's wishes, no claim can be made for the refund of fees. Should the nursery have to close temporarily for reasons beyond its control (including, but not limited to, severe weather conditions, suspension of utilities caused by external agencies) no claim can be made for the refund of fees for the first 24 hours of closure.
16. Liability for the payment of fees is joint and several for Parents/ Guardians of any child at the nursery, or for others who have accepted responsibility, except where the Nursery has indicated otherwise in writing. The Parent/ Guardian will be charged and agree to pay any costs incurred in recovering unpaid fees.
17. The Nursery will give one months' notice in writing before any change to fees is implemented.

Holidays and Additional Sessions

18. Children registered at the nursery will not be entitled to free holiday and all absences must be paid for over and above the statutory 8 Bank Holidays and our own closure between Christmas and New Year.
19. Additional sessions can be booked provided space is available and will be charged for on the monthly invoice. 72 hours written notice must be given to cancel an additional session, otherwise the full amount will be charged.

Health & Safety

20. Any child who has an infectious illness must remain away from the Nursery for at least the minimum required period as stated in the Public Health England's 'Guidance on infection control in schools and other childcare settings'. A copy of this is available on the PHE website and is on display at Nursery.
21. The Nursery will contact Parents/ Guardians if we believe your child may be ill and we may ask you to collect your child. The Nursery accept no responsibility for children contracting contagious diseases and infections or suffering any other health problem while on the premises.
22. If you wish the Nursery to give your child medication you must fill in the necessary forms, otherwise Nursery staff will be unable to administer it. It is essential that you advise Nursery staff on any medication administered to your child in the 12 hours preceding their attendance at Nursery.
23. The Nursery reserves the right to administer basic first aid and treatment when necessary and you, the Parent/ Guardian agree that no liability shall arise from this.
24. Parents/ Guardians will be informed of all accidents and will be required to sign an accident form. If an accident should involve hospital treatment, all attempts will be made by the Nursery to contact you, but failing this, the Nursery is hereby authorised to act on behalf of Parents/ Guardians and to authorise necessary treatment.
25. Parents/ Guardians are requested to inform the Nursery, in writing, of anything known to give the child an allergic or adverse reaction and to keep the Nursery informed of changes, this includes any special dietary requirements.
26. If your child has a bruise or injury sustained whilst not in the care of the Nursery, please inform a member of staff at the start of the session. Likewise, the Nursery will inform you of any bruises as stated in our Child Protection Policy.
27. If someone other than an 'Authorised Adult' (as per the Child Registration Form) is to collect your child, please inform a member of staff at the start of the session in writing. The Nursery cannot release a child to someone who has not been authorised by a Parent/ Guardian in writing. If the person is not known to the Nursery, the staff will ask for identification.
28. If you are going to be late collecting your child, please call us before the end of the session. The child will be cared for until you arrive, however there will be a charge for this. Please see the Uncollected Child Policy.
29. If you fail to collect your child at the appointed time or fail to make contact and agree a late collection, the Nursery reserves the right to initiate the Uncollected Child Policy. A charge will also be made for any time that the nursery has to stay open after 6pm.
30. Parents/ Guardians must not let any other persons through the security door at any time, even if that person is known to them. Parents/ Guardians must not allow their children to exit through the security door on their own. The gate at the entrance to the Nursery premises must always be left secured by the chain. Please do not leave children unsupervised in the garden during collection and drop-off.

Behaviour

31. The Nursery is a non-smoking premises, please adhere to this policy.
32. If in the reasonable opinion of the Nursery, it is considered that your child's presence is detrimental to other children and staff, then the Parent/ Guardian will be contacted immediately, and the concerns will be discussed. If the matter is considered severe or is persistent then the Nursery may require that your child is withdrawn for a period of time. During this period of time no fees are refundable.
33. Abusive language or behaviour towards our staff will not be tolerated. The Nursery will take steps to protect its employees and inappropriate behaviour may result in withdrawing care for your child.
34. Before you drop off and after you collect your child from a member of staff at the Nursery, you are wholly responsible for their actions whilst still on the premises and the Nursery do not accept any liability for any accident or injury that may happen during this time.

Liability

35. The Nursery will take all reasonable care with personal belongings brought in with your child, however we cannot accept responsibility or liability for loss or damage.
36. The Nursery will accept no responsibility for any loss suffered by parents, arising directly or indirectly, as a result of the Nursery being temporarily closed or the non-admittance of your child to the Nursery for any reason whatsoever.
37. The Nursery accepts no responsibility for children whilst in care of their Parents/ Guardians on Nursery premises.