



Mad Hatters Nursery School, Longmoor Road, Liphook. Hampshire. GU30 7NY
madhatties@aol.co.uk 01428 727288

Nursery Terms & Conditions.

Your child is being cared for and educated during their most formative years and in order to maintain the high standards of the nursery it is important that parents/carers read and sign the following Terms & Conditions. No places can be guaranteed unless these Terms & Conditions are signed and dated.

- ❖ **Admission:** A completed Terms & Conditions form, Registration form and registration fee are required (if eligible) to secure your child's place at nursery.
- ❖ **Registration fee:** The registration fee of £50.00 covers administration charges and a settling in session. A registration fee is not charged for children receiving government grant.
- ❖ **Age of Admittance:** Mad Hatters Nursery School cares for children from 2 to 5 years. We accept children who defer entrance to school if they are registered with us for at least two terms prior to start of deferral.
- ❖ **Hours of Opening:** The nursery is open between 9am and 4.00pm. Between 9.00am and 12.00am, and 1.00pm and 4.00pm are our allotted Government grant times. Please adhere to your allotted times otherwise a fee may be payable. The nursery is open for 38 weeks a year which usually co-inside with Hampshire Schools.
- ❖ **Settling in:** To help children feel safe and secure with us in the absence of their parents, we advise that the settling in session is taken where you can stay with your child so that they meet staff and other children. At the start of their time with us we are happy for parents to stay for as long as they feel necessary to ensure the child is happy to be left, whether this is for an hour, part of a session, a whole session or many sessions.
- ❖ **Collection of children:** If any person other than a parent or known carer are calling for a child, WE MUST BE INFORMED who that person is. A pre-set security number must be given before entrance to the building and collection of the child is allowed. If a parent fails to collect a child, we will endeavour to contact them. If this cannot be achieved, a member of staff will wait at the nursery with the child for one hour, after which we will contact Social Services and they will collect the child. A note to this effect will be posted on the main nursery door. The Social Services contact information will be left with Mrs Chiverton for security reasons.
- ❖ **Lost child procedure:** This policy can be read in our Policy Book.
- ❖ **Fees:** Fees for all children in will be invoiced at before the start of each full term. Invoices will clearly show which hours are eligible for the grant and which hours are to be paid for. Fees are due in advance and can be paid as set out on the invoice. Any fees that remain unpaid by the date shown on the invoice, without prior agreement of the nursery manager may incur a charge of £25.00 a week and may risk your child's place being withdrawn from nursery. Payments may be made through the Tax-free childcare scheme, childcare vouchers or BACs transfers. We cannot accept cash or cheques.

Parents will be notified of any increase in fees at least three months in advance. Increases are usually reviewed in April.



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- ❖ **Termination, cancellation and change of sessions.** The nursery reserves the right to terminate the Agreement with immediate effect in case of non-payment of fees, or if a parent, carer, or child, displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause. In all other cases a notice period of one month will apply. If parents choose to leave prior to the end of their notice, fees are non-refundable.
If the notified start date is changed by the parent, we reserve the right to charge from the original start date notified on the registration form. All sessions booked at registration will be fixed and become payable on confirmation of child's placement.
If you wish to take advantage of our extended opening days at Greatham Village Nursery, please note that half term and holidays will be classed as additional sessions and need to be booked in advance, these sessions will be invoiced and payable in advance, if these sessions are cancelled or hours reduced these fees are non-refundable.
- ❖ **Accident & Illness:** The nursery reserves the right to administer first aid and any emergency treatment as required. Parents will be informed of all accidents and will be asked to sign an Accident record form. If emergency treatment at hospital is required, the nursery will make all reasonable attempts to contact the parents but if it is not possible, we are authorised to act on behalf of the parents and authorise any necessary emergency treatment advised by a medical professional.
A Health Care Plan must be put in place if your child is diagnosed with a long-term health condition either before admission or during their time with us.
We will administer prescribed medicines only if parents have completed a Medicine Consent Form. A Pre-Existing Injuries form must be completed upon arrival at nursery if the child has any visible bruises, cuts or injuries sustained outside the nursery premises.
The nursery reserves the right to ask parents to withdraw their child from nursery if we have reasonable cause to believe that the child is suffering from or has suffered from any communicable disease or infection and there remains a danger that other children or staff may contract such a disease or infection. Parents must inform the nursery if the child is suffering from any illness, sickness or communicable disease and keep the child away from nursery until all symptoms have gone but not before 48 hours after the last episode of sickness or diarrhoea.
- ❖ **Absences and Holidays:** The nursery must be informed of all absences as soon as possible by telephoning **01428 727288**. The nursery must be informed if you wish to take your child out for holidays regardless of their duration.
- ❖ **Fees during sickness, holidays, or any other absences.** All booked sessions must be paid for regardless of the child's absence. No refunds are given for sessions missed due to sickness, holidays, or unavoidable nursery closures. Bank Holidays and set nursery closure weeks are not charged for.
- ❖ **EYFS profiles and Learning Journal:** During your child's stay with us their key worker will be making observations, taking photographs & recordings to update your child's Early Years Foundation Stage profile. This profile is an important part of your child's education and ongoing development. Your input into this profile is invaluable and you are invited to contribute to these files. They will be kept on a secure, Ofsted approved online nursery development system known as Tapestry and you and your child will be supported by your keyworker to access the portal and input information and photographs at any time from home. You will have a secure password so that only you and staff can access your child's records.



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- ❖ **Photographs:** The nursery grants permission to parents to take photographs or make videos for their own private use IF THESE PHOTOGRAPHS OR RECORDINGS ARE OF THEIR OWN CHILDREN ONLY. The nursery reserves the right to refuse parents/guardians the opportunity to take photographs or make recordings on health and safety grounds should it be deemed appropriate.

The nursery reserves the right to take photographs or make recordings of children for use in their Tapestry account. These images will not be used in any advertising or on-line posts e.g. social media. Parents are reminded that should they wish to post an image of their child taken at nursery on social media they must not include any other child without the express permission of that child's parents/guardians.

- ❖ **Food:** The nursery will provide healthy snacks, milk and water for morning and afternoon breaks, but parents must provide a packed lunch. Due to possible allergies the nursery has a 'no eggs or nuts' policy, any foods that we know or believe to contain eggs or nuts will be removed from the child's lunch (and returned to parents on collection) and parents will be informed/reminded of the policy. We cannot heat any food for Lunches. Any high-risk food may be put in our refrigerator in a named box (not the whole lunchbox) alternately freezer packs can be placed in the lunchbox. All lunchboxes are stored on the designated trolley.

- ❖ **Nappies.** Parents must provide nappies, wipes, and creams.

- ❖ **Sun-creams and nappy creams:** The nursery reserve the right to apply sun-creams and nappy creams at appropriate times. Any creams must be supplied by the parent and clearly named. We would ask that you send your child to nursery with suncream applied.

- ❖ **Clothing and Personal Property.** When the weather permits children will have access to the garden and it is therefore very important that they are provided with suitable clothing e.g. Summer: hats and sun-cream (no Crocs or open back sandals please), girls- if wearing dresses/skirts please wear shorts under, Winter: wellies, hats, scarves, gloves and a warm coat. Please ensure that all clothes are named.

The nursery cannot be held responsible for any loss or damage to parent's, carers or child's property or belongings. Nursery staff will take all reasonable effort to ensure safe keeping of property, however, we suggest that all toys, books, and valuables are left at home.

- ❖ **Insurance & Liability:** The nursery has extensive insurance cover for nursery-based activities and outings. Details of the insurance may be requested from the nursery manager. The Certificate is displayed in the front office.

The nursery will not accept responsibility for children whilst in their parent's care on nursery premises. We will not be liable to parents and/or children for any economic loss of any kind, for damage to their child's or parent's property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind.

- ❖ **Complaints procedure:** Any parent who is uneasy about any aspect of the nursery school's provision should consult with the Supervisor. Concerns can usually be allayed by this conversation but if it reoccurs the concerns need to be presented in writing and a mediator appointed. At any time, the parent may approach Ofsted who will ensure the National Standards for Day Care are adhered to.

Full details of our complaints procedure can be found in our policies book or on the Notice board.



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The nursery reserves the right to update/amend these Terms & Conditions at any time and we will provide you an updated copy.
The nursery is operated by Chiverton Nurseries Ltd., Trading as Mad Hatters Nursery School.

I have read and understood these Terms & Conditions and agree to be bound by them.

Signed (Parent)..... Print name.....

Date.....

Childs Name: