

Nurseries Terms and Conditions

Thank you for choosing one of our nurseries for the care of your child. We are privileged to be part of their early years' development. Please take a few moments to read the following booking conditions, as these form the contract between us.

- We operate as a year-round nursery and therefore offer full-year placements only. We do not provide term-time-only care, except for children who receive additional inclusion funding. In such cases, care is limited to term time to support their wellbeing and developmental needs.
- It is your responsibility to ensure that, while your child is attending the Nursery, you, the parent/carer, can be contacted in case of an emergency at all times. Please remember to notify us immediately of any changes to your child's registration details (address, contact telephone numbers, emergency contacts, child's doctor) or any new health conditions.
- We use Famly as our communication and finance platform. It is expected that parents download and use this app, as it will be our main communication method.
- Please do not bring your child earlier than the agreed session time. This allows us to maintain correct staffing ratios.
- Please notify us by telephone, email or via the famly app as soon as possible if your child will be absent from any of their scheduled sessions, including the reason for their absence.
- LiFE and our nurseries reserve the right to refuse admittance to any child who we feel is not well enough to attend or who may pose a risk of infection to other children. This includes any child who has received Calpol medication before arriving at nursery.
- If your child is prescribed antibiotics, the first 24 hours of treatment should be spent at home to prevent the spread of infection. Where possible, parents should administer medicine. If this is not possible, medication must be kept in its original container, clearly labelled with the child's name and the pharmacy label visible. Parents must also complete a Medication Form. Only medicine prescribed by a GP will be administered by Nursery staff. Non-prescription medicine, such as Calpol, will only be given to children at risk of febrile convulsions and only with prior parental permission and written consent on a Nursery Medication Form.
- If your child contracts sickness, diarrhoea, or both, they should not return to nursery for 48 hours after the last episode, in line with Local Authority guidelines.
- We understand that children receive vaccinations at different ages. However, due to the risk of an allergic reaction, we politely ask parents and carers to keep children at home for 24 hours following any vaccination to ensure any signs of reaction can be detected immediately. If the child has no reaction within 24 hours, they are welcome to return to nursery the following day. This policy applies to all vaccinations, including the Children's Flu Vaccine (nasal spray).

- Our preferred method of payment is via the Famly app, where parents can also set up Tax-Free Childcare as a payment method within the platform. Alternatively, payments can be made by online bank transfer or childcare vouchers.
- A £50 deposit is required to book your child's place. This will be refunded on your first invoice and invoiced through the Famly app, as with all invoices.
- Invoices for nursery fees are issued on the 20th of each month, covering fees for the following calendar month. All invoices must be paid in full within 10 days of the invoice date.
- We reserve the right to cancel a child's place if fees are not paid within the required timescale.
- Payment of fees is required for periods of absence, whether due to holidays or illness.
- We require one month's notice in writing (email) for any alteration or cancellation of a booking.
- We require one month's payment in advance. If your child starts partway through the month, full payment for the sessions booked is required.
- We are closed on all statutory bank holidays and for approximately one week between Christmas and New Year. No fees are charged for bank holidays or closure days set by the organisation.
- We reserve the right to arrange additional closure days outside these periods but will inform parents with adequate notice.
- Detailed opening dates will be published annually (September – August), and we will provide as much notice as possible if there is any deviation from this calendar.
- In the event of an emergency closure, no fees will be charged for the affected days.
- We offer a minimum of two days or 4 mornings or afternoons, sessions per week.
- Funded hours may only be available between 9:00 am and 3:00 pm in some settings and are funded by the government only during term-time. Care for your child outside these hours, including morning sessions (8:00 am – 9:00 am) and afternoon sessions (3:00 pm – 5:00 pm or 3:00 pm – 6:00 pm), may not be covered by funding in some settings and may incur an additional charge.
- Funded hours do not include consumable charges such as meals these will be invoiced monthly.
- Each child is entitled to an average of up to 22 hours of FEEE per week (annually), available across 51 weeks of the year. Any unused entitlement may be accessed on an ad hoc basis at the Nursery Manager's discretion, subject to availability.

- Late pick-ups will be charged at £6.50 for every 10 minutes after the end of booked session times. We reserve the right to amend booking forms where children are persistently dropped off early or collected late. This charge is not eligible for any discount scheme.
- Extra sessions and late pick-up charges will be invoiced with the following month's fees.
- If your child is eligible to receive 15 or 30 free hours funding, you agree to renew the funded code in accordance with the reminder email. Failure to do so will result in sessions being charged at the usual session rate.
- Children receiving funding must attend at least 85% of their sessions per month. Failure to do so may result in an invoice being issued for all sessions.
- We offer a sibling discount of 10%, applied to the eldest child only. This applies only to childcare charges and not to consumables (meals) or late charges. This discount cannot be used in conjunction with any other discount scheme.
- We offer an employee discount of 10% for children in our nurseries whose parents are current employees of LiFE Multi Academy Trust (either in the central team or at one of its schools). This applies only to childcare charges and not to consumables or late charges. This discount cannot be used in conjunction with any other discount scheme.
- All nursery policies are available at nursery receptions or on request for parents to read.
- All information is processed in accordance with UK GDPR legislation.
- We reserve the right to amend these Terms and Conditions at any time but will inform parents in writing with at least one month's notice.

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