

Terms and Conditions

Admission

A completed Childcare Registration and Agreement Form, along with a £100 deposit and a signed copy of our Terms and Conditions is required to secure your child’s place. The £100 deposit will be used against the first invoice. Any places cancelled or with a delayed start date of over 30 days will forfeit the fee. Verbal agreements of a secured nursery place will not be given, and parents/carers should not assume a place has been secured until the above form has been returned and £100 fee made. The nursery encourages parents/carers to return the above forms as soon as possible, as places are secured on a first come first served basis. One 1 hour settling in session can be booked free of charge prior to starting at the nursery. For any additional 1 hour settling in sessions, a charge of £15 per session will incur.

Opening Times

The nursery sessions run from 7:00am to 7:00pm Monday - Friday. The nursery is open 51 weeks per year. The exclusion being Christmas Day to New Years Day, in addition to all other public holidays.

Termination, Cancellation and Change of Sessions

Four weeks’ notice is required by either party for any permanent change of booked sessions. For a termination of agreement, notice is required until the end of the following month. For example, if notice is given on 16th October, the notice period will run until 30th November. 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 Agreement form.

Ad-hoc sessions are subject to availability and should be booked a minimum of 4 weeks in advance. The nursery appreciates that there may be times when an ad-hoc session may need to be booked with less than a month’s notice. In these instances, ad-hoc sessions are subject to availability, and we may have to decline requests due to staffing and room ratios.

Ad-hoc sessions that are booked and then cancelled with less than a week’s notice will incur the full charge. All ad-hoc sessions must be requested via a message on the Family app to the Nursery Administrator. Family messages may not be monitored by the Nursery Administrator past 5:30pm, so please call the nursery for emergency next day ad-hoc sessions.

Requests to swap any sessions due to holiday, sickness or absence will be declined.

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. Intimidation or abuse of our staff will not be tolerated and may result in immediate termination. In all other cases, the standard notice period of the end of the following month will stand.

Fees, Invoices, and Holiday Days

Childcare accounts are payable by the 1st of the month, in advance for a calendar month of childcare. Accounts are payable by bank transfer or standing order made payable to “Moorwell Miracles Children’s Nursery” or by cash, childcare vouchers or via a Tax-Free Childcare Accounts.

Invoices will be issued in the week around the 10th of the prior month and will be due for payment on the 1st of the month. Unless there is a prior arrangement, a charge of £30.00 will be made for fees outstanding, or yet to clear, after the 1st of the month. It is parents’ responsibility to ensure fees being paid through the tax-free childcare scheme have cleared and reach the nursery on the 1st.

Any parent or carer whose fees remain unpaid after the 4th of the month, without prior arrangement with the Nursery Manager, risks their child’s place at the nursery being withdrawn.

All funded sessions are required to pay a fee for snacks, meals and consumables. If parents choose to send their children with a packed lunch, the same charge will still stand. Consumables include all resources for activities and your child’s personal care throughout the day.

Unless we are in breach of these terms and conditions, all booked sessions must be paid for regardless of child’s attendance. Any sessions where children are absent due to holiday will not be credited. No refunds are given for sessions missed due to sickness or unavoidable nursery closure. Swapped days will not be authorised for missed sessions due to sickness. Parents/Carers should be aware that the number of days childcare provided each month may vary meaning each month’s invoice may vary.

Bank holidays are not payable as no care is available on those days.

It is the parent/carer’s responsibility to ensure that their child is attending the nursery on the correct day and time. Members of staff from different rooms may welcome children into the nursery each day and will not be aware of the register for the child’s specific room. If a child attends the nursery on a day or time that they have not being booked in for, parents/carers will be liable for the cost of £15 per 15 minutes until the children have been collected within the hour from when contact is made. Alternatively, the agreement to pay for the full session can be made if ratios and staffing allow.

If you expect to be early dropping off, or late collecting your child, please notify the nursery as soon as possible. If notified, the additional time will be charged at the standard hourly rate. Unexplained early drop offs or late pick-ups of more than 5 minutes will be monitored and charged for at £15 per 15 minutes. If you collect your child after 7:00pm a late fee of £25.00 per 15 minutes will be charged to cover emergency staffing costs.

The nursery is not responsible for collection of fees from any third parties except in the case of statutory nursery education funding allowance.

The nursery will give parents and carers a minimum of one month’s notice to increase fees which will be reviewed annually, normally in April.

Safeguarding Children

Moorwell Miracles Children’s Nursery takes safeguarding matters very seriously and does all it can to protect its children from harm, abuse, and neglect. Please ensure you read the Safeguarding Leaflet in your registration pack and understand the duty the nursery has to Safeguard all children and steps which will be taken if a practitioner has a concern.

Funded Places

If you are eligible for a funded place for your child, the funding can only be used if stretched over 51 weeks of the year. The nursery does not offer any Term Time Only funded places.

Children who are funded for either 15 or 30 hours (stretched over 51 weeks) cannot swap days or ‘make up’ missed hours. Any request to do so will be declined. If a funded day falls on a bank holiday, this day cannot be swapped to another day and consumable charges will not be payable.

To permanently change a funded day/plan, this must be requested to, and approved by the Nursery Manager prior to the start of the new term (terms begin September, January & April) to ensure that we are compliant with the terms of government funding.

Please refer to the nursery 2024/25 Funding Offer document for further information on Funded Places.

Family App

The nursery uses the Family App for communications with parents. On the app, you will receive your invoices, be able to message members of staff, track meals, sleeps and nappy changes, as well as viewing pictures and observations of your child. Whilst we endeavour to respond to parents as soon as possible, as well as keep the app up to date in real time, our number one priority is the wellbeing and education of the children in our care, meaning that at times there may be a delay in responding to messages or updating the app. We endeavour to have meals and nappy changes updated for each child within an hour of them happening and messages responded to by the end of the day. We ask you to be mindful that staff work on a rota and may have differing start and finishing times each week. Due to this, staff may not monitor their messages once they are out of nursery and will respond during their next shift. We advise phoning the nursery if you require talking to someone urgently and we will pass you to the appropriate member of staff. If a staff member is on leave, they will place an out of office response on their messages and who to contact as an alternative. In all instances, messages sent to the Family app after 7:00pm may not be monitored.

Insurance

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 reception area.

Personal Property and Belongings

The nursery cannot be held responsible for any loss or damage to any parent’s, carer’s or child’s property or belongings. Every reasonable effort will be made by the nursery staff to ensure that property or belongings of any parents, carer or child is not damaged. Please ensure your child’s clothing is clearly labelled and we suggest that all toys, books and equipment are left at home.

Liability

The nursery accepts no liability for any losses 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. We accept no 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 the 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.

Accidents, Illness and Absence

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 acknowledge an Accident record form on our Family App. If emergency treatment at hospital is required, the nursery will make all reasonable attempts to contact the parents but if this is not possible, we are authorised to act on behalf of the parents and authorise any necessary emergency treatment.

We will administer prescribed medicines only if parents have acknowledged a Medication Form using the nursery app. Any unprescribed medicine is at the Manager’s discretion.

We may require parents to withdraw their child from nursery in the event they require special medical care or attention which is not available or refused by the parent, or it is considered that the child is not well enough to attend nursery. We may also ask parents to withdraw their child from the nursery if we have reasonable cause to believe that the child is suffering from, or has suffered from, communicable disease or infection and there remains a danger that other children may contract such a disease or infection. Please refer to the Health Protection Agency’s ‘Guidance on infection control in schools and other childcare settings’ document regarding exclusion and incubation periods by which we are bound. Parents must inform the nursery if the child is suffering from any illness, sickness or allergies before attending the nursery.

Please inform the nursery if your child will be absent from nursery as soon as practicable for staffing and ratio purposes. Please advise the nursery of the reason for the absence and an anticipated return date.

The nursery is mindful of the needs of working parents and will endeavour to provide as much continuity of service as possible within the recommendations of the Health Protection Agency.

Agreement

These Terms and Conditions represent the entire agreement and understanding between the parents (including other carers) and the nursery. Any other understandings, agreements, warranties, conditions, terms and representations, whether verbal or written, expressed or implied are excluded to the fullest extent permitted by law. We reserve the right to update/amend these Terms and Conditions at any time. One month’s notice will be given of any changes made and will be updated on the Nursery’s website for parents/carers to view.

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

Signed (parent):

Print name:

Date: