

First Steps Kindergarten – Terms & Conditions Registration

1.1. When you register your child with First Steps Kindergarten this reserves a place for your child to attend on a full or part time basis as agreed between us, commencing on the agreed start date. Where there are no places available at the time the parents wish to register, they will be placed on a waiting list which is operated in strict rotation according to the date of registration and the type of place required.

1.2. In order to register your child with First Steps Kindergarten, parents should complete and sign our Registration Form and pay a £150 deposit (Non- refundable in the event of cancelation), When the child starts nursery this deposit will be deducted from your first months fees.

1.3. In the event that parents wish to cancel a reserved place for a child, no additional fees will be payable provided we receive one complete month notice in writing.

1.4. If a parent wishes to cancel their place or reduce attendance one complete calendar months' notice or fees in lieu of notice will be required.

1.5. Registration for part time places must specify the days for which care is required. Whilst we will do our utmost to accommodate any changes to the days required, we cannot guarantee being able to accommodate these. Our minimum booking requirement is 2 days per week.

Payment of Fees

2.1. All fees are payable in advance before the start of the month. ie Jan fees are due by 31st December

2.2. Fees are payable for 51 weeks of the year this takes into account the time the nursery is closed between Christmas and new year. Fees are payable for all public holidays when the nursery is closed.

2.3. Additional sessions can be booked if space allows and will be charged at daily/half daily rates these will be invoiced in arrears at the end of each month.

2.4. Fees remain payable for closure due to circumstances beyond our control including severe weather, flood, snow or similar event.

2.5. Our monthly fees are calculated by multiplying the weekly figure by 51 weeks and dividing by 12 months, so the same amount is payable each month.

2.6. Our fees are reviewed annually in January and may be subject to changes.

2.7. In the event of any fees remaining unpaid or parents breaching any of these Terms and Conditions, we reserve the right to suspend or terminate a child's place. This is a last resort, and we always try to settle financial issues amicably.

2.9. Fees apply to our operational hours of 7:00-18:00. Please see registration form for details.

Mutual Obligations

3.1. We ask that parents notify us by 9.30 am if their child is unable to attend for any reason. It is our policy to contact parents if a child does not arrive at nursery as expected.

3.2. Whilst your child is in our care, First Steps Kindergarten staff will act as loco parentis for the duration of the time that the child is with us, both on and off the premises, until a parent or chosen representative collects the child. In the event of any illness, accident or emergency First Steps Kindergarten shall have the right to take such actions as are deemed necessary, including arranging any medical treatment, the administering of anaesthetics and hospitalisation if deemed necessary by medical staff, even if the parents have not yet been informed. We would however make every effort to contact the child's parents at the earliest opportunity.

3.3. Any child suffering from a sore throat, doubtful rash, fever, diarrhoea or other contagious illness should not attend nursery until the symptoms have gone and they have been cleared by a doctor to attend. Should a child become ill at nursery we will contact the parents and we reserve the right to ask parents to pick up the child if it is in the best interests of the child and other children in attendance.

3.4. If First Steps Kindergarten informs parents that a child must be collected prior to the usual collection time for whatever reason, if not practicable by them they must nominate and arrange a chosen representative to do so.

3.5. Please note that it is important for the children to be collected promptly. We appreciate that delays can sometimes be unavoidable but, to cover our costs, we do reserve the right to charge £10 per 15 minutes, (or part thereof) after 6pm. It is important that the parent contact nursery if they are unavoidably delayed. It is our policy that at least two staff should be in attendance if any children remain at nursery.

3.6. Parents should inform First Steps Kindergarten of any changes in marital status, address or telephone numbers (including, in particular, contact numbers for both parents and any chosen representative) as well as any additional information relating to their child's health, allergies or other individual requirements.

3.7. If a parent nominates a chosen representative to collect the child from us, we must be informed of the name of the chosen representative, their relationship to the parent(s)

or child and sufficient additional information to ensure that our security systems are not compromised. This may consist of a password or other information as agreed.

3.8. Members of staff are prohibited from working for parents during what would normally be working hours, i.e. Monday to Friday 7.00am to 6pm. Parents are asked to respect this and not ask members of staff to break their employment contracts in this respect. If parents ask staff to babysit outside normal working hours this will be a private arrangement and First steps Kindergarten will not accept any responsibility.

3.9. We operate an open door policy and parents can speak to us at any time about any issues arising at nursery either in person or on the nurseries contact details. All matters regarding children and parents will be treated in the strictest confidence.