

1st Steps Day Nursery

Waterloo Terms and Conditions

Name: (M/F) Child known as:

Date of Birth:

Address of child: Postcode:

Home telephone number: Email:

Birth/adoption certificate seen: Copy taken: Yes/No

Parent / Carer Information

1) Name: Relation:

Occupation: Work Phone:

Mobile No: National Insurance No:

Date of Birth: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does this parent/carer have parental responsibility?

2) Name: Relation:

Occupation: Work phone:

Mobile No: National Insurance No:

Date of Birth:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does this parent/carer have parental responsibility?

Other people living in the house:

What (if any) special support will he/she require in our setting?

Names of Professionals involved:

Name: Role:

Agency: Phone:

When do you want your child’s place to begin:­

What are your preferred days of attendance?

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Monday | | Tuesday | | Wednesday | | Thursday | | Friday | |
|  | AM | PM | AM | PM | AM | PM | AM | PM | AM | PM |
| Please add session times |  |  |  |  |  |  |  |  |  |  |

Non-Refundable deposit: Date paid:­­­

Method of payment

# Covid-19 Parent Agreement

Child’s Name: Date: Parent Signed:

Please delete accordingly (Y = Yes/ N= No)if you agree or not. If you do not agree to any of the statements below, please complete the questions below and email back directly to ourselves via Nursery in a Box with any queries you may have. In order for nursery to remain open and stay as safe as possible, we need our parents to remain committed to keeping our staff and children as safe as possible.

|  |  |
| --- | --- |
| **Questions** |  |
| For the wellbeing of staff and children in our care it is imperative to minimise contact with individuals who are unwell therefore please do not bring your child to nursery if they are unwell or if anyone within your household is showing Covid-19 symptoms. (Check NHS 111 for updated symptoms) | Y / N |
| We have implemented an additional cleaning hands routine at nursery and hope that you will be encouraging and teaching your children to become more independent in their own health and self-care routines.  If you do enter the nursery, please ensure that you use the alcohol hand rub or sanitiser when entering and before touching any of our areas please. | Y / N |
| At nursery we emphasize good respiratory hygiene by promoting the ‘catch it, bin it, kill it’ approach, Please ensure that you encourage this behaviour outside of nursery too. | Y / N |
| Outdoor play. We will be playing outdoors every day in all weathers. It is imperative that you apply sun screen to your child every morning prior to your child coming into nursery. Outdoor space is the best place to play to help maintain social distancing and stop the virus from spreading. Please encourage/teach your child to apply the cream themselves so that we can supervise them if they need to re-apply in the afternoon whilst ensuring social distancing as much as possible. | Y / N |
| Outdoor play. Named suitable clothing is essential. Children should wear light, cotton long sleeved/legged clothing in the summer to cover as much of their body as possible please. Rain coats are also necessary. | Y / N |
| Our nursery usually operates an open house nursery, due to Covid-19 and our attempts to limit the nursery footprint, we can only allow one person into the hallway until further notice to collect their child. We also ask that only one parent attends collection and drop off. This unfortunately may mean conversations are short and concise at handovers, however, please call for any further information. | Y / N |
| It is still important to reduce contact between people as much as possible. At nursery, social distancing is not easy with such young children, therefore in order to achieve reduced transmission, please ensure that children, young people and parents outside nursery only mix in a small, consistent group and that small group stays away from other people and groups. This will help to trace where the virus comes from should we have any confirmed incidences of Covid-19. | Y/ N |
| Please note the advice of Safer travel guidance. We ask that children attending the nursery do not travel to nursery utilizing public transport wherever possible. If however there is no other option, you will need to change your child into a fresh set of clothes on arrival to nursery in line with what our staff are already doing.  Read the [Coronavirus (COVID-19): safer travel guidance for passengers](https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers) | Y / N |
| Our nursery operates a fully inclusive policy which means you do not need to bring any items in with your child. This includes, bottles, blankets, toys, etc. Any comforters that your child needs should be provided in a clearly labelled Zip lock bag/container. This will be given as required during the day and placed back in the bag for safe keeping. This bag should then be kept in nursery to stop cross contamination. For further guidance, please contact directly. | Y/N |
| At nursery, the premises have been deep cleaned. We have removed soft toys, fabric cushions and small intricate pieced toys to enable cleaning to be done more regularly. | Y/N |

Charges Guide

We are sorry to issue this letter to all of our parents as most of you pay on time and in advance as required. We have hired a debt collecting agency, which has proved to be very successful. We can no longer wait for payments while family tax credits, etc are sorted.

As stated in your agreement, payments are due in advance. If your payments are not paid on the first day of each week that your child attends nursery, then your child may be turned away from nursery and will not be allowed back in until full payment is made.

If you break any terms of your Credit Agreement, we may charge you the following:

|  |  |
| --- | --- |
| Surcharge for late payments | £10.00 per week money is owing |
| Issuing an arrears letter | £10.00 |
| Third party charges and litigation costs  Debt collection by external agent   * Tracing fees * Court fees * Solicitors fees * Legal administration | Any debt passed onto our debt collector will incur more fees on top of your bill.  At cost  At cost  At cost  At cost  At cost |

If you have a problem paying your fees, please speak to Alex or Bev for further advice.

Parent signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I certify that the information given on this document is true and correct, and I will inform you of any changes to these details.

Name: (Parent/carer)

Signed: Date:

1st Steps Day Nursery Bootle Terms & Conditions (Nursery Copy to be returned to nursery)

**Childs name:**

**Nursery Closure**: Nursery will be closed on all public holidays. Charges will still apply as staff wages are payable during this time.

We will close at 4.00pm on Christmas Eve and re-open on the next working day after New Year.

For any other closures, such as staff training, you will be notified via newsletters / posters with at least a terms notice.

**Fees**

* **Charges are applicable all year round including public holidays, child sickness and family holiday periods as staff are employed throughout the year.**
* One week’s deposit is required to secure your nursery place which is non refundable. This will be used as part of your notice period when your child leaves. **This is required to secure and retain staff and recruitment if required.**
* Fees are payable monthly or weekly **in advance** only.
* Full time fees are the same all year round.
* Part time fees are payable for the set hours you do each week.
* Fees are reviewed every 6 months and subject to increase in-line with inflation and minimum wages.
* You are required to sign for your payment as your proof of payment or email payment confirmation.
* **Nursery In A Box is a computer package used by 1st Steps to generate invoices which are emailed directly to you.**
* Payment methods accepted are chip and pin (Bootle), direct debit and child care vouchers.
* A verbal warning will be given to notify you of outstanding fees. Failure to pay 1st Steps may result in late payment charges and your child not being admitted to nursery until fees are paid in full.
* You will not be entitled to any refund or release from liability for payment of place fees by virtue of non attendance of the child at the nursery for any reason.
* Minimum number of sessions per week is 2 days.
* All vouchers for 2 year offers need to be printed and handed into office with proof of birth.
* All voucher codes need to be supplied to the office every 3 months **and 3 months notice is required to change any of your child’s hours or days on a permanent basis.**
* **In cases of business interruption, such as a government enforced lockdown, a 25% retainer will be required to allow for staff retention alternatively your standard notice period will apply.**

**Notice period**

4 weeks notice must be given in writing for a child leaving aged 0 – 3 (not receiving funded support)

A full ½ term’s notice is required for any funded children (age 2, 3 or 4 year olds).

* Autumn term: Notice needed by October half term to finish end December.
* Spring term: Notice needed End of December to finish spring half term.
* Summer: Notice needed End of spring term to finish May half term.
* Notice needed May half term to finish end of July/August.

**Charges**

Late collection of child: £10.00 per 15 minutes.

Late payment charges: £10.00 per week

Other charges are applicable as specified in charges guide above.

**Property:** We do not accept responsibility for any piece of clothing, toy, pram, etc.

**Accident & Illness**:

* 1st Steps has the right to administer basic first aid and treatment when necessary. Parents will be informed of all accidents and will be required to sign their child’s accident form. For accidents of a more serious nature involving hospital treatment, all attempts will be made to contact parents, but failing this, 1st Steps is hereby authorized to act on behalf of the parents and authorize necessary treatment. 1st Steps will administer prescribed medicine only when parents complete a Medicine Form.
* 1st Steps may require you to withdraw your child from the nursery in the event that the child requires special medical care. You may also be required to withdraw your child if 1st Steps has reasonable cause to believe that the child is or may be suffering or has suffered from a contagious disease and there remains a danger that other children at the nursery may contact such a disease.
* **Covid19 testing will be required should your child exhibit symptoms. A negative result will be required in writing before your child can return to nursery.**
* It is the parent’s responsibility to notify us of any change in medical conditions, allergies, treatments, etc. as soon as possible.
* Please notify staff if your child has been in contact with infection/illness.
* We can provide medicine to your child, however, the parent or carer should give the child the first and last dose of medicine each day and we will administer the middle doses only.

**Behaviour Management**:

1st Steps may require you to withdraw your child from the nursery in the event that the Nursery Managers consider the child or parent to be disruptive or displaying inappropriate behaviour. Working in partnership will support positive changes and exclusions will only occur after careful consultation with the appropriate bodies.

**Health & Safety**

* 1st Steps is a strictly no-smoking premises.
* Dogs (except guide dogs) are not allowed on the premises unless otherwise agreed with management.
* We operate a password system for collection of your child.
* Please ensure that when leaving the building **do not let anyone in** as you do not know who they are.
* Please ensure that all gates are closed after you **and if you use the side entrance, you are escorted out to ensure that the door is closed behind you**.
* If the fire alarm sounds, please leave the building by the nearest fire exit and meet at the evacuation point in the car park to the side of the building.
* Prams can be stored in the pram store at the side of the building. They need to be folded and stored safely for children aged from 0 until their 3rd birthday. We are a healthy nursery and advocate exercise wherever possible. Prams are left at your own risk.
* Parking safely is paramount. Please be patient and park sensibly.
* We operate a zero tolerance policy towards violence and abuse towards staff.
* **Information**: Parents are requested to inform the nursery of any changes to information stored in the nursery, i.e. phone numbers, addresses, etc. This is essential in case of emergency, please use Nursery In A Box to update information.

You are advised to read and understand these terms and conditions. Please sign and return one copy along with your admission form.

You must complete a full induction programme with your child to ensure they have a positive transition into 1st Steps day nursery. Part of this induction includes a Home-Nursery Agreement and settling in sessions. The agreement outlines our high expectations of your child/children and yourselves.

Both parents/carers need to sign this document

Parent/Carer 1 Name:

Signed: Date:

Parent/Carer 2 Name:

Signed: Date:

I agree that information about my child may be shared with Early Years, Education, Social & Health Services as needed.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Pricing structure (Reviewed twice a year)**

½ day: £26.00

Full day: £46.00

Full time: £200.00

Per hour (or part): £5.00 (Conditions apply and agreed by management only)

These fees include meals, snacks and drinks for full paying customers.

Nappies will be included for children **up to their 3rd birthday only**.

Nappies must be provided with wipes for children over the age of 3.

**Discounts:**

10% for siblings (oldest child receives discount)

Teachers: 50% on school holidays for non attendance to secure places to be booked in advance.

£10.00 childcare reduction for recommendation of the nursery to a friend on receipt of their deposit.

**Funded 2, 3 and 4 year olds who receive free 15 hours only:** (additional fees for meals & snacks)

Hours will be offered in the following ways:

8.45am – 11.45pm (15 hours/wk) x 5 days per week for 38 weeks per year\*

12.30am – 3.30pm (15 hours/wk) x 5 days per week for 38 weeks per year\*

9 am– 4.30pm (15 hours/wk) x 2 days per week for 38 weeks per year\*\*

\* Term time only unless agreed with management

\*\*Additional charge for lunch served at 11.45am. (This charge is applicable only if parents choose whole day option) £5.00 per day.

**Funded 3 & 4 year olds who receive free 30 hours**

**30 hour entitlement will be offered as follows:**

9 am– 3.00pm x 5 days per week for 38 weeks per year\* & \*\*

9am – 4.30pm x 3 days per week for 50.5 weeks per year \*\*

8.45am – 11.45pm (15 hours/wk) Plus 12.30am – 3.30pm (15 hours/wk) x 5 days per week for 38 weeks per year\*\*\*

\* Term time only

\*\* Additional charge for lunch served at 11.45am. (This charge is applicable only if parents choose whole day option). Plus snack costs.

\*\*\* You must collect your child at 11.45 for lunch and return at 12.30pm. Snack costs also charged

Additional childcare can be purchased at a cost of £5.00 per hour if agreed, booked and paid in advance.

Food and snack costs of £5.00 per day

For those parents choosing wrap around care which covers the whole or half day, payment spreadsheets will be devised showing all charges. To stop prices changing each week, the total amount paid over 51 weeks will be divided into equal payments with all bank holidays deducted in advance for the days set in the September of each year. Once the spreadsheet has been completed, any additional days will be charged at full price.

**Information about sources of funding.**

The government website: <https://www.childcarechoices.gov.uk> offers advice and can help you calculate which government funding may be applicable to you.

**Tax Free Childcare -** For working families, including the self-employed, in the UK with children under 12 (or under 17 if disabled)**.** For every £8 you pay in, the government will add an extra £2, up to £2,000 per child per year - that's up to £500 every three months

**Tax Credits:** For working families, in the UK with children under 16 (or under 17 if disabled). 70% of childcare costs, up to a cap

**Universal Credits for Childcare:** For working families claiming Universal Credit, in England, Scotland and Wales with children under 16. 85% of eligible childcare costs, up to a cap

**2 Year free childcare:** For families in England, receiving some forms of support

**Nursery Education Grant** for children ages 3-5 years. This is payable in the term following their 3rd birthday. Grants are paid directly to the nursery and fees will be reduced to account for them.

**30 Hours free childcare:** For working families with children aged 3 and 4 years.

**Childcare Vouchers:** For working families, in the UK with children under 16 (or under 17 if disabled). Up to £933 a year in tax and National Insurance savings

**Support while you study**: Weekly payments from Care to Learn if you’re at school or sixth-form college. Help through your college if you’re in further education. A weekly grant if you’re in full-time higher education