

In respect of (Childs Name)

Our Sessions (Term Time Only)

All Day Session 9.00-3.00pm	Morning Session 9.00-12.00am	Lunchtime Session 12:00 – 12:30pm	Afternoon Session 12:30-3:30pm	End of Day Session 3pm-3.30pm

We are pleased to offer:

- Freshly prepared homemade meals (lunch) made by our in-house kitchen if you choose to purchase one. Book direct from MCAS.
- Snacks and Drinks including Milk
- Highly trained and experienced Staff
- Good staff to child ratio
- Tapestry Learning Journeys

On registering your child with us at Long Sutton Nursery it is a requirement that one or both parents/carers sign our parent/nursery contracts to accept our provision's terms and conditions. A list of our policies and procedures file is available in school and also available on our website www.longsutton.lincs.sch.uk

TERMS AND CONDITIONS:

All places offered at our nursery are subject to acceptance of the following terms and conditions. These terms have been devised to maintain a fair contract between all customers ("you") and Long Sutton Nursery ("the nursery"), so we can continue to offer the care you need and want. Nothing within these terms and conditions affects your statutory rights. To enable us to provide and maintain the highest standards of care we require all parents to be aware of, and abide by, the following conditions:

Offers of Place:

1. Places at the nursery are offered strictly subject to availability and allocated as per our admissions policy.

Please state which sessions you have agreed for your child to regularly attend with the manager by ticking the boxes below. Please note any changes are subject to availability, and we will endeavour to make these where possible within our capacity.

Monday	9.00 -3		9.00 - 12.00		12:00 - 12:30		12.30 - 3.30		3 – 3.30	
Tuesday	9.00 -3		9.00 - 12.00		12:00 - 12:30		12.30 - 3.30		3-3.30	
Wednesday	9.00 -3		9.00 - 12.00		12:00 - 12:30		12.30 - 3.30		3-3.30	
Thursday	9.00 -3		9.00 - 12.00		12:00 - 12:30		12.30 - 3.30		3-3.30	
Friday	9.00 -3		9.00 - 12.00		12:00 - 12:30		12.30 - 3.30		3-3.30	



Long Sutton Nursery Parent / Carer Contract Form

Fees:

1. Fees for chargeable sessions will be invoiced to the person(s) named on the registration form. Payment between parents must be resolved independently. We will contact both parents if fees are overdue.
2. Fees are due for payment in advance, and must reach our bank account on or before the first of the month. Childcare vouchers must be credited into our bank account by the 15th of the preceding month, and it is the customer's responsibility to ensure that this is the case. We send out invoices around the 20th of the month. If the childcare vouchers are not credited into our account by the 15th of the preceding month, the full fees will be required.
3. We prefer monthly payment by MCAS.
4. Late payment (after the 1st of each month) incurs a charge of £10.00.
5. If fees are more than 14 days late, the nursery may terminate the contract, demand any outstanding monies and your child will lose their place. (If you are suffering financial difficulties please speak to the manager at the earliest opportunity.
6. When your child starts with us the fees are due in advance and paid on, or before their first day. If fees are not paid, we will not be able to accept your child.
7. Due to our fixed costs and salaries, fees remain payable during periods of absence
8. We are sometimes able to offer extra sessions on an ad hoc basis, depending on contract and subject to availability. These sessions are added to account and payable on invoice receipt.
9. We stipulate a minimum 2 sessions per week must be attended.
10. Please refer to the Nursery Charging Policy for up to date fees.
11. The nursery reserves the right to change the fees at any time, giving two calendar months' notice.

Notice of Leaving: Please note that we require 4 weeks' notice in writing if you want to leave the setting and fees are still payable even if your child does not attend during this period. *Unless specifically requested and approved any child eligible to start school (if they turn 4 by August 31st) will cease being registered with our setting when the Summer term ends in July.

Opening Hours:

The nursery is open from 9.00am to 3.30pm Monday to Friday during term time only.

Force Majeure:

If the performance of this contract is interfered by any circumstance beyond the reasonable control of the nursery, as a result of fire, flood, explosion, war, strike, embargo, government requirement, civil or military authority, act of nature or similar national crises, (each a "Force Majeure"), then the nursery shall be excused from such performance on a day-for-day basis for the extent of such interference.

Our Service:

It is your responsibility to ensure the contact details we hold for you at the nursery are kept up to date. You must inform us immediately of any changes, as we rely enormously on e-mail and mobile phones in our communication with you. If we get no response to a communication about non-urgent but important matters on the details we hold, we will not try different media or contact details. It will be your responsibility to respond to our communication as appropriate.

If you write to us, we will always acknowledge this, so if you do not receive this, please follow up with us, as it is your responsibility to ensure we have received it.

We work hard to make your move to the nursery as easy as possible, but we acknowledge there may be instances where it does not work out. We operate a one-month trial period. If at the end of this time either party is unhappy, they may terminate this contract without notice. Payment for the childcare booked during that month must be made and no refunds will be given for this time.



Long Sutton Nursery Parent / Carer Contract Form

Early Years' Funded Entitlement:

From the term after your child's third birthday, they are eligible to qualify for the Funded Entitlement under the Early Years Funding of 15/30 hours per week of Funded Entitlement which must be spread over a minimum of 38 weeks in a year.

Meals:

There will be a charge for Snacks, Lunch (see fees). Please note this is not a condition of taking a funded only place. **PLEASE NOTE THAT IF YOU ARE NOT PURCHASING OUR MEALS OR SNACKS, YOU MUST SUPPLY ALL SNACKS, LUNCHES YOURSELF. PURCHASING OUR MEALS AND SNACKS ARE VOLUNTARY, THIS CAN BE DONE ON MCAS.**

Leaving the Nursery or Reducing Attendance:

4 weeks' notice in writing is required if you choose to withdraw or reduce the number of sessions attended at the nursery. It is your responsibility to ensure we have received this notice. Please note the fees remain payable even if your child does not continue to attend during the notice period. Regrettably no financial concessions or reductions in the notice period can be made at any time.

No other discounts for absences will be given. Although fees are still due for any absences or holidays, we request that you advise us of any known planned/absences. The absence will then be recorded in our diary to avoid us trying to contact you to verify the reason for non-attendance.

If you wish to reduce the number of sessions attended, your contract will be terminated and if we can accommodate your revised request, a new contract will be drawn up to reflect this. Spaces will be offered in accordance with our admissions policy.

Notwithstanding the other provisions of these terms and conditions, the nursery shall be entitled for any reason whatsoever to terminate this contract or any other contract between you and itself to provide any childcare services for the benefit of your child or children, on not less than one months' prior notice in writing to you.

If you book ad-hoc sessions, increase or decrease your regular sessions, you will be charged the published rate. The nursery will seek to accommodate requests as far as possible.

Health and Safety:

Health and safety is paramount to us, as we are entrusted with the wellbeing of your children. Consequently, we ask that when you are in the nursery you take care of yourself and others. No necklaces or hoop earrings can be worn by the children whilst at the nursery.

We do not accept responsibility for accidental injury or loss of property. We maintain those insurances required by law. The school is a member of the Government's Risk Protection Arrangement which is an alternative to commercial insurance. Full details, including Employer's Liability and Third Party Public Liability, are available here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/870404/RPA_membership_rules_academies_2019.pdf

If we need to buy any special products for your child's allergy/ intolerance, we will pass on those charges to you.



Long Sutton Nursery Parent / Carer Contract Form

Verbal, written or physical threats of abuse, violence or blackmail or similar against an individual or the nursery in general will not be tolerated in any way. We will ask those making such threats or violence to leave with immediate effect with two months' fees to be paid immediately in lieu of notice.

Data Protection:

The nursery holds and uses data in accordance with the Data Protection Act (1998) and the General Data Protection Regulation (EU) 2016/679 (GDPR).

The nursery is under obligation to report to OFSTED and Social Services any incident where we consider abuse or neglect has occurred. This may be done without informing the parents or guardian.

Please note that we reserve the right to amend our terms and conditions as necessary and will send out the amended contract to you. The receipt of this confirms your acceptance of the amended contract.

Late Pick Up:

It is imperative that children are collected promptly at the end of their session to maintain the correct staff ratios. Please note, in order to deter late pick-ups, the nursery reserves the right to charge for additional staffing costs which will be invoiced and payable through magic booking.

Sickness:

Time off for sickness, regardless of whether your child has been excluded by the Pre-School & Nursery as a precaution, are payable in full. Your child must not attend the setting if suffering from a fever, diarrhoea, or any other communicable disease. We have a duty under current Health & Safety regulations to try and ensure that all children at the setting are not exposed to illness carried by others. We use Public Health England's Guidance on Infection Control in Schools and other Childcare Settings which details communicable diseases and exclusion periods. We request that you call us as soon as possible, to advise us of any absence.

Confidentiality:

Any information and knowledge about any child and their parents/carers will be on a need to know basis and will be kept confidential always. See our website policies section for the full policy.

Parking:

Our setting is accessed by Dick Turpin Way and we ask you to park away from the school and walk to the site at the start and end of sessions.

Pushchairs, scooters etc:

Pushchairs, car seats, scooters, bicycles or any other external equipment should not be brought into any inside area of the setting. There is a limited outside area where pushchairs etc. may be left daily. However, the nursery will accept no responsibility whatsoever for any loss or damage to these items.

Feedback and Complaints:

It is very important to us that your experience at Long Sutton Nursery is a positive one for both you and your child. We value your thoughts, ideas and feedback and will continuously strive for the highest possible standards in childcare and education. To this end we encourage parents to liaise with the staff and management team on a daily basis. We undertake an annual parent questionnaire and endeavour to action any suggestions on improvements made by parents. We hold regular parent evenings and social events and issue a regular newsletter by email.

Courteous Behaviour:

The staff and management will not tolerate unacceptable behaviour from parents or carers or any other adult and we expect to be treated with respect and courtesy. Failure to comply may result in the offending person



Long Sutton Nursery Parent / Carer Contract Form

being excluded from the site. Aggressive behaviour from parents or carers is not acceptable. Persistent anti-social behaviour from parents/carers will result in police involvement and termination of your child's place.

PARENT/CARER SIGNATURE(S) The signing of this contract confirms that I/we have read and understand this agreement and accept all conditions herein, including all company policies and procedures referred to.

PARENT/CARER 1 SIGNATURE :	PARENT/CARER 2 SIGNATURE:
PRINT NAME (1) :	PRINT NAME (2) :
DATED :	DATED :

FOR OFFICE USE ONLY: (Please ensure that both copies of the contract are signed by all parties. One copy for parent/carers and one copy for Long Sutton Nursery)

CHILD'S NAME	
MANAGER SIGNATURE	
MANAGER NAME	
START DATE	
DATED	