

TERMS AND CONDITIONS

Parents are kindly and politely asked to observe the following conditions:

1. A registration fee of £75.00 is payable at the time of completing the registration form online. This is required per family to be placed on our waiting list. Please ensure you have checked availability with the setting before making this payment as all registration fees are non-refundable and does not guarantee your place. The registration fee covers unlimited settling in sessions the month before you start, a Tigers bag and a T-shirt.
The place is secured with a deposit which we will request in writing once we have your place available.
2. For deposits your setting will contact you once the place is available to request 4 weeks' fees as a deposit. The deposit will be allocated to your first month's fees at Tigers.
If you require a funded only place there will be no deposit required.
3. All deposits are non-refundable if you decide not to take up your place at Tigers.
4. Any refunds are made by bank transfer.
5. Your place is only secure at Tigers once we have received your deposit. Places are allocated on a first come first served basis.
6. If you are booking in advance and therefore do not have your funding eligibility code the fees will be calculated based on 4 weeks of the sessions that you have booked at our current costs.
7. If you have your funding eligibility code at the time of booking, we will base the deposit on one month of fees at our current costs with the funding allocated.
8. If your child is accessing government funding, it is a legal requirement to complete the Local Authority parents' declaration form, including showing the Nursery your child's birth certificate or passport.
9. We offer settling in sessions around 4 weeks before your planned start date. We do not charge for these so that we can be flexible and offer as many settling in sessions as each child needs.
10. In our offers we provide breakfast, lunch and tea and we cater for individual dietary requirements, allergies and parental requests. We ask parents to supply the nursery with formula or breast milk until no longer required by your child. We supply full fat cow's milk. We also provide all nappies and wipes. If you take up a fully funded only place you have the option to purchase our Optional Itemised Services & Charges.
11. We do not charge for the week over Christmas as we close the 23rd of December and reopen on the 2nd of January unless it is a bank holiday.
12. If siblings attend the second child will receive a 5% discount on their fees while both children attend Tigers.
13. We are unable to swap holiday days or give back sick days. This is because the nursery is full most of the time and we would not be able to accommodate this for everyone. However, we may be able to swap Nursery days to help with families work commitments.
14. Parents are encouraged to be involved in the children's learning and we share information through our Parentzone app. This app is used to send you day to day information about meals, sleeps and nappy changes and to share your child's development progress with you. We ask you to contribute to these with photos, anecdotes and achievements your child makes outside of the nursery, so we can celebrate all the wonderful things your child does and share them together. We will set you up with a secure account when you start your settling in sessions. We offer parent meetings by telephone or face to face at the parents request. We encourage parents to spend time in the nursery and we do parent stay and play sessions each month. We also have events such as the family picnic each year.
15. The children move rooms in small groups, when they are ready, using their age as a guide. We will discuss this transition with you when the time comes and offer the opportunity for you to come and see the new room and meet the team. The children will have stay and play sessions in the new room a month before they move to support a smooth transition.

16. We offer pay as you go extra sessions you will find information on how to book these online <https://tigers-day-nurseries.pembee.app>.
17. We have health and sickness guidelines that parents are requested to follow. You will receive copies of these with exclusion periods and advice for parents.
18. Information on Government support for childcare can be found at childcarechoices.gov.uk

FINANCIAL INFORMATION:

1. If your child attends all year round you will be charged for 51 weeks excluding 1 week over Christmas. We calculate your fees so that you have equal monthly payments. We close on December 23rd at 5pm and re-open on January 2nd or the next working day.
2. If your child attends term time only you will be charged for 38 weeks of the year. You will receive 12 equal monthly payments and there will be no August payment. We use West Berkshire term dates as a guide but some dates may differ.
3. Please speak to your setting about funding for children aged 9 months and above. More information can be found at www.childcarechoices.gov.uk
4. Unfortunately, due to spaces we are unable to return or refund days for sickness, holiday periods and bank holidays.
Your setting will contact you once the place is available to request 4 weeks' fees as a deposit. The deposit will be allocated to your first month's fees at Tigers. If you require a funded only place there will be no deposit required.
5. 90 days' notice is required if changes are made to reduce sessions or delay your child's start date. If the period of notice is less than 90 days we will retain 50% of the fees due for that period of time.
6. One month's written notice is required to withdraw your child's place or change your child's sessions. If the required notice is not given, a full month's fees will be required in place of notice.
7. All deposits are non-refundable if you decide not to take up your place at Tigers.
8. All fees are payable in advance by bank transfer, voucher payment or card payment and are due on the date shown on the monthly invoice. Please ensure all voucher payments, BACS transfers etc are cleared by the invoice due date. Payments made after the due date are subject to a £5.00 per day late charge fee which is added to the next invoice.
9. Monthly fees must be cleared before the beginning of the next month or we reserve the right to withdraw your place.
10. If we close due to emergency circumstances you will receive a refund for the sessions that you are unable to attend or you can bank the days for future use.