

TERMS AND CONDITIONS

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

1. A registration fee of £60.00 is required per family to be placed on the waiting list for a place. This fee is non-refundable and does not guarantee your place. The place is secured with a deposit which we will request in writing once we have your place available.
2. This deposit is non-refundable once paid.
3. We request 4 weeks fees based on your planned sessions or £200 minimum deposit.
4. 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.
5. 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. Please note the £200 minimum deposit details below.
6. Our minimum deposit is £200. If your monthly amount will be less than this then the overpayment will be allocated to your invoices until the credit is used. If your child's place does not incur costs, then you can request a refund of this payment 12 weeks after your start date.
7. All other deposits paid will go towards your first month's fees or will stay as a credit on your account and be carried onto the following months.
8. Your place is only secured once we have received your deposit. Places are allocated on a first come first served basis.
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. We provide breakfast, lunch and tea and we cater for individual dietary requirements, allergies and parent requests. We ask parents to supply the nursery with formula or breast milk until no longer required by your child. We supply full fat cows milk. We also provide all nappies and wipes.
11. 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.
12. 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.
13. We offer pay as you go extra sessions you will find information on how to book these in your setting.
14. 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.
15. 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 11 equal monthly payments and there will be no August payment. We use Swindon borough 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 and holiday periods.
5. A deposit is required when booking a place and 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 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.
8. Monthly fees must be cleared before the beginning of the next month or we reserve the right to withdraw your place.
9. 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.
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.