

## TERMS AND CONDITIONS

### Registration Fee and Deposit

A non-refundable registration fee of £50.00 is required to register with the Nursery. The registration fee will only be refunded in the event that we are unable to allocate a Nursery place. A deposit of £100.00 is required to secure the Nursery place. The £100.00 deposit will be held until termination of the Nursery place. The deposit will only be refunded if the full four week notice has been given and there are no arrears on the Nursery Account. The deposit will be refunded if we are unable to accommodate the Nursery place but will not be refunded if you decide to not take up the nursery space that has been reserved.

### Booking and Termination

When booking your Nursery place you will need to identify the sessions required and the start date. Four weeks' notice is required to delay your start date or reduce the number of sessions (the minimum booking is four sessions). In the instance of a child not settling into Nursery by the designated start date it is at the discretion of the Nursery Business Manager as to whether the start date can be postponed.

Four weeks' notice is required to terminate the Nursery place, to reduce sessions or change the attendance pattern. It may be possible to postpone your termination, dependent upon space availability, however, if your place is terminated you will be unable to apply for space for 3 months after the child's last day in nursery.

### Payment of Nursery Fees

- Nursery fees are charged over 51 weeks of the year as there is no charge for the week of Christmas when the Nursery is closed.
- Invoices are calculated on a monthly basis and fees are payable in advance as stated on your invoice. Nursery fees are due by the 1<sup>st</sup> of each month.
- The first month's fees are due two weeks prior to commencement of the Nursery place.
- There will be no reduction of fees for holidays, illness or non-attendance.
- There will be no reduction of fees for Bank Holidays and University Closure Days.
- The Nursery reserves the right to terminate a Nursery place following non-payment of fees.
- Payments made by childcare vouchers must reach the Nursery account by the payment due date.
- The Nursery fee structure is subject to an annual review.
- Any additional charges will be added to your monthly invoice.

### Late Collection

Please note that a Late Collection charge of £7.00 per 5 minutes is applicable for all late collection of children after the end of their designated session.

## Settling In Sessions

Settling in sessions are offered to support your child with becoming familiar with the Nursery environment and the Nursery staff. Settling in sessions are based on the individual child and the amount and timings of the sessions will vary from child to child. Staff will work with parents to ensure children are settled prior to starting at the Nursery and this process will take place over a minimum of a 3 week period.

The Nursery has a right to delay a child's start date should the key person feel that the child has not settled despite sufficient time being allocated for this. However, we are unable to delay a start date should a child not settle in time if a parent has cancelled or failed to attend scheduled settling sessions.

## Early Education Entitlement (EEE)

Aston University Nursery is registered with Ofsted and the LEA to provide eligible children with universal entitlement and the extended entitlement for 3 and 4 year olds and the 15 hours per week for 2 year olds (where eligible).

**Universal Entitlement** - This covers a maximum of 15 hours per week, for 38 weeks of the year from the term after the child's third birthday.

**Extended Entitlement** - This covers a maximum of 30 hours per week, for 38 weeks of the year from the term after the child's third birthday.

**2 Year Old Funding** - The 2 year old funding covers a maximum of 15 hours per week, for 38 weeks per year from the term after the child's second birthday.

The nursery will offer two types of contract when children are accessing free entitlement. There will be a fee paying contract and a free entitlement contract.

### *Fee Paying Contract*

The fee contract will be an all year round nursery place based on the 51 weeks per year that the nursery is open. This contract will reduce the total number of hours that you are charged for and the free entitlement is 'stretched' over the 51 weeks that the nursery is open. This will give a standard monthly fee. The fee contract will include all meals and snack and is the only contract which allows children to attend from 7:30am.

To determine the deduction from fees the following hourly rate calculation is used for all year round nursery places:

£38 (external weekly rate / 5) + £44 (external daily rate) = £82  
£82 / 2 = £41 (average daily rate including food)

£41 – Lunch	£1.60
Breakfast	£0.80
Tea	£1.10
Snacks	£0.25

= £37.05 (average daily rate minus food)

£37.25 / 10.5 (hours per day) = £3.54 (average hourly rate)

The nursery applies a £3.56 deduction per funded hour.

There will be no deductions or refunds made for funded hours not taken. If a fee paying contract is terminated prior to a child taking all of their allocated funded hours for the term, the parent may take up a free entitlement contract for the remainder of the free hours.

#### *Free entitlement contract*

This contract offers a totally free place for either the universal or extended entitlement. There is no option to purchase additional sessions on a term time only basis. This contract does not include the lunchtime meal which can either be provided from home or purchased from the nursery at the current cost of £1.65 per meal. The nursery currently funds all other meals and snacks.

Places on a free entitlement contract will be allocated for one term, depending on availability of sessions in the designated room. Parents will need to reapply each term if they wish to continue the free entitlement at Aston University Nursery and Pre-school. Booking patterns must be agreed at the beginning of the term and must stay in place for the full term.

The Nursery has a limited amount of funded only places available.

Parents must sign a declaration form each term and return by the specified deadline in order for their child to receive the Early Education Entitlement.

Parents must declare if they are in receipt of Early Education Entitlement from any other provider. Parents are liable for any fees incurred if they are found to have provided incorrect information about their child's eligibility.

A child must be in attendance on the headcount day in order to receive the Early Education Entitlement. If a child leaves prior to the headcount day parents will be liable for the cost of any EEE sessions received up to that date.

Parents must notify the nursery of any absences. If your child is absent on their days of attendance there is no facility to use the EEE hours at another time.

The maximum absence of a child from a provision when claiming EEE funding is four consecutive weeks. The nursery are obliged to notify the Early Years Team when a child permanently leaves, or is absent for two or more week for their EEE sessions. Providers must phone the early years duty line 0121 675 4996 or 0121 675 1943 within 2 weeks of the child's first absence to request a missing child form. Failure to do so may result in the removal of EEE funding. We therefore ask that parents keep the nursery informed during any period of absence.

Please see the 'Early Education Entitlement' policy for more information.

## **Medical care and illness**

It is the Parent's/Carer's responsibility to ensure that if their child is suffering from any apparent illness or other condition that could affect other children or staff, the child does not attend the Nursery. If such a condition is discovered while the child is at Nursery, the Parent/Carer will be contacted and asked to collect their child from the Nursery immediately. You will be advised to keep your child at home for 24 hours if they have been sent home with a high temperature and for 48 hours if they have had diarrhoea and / or sickness. In the case of conjunctivitis, once the child has obtained prescribed antibiotic drops they can be re-admitted to Nursery after 24 hours of treatment. If it is necessary for the child to be kept away from Nursery so that Parent/Carer can monitor their condition at home, a sickness form should be completed. This form is a clear record of the communication between the Parent/Carer and Nursery staff and should be signed by the staff member dealing with the Parent/Carer of the child.

In instances of an emergency the Nursery will phone for an ambulance and notify the Parent/Carer immediately.

## **Medicine**

If a child is prescribed any medication we would kindly request they be excluded from the Nursery for a minimum period of 24 hours to be monitored at home. If a child is brought into Nursery after that period and is still unwell, staff may seek advice from senior staff or health centre staff.

Prescribed medication can be administered at Nursery after the first 24-hour period.

A medication form must be completed by the parent before we can administer the medication. Parents/Carers also need to sign the form at the end of the day to acknowledge that they have been informed of the medicine given to their child that day by Nursery staff.

Medication supplied must be prescribed by a health professional and the container must clearly state the child's name and dosage to be given.

## **Leaving and collecting children from Nursery**

No children will be accepted before 7:30 am and must be collected before 6 pm. We request that parents/carers attempt to collect 15 minutes prior to the end of their session to allow adequate time to discuss your child's stay with the Nursery staff. Parents/carers who fail to collect their child before 6 pm are liable to pay a late collection charge. If this occurs repeatedly, the Nursery reserves the right to withdraw the Nursery place.

## **Security**

The Nursery has a policy of not allowing a child to be collected by anyone other than the person or people who regularly drop off and collect the child. With this in mind, if Parent/Carer arrange for someone else to collect their child it is important to inform the staff and provide the name and description or photograph of this person if we have not met them before. The Nursery will not permit a child to be collected by anyone under the age of 16 years.

There is an intercom system at the Nursery's entrance which all Parents/Carers and visitors will need to use. A member of staff will ask all visitors the nature of their business via this system and will release the door to permissible visitors only.

When the children are outside in the garden the main gate is always locked so that no one can gain access unless they are let in by Nursery staff. This allows us to monitor who comes in and out of the grounds while the children are outside.

Parents must ensure that they securely close the nursery door when entering or leaving the Nursery.

### **Child Protection statement**

We have a legal responsibility to each child in our care to report any concerns we have for the child's welfare to the Birmingham MASH Team. The Nursery staff are very experienced in normal child development and common injuries that can happen at varying stages of development, however are obliged to inform the relevant authorities if we have any concerns about a child's behaviour or injuries or if a child discloses something of concern. Nursery staff must follow the advice from the MASH team which may prevent us from informing parents or carers.

### **Incident recording**

Developing crawling, walking and racing around skills can be a dangerous occupation for young children. We appreciate this but we are required (as one of the conditions of registration) to record all such accidents and incidents happening at Nursery or at home. This means that if your child suffers from a bump or knock at home that we need you to fill in a form at Nursery to tell us what happened.

### **Complaints procedure**

The Nursery complies with the complaints procedure as stated by Ofsted. If you have any concerns regarding care of your child, please discuss them with your child's key person. If in the unlikely event the problem is not resolved then the Room leader will become involved.

For more serious concerns you should speak to the Nursery Manager or the person in charge if the manager is not on the premises.

At each stage we will endeavour to provide you with open honest communication.

The Nursery has a complaints form for anyone wishing to formalise a complaint. This provides us with a written record of your concern. If we do not resolve the situation to your satisfaction then your complaint should be raised with the Director of Sport, Security and Nursery Services, Mike Kirkman at:

Aston University  
Birmingham  
B4 7ET  
Email: [m.kirkman@aston.ac.uk](mailto:m.kirkman@aston.ac.uk)  
Telephone: 0121 204 4624

In the unlikely event that you have still not been satisfied Ofsted may be contacted at the address below:

Ofsted  
National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

**Please refer to our Policies and Procedures for further details.**

**By signing these terms and conditions you are stating that you fully understand and agree to abide by them. You are also signing to agree to follow our policies and procedures.**

**Parent name:** \_\_\_\_\_

**Parent signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_