

Terms and Conditions

- * All parents will be asked to choose either an all year round or a term time only place for their child. 'Term time' is defined by the City Council term dates (can be found at <http://www.birmingham.gov.uk/termdates>).
- * Parents who require term time only will be required to pay a holding fee of £25 per week during school holidays. **Please note that this will also apply to funded children who access extended provision. Holding fees for funded children will not cost more than your current weekly fee and will be calculated on an individual basis.** If your child does attend for any reason during holidays (dependant upon availability) you will be required to pay the holding fee plus any other time used.
- * Payment is due for December shutdown period. This will be the holding fee charge.
- * Fees are payable during all periods of absence from the nursery, including sickness, family holidays, public and bank holidays, however, charges are not incurred for closures (i.e. Staff training days) or any other unforeseen circumstances (i.e. bad weather)

DEPOSITS

- * All new parents are required to pay a deposit of one weeks fees or £50 if one weeks fees amount to less than this figure. This figure will then be deducted from your final invoice.
- * Should you choose to not accept your place or send your child elsewhere, an administration fee of £30 will be deducted from any deposit paid.

WORKING TAX CREDIT

- * Working parents may be eligible for the childcare element of Tax Credit's, which can pay up to 70% of childcare costs. Information about this is available from the Tax Credit Helpline on 0345 300 3900 or you can visit www.gov.uk/child-tax-credit

OTHER TYPES OF FUNDING

- * Externally funded provision (e.g. for students) can only be confirmed by the centre once the funding has been agreed in writing by the funding provider. If your child starts with us and funding is not confirmed you will then become liable to pay any fees incurred. Please note if your child still accesses provision after your funding has ceased you will be liable for all fees due.

SETTLING IN

- * When children start at our nursery we have a settling in period that usually lasts up to two weeks, however, the exact length of time depends on the child (please see our Settling in Policy). Fees do not apply for this period but please note that charges will be applied after two weeks of settling regardless.

REGISTRATION FORMS

- * Every child is required to have a registration form, with up-to-date contact details for health and safety reasons.
- * If you move house or change contact numbers we request that you notify staff so we can update your child's records.
- * If your child becomes ill during a session, a member of staff will contact the family or emergency contact indicated on the form, to advise or arrange collection of the child

where necessary.

PAYMENT OF FEES

- * Parents will receive a monthly invoice online, which will state the fees and date the payment is due by for the following month, this will usually be the second Friday of the month. Please note that you are required to pay fees a month in advance.
- * Fees should be paid through our ParentPay facility online or through local Paypoints, please see the Admin team in Reception for details of where our nearest Paypoint providers are located.
- * It is the responsibility of the parents/carers to provide all statements/transactions for tax purposes or to HMRC. Transaction lists are available to print out on your ParentPay account.

LATE PAYMENTS OF FEES

- * If fees are not paid on the due date by 12 noon, a £5 daily surcharge will come into immediate effect. Late payers will incur this daily charge for every day their fees remain unpaid.
- * Parents who have not paid their fees and their fines within a week of their due date, will lose their nursery place with immediate effect. Please inform the Admin team in advance of changes to any personal circumstance that would impact on your ability to meet payment deadlines. We will do our best to accommodate one of circumstances with a clear payment plan.

LATE COLLECTION OF CHILDREN

- * Please note that late charges will be applied if you are persistently late to collect your child. The current charges have been reviewed and are now £5.00 per 15 minute blocks. Late fees will be added to ParentPay as a separate payment item.

SCHOOL DINNERS (30 HOURS AND FUNDED CHILDREN ONLY)

- * Fees will be added to ParentPay weekly. No charges will be made for days children are not in attendance (this applies to 30 hour children and funded full day children only)
- * Fees must be paid promptly to avoid your child's place being suspended. If this happens a packed lunch will need to be provided.

NOTICE TO AMEND ATTENDANCE OR LEAVE

- * At least four weeks notice in writing is required for a change of days/hours or to terminate, including time term only places.
- * Fees will be incurred for four weeks from the day that notice is given regardless of attendance.
- * All externally funded places cease when the funding ends, but parents must still give notice in writing as above.

DEBT RECOVERY

- * We actively pursue all debts through an external debt collection agency.

BIRTHDAYS

- * To celebrate children's birthdays we welcome parents bringing in a cake and healthy treats to be shared with all the children. Please check with your child's Key Worker if there are any children with food allergies.

ILLNESS AND ACCIDENTS

- * We understand that accidents and incidents such as biting or scratching are not a nice experience for children or parents but it is a part of nursery life and we cannot always prevent scratching and biting from occurring. We do however address these issues and we hope that parents can understand the context of such occurrences and work alongside us. (Please see policies)
- * Please call the Admin team if your child will not be attending nursery on that day, if your child is unwell/not themselves we ask you to judge whether they should be in nursery and seek advice from a medical professional where necessary.
- * If we deem your child is unwell we will contact you to collect your child. Can you then collect your child promptly.
- * If your child has two episodes of Diarrhoea/or sickness we ask that you keep your child at home for 48 hours after the last episode.
- * Unfortunately you will still be charged for any booked days your child is not in due to illness.
- * Only prescribed medicine will be administered to children within our setting. Paracetamol will only be accepted if prescribed within a 3 month period
- * Washwood Heath Nursery does not accept responsibility for accidental injury or loss of property, however we do maintain those insurances required by law. Details of these are available upon request.

SAFEGUARDING

- * In accordance with Birmingham's Safeguarding Guidelines we are obliged to report any causes for concern of actual or likely significant harm against a child to Children's Services. This may be done without informing the parent or guardian when there is a Safeguarding issue (Please refer to our Safeguarding policy).

I am the Parent/Carer of

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I declare that I have read and understood the terms and conditions contained within this document. I understand that I am responsible for payment of any sessions booked in advance, and that I am expected to act in accordance with the policies and procedures outlined in this document.

Parent/ Carer Signature:

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Date:

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