

Key Policies and Procedures and Terms and Conditions for places

Key Policies and Procedures

Medication & Emergency Treatment: Medication will only be given once a written authorisation has been signed. Any medication must be clearly labelled with your child's name and handed to a member of staff by an adult. For planned medication you can complete and sign the consent form on arrival. For unplanned medication (e.g. Calpol) we will contact you at the time and ask for written consent (i.e. email). By signing this form you are authorising the Nursery to administer your child with emergency medication and to give emergency treatment and / or seek emergency help or treatment if necessary.

Infectious Diseases: Following medical advice, your child may need to be absent for a specific period. Please inform the Manager of your child's illness, it will be at their discretion as to whether your child may attend. For further information please see our policies and procedures here <https://www.littlepeoplenurseries.co.uk/downloads/>. All settings follow the Department of Health's recommendations for exclusion periods.

Loss or Damage: The Proprietors of Little People will not be responsible for loss or damage to children's property or clothing. We strongly recommend personal items, including clothes, are clearly labelled.

Trip Consent: Your child will have the opportunity to participate in local trips off the premises (for example to the library or park). By signing this form you are acknowledging your awareness of this. If you do not wish your child to participate in such trips, please advise the Nursery Manager in writing.

Sun Protection: Parents should provide sun hats and sun cream to be used over the Summer months. It is nursery policy to protect ALL children from the sun.

Child Protection: We have a professional obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

Use of Photographs: We will use photographs of your child to enhance development profiles, in displays around the nurseries, in the press, and for our publicity material (including our website and twitter). If you would prefer your child's photograph not to be used in this way, please put it in writing to the nursery manager.

GDPR: We do not share your information with anybody other than those we are legally obligated to share it with. For full details on how and why your information is stored and used, please see our Privacy Policy.

Terms and Conditions

Opening times The nurseries are open from 7:30am until 6:00pm for 51 weeks a year, closing at 6:00pm Christmas Eve reopening the day after New Year's Day Bank Holiday. We are also closed Bank Holidays, including Good Friday and two days a year for staff training. We may be able to offer the staff training days in lieu within the same month. We charge for 51 weeks per year, there is no reduced fee during bank holiday weeks. It is at the managers' discretion subject to availability whether your day can be swapped within the week for an alternative. Days are not transferable from week to week. Term-time places are booked in line with the Local Council's Academic Calendar for that site. Any additional holiday care is charged at the term time full day rate. Absences must be paid for - Including holidays, sick and unforeseen nursery closure.

Little People Nurseries

Our prices include: All meals whilst your child is in attendance, prepared by the Nursery cook including:

- o Breakfast is served between 7:30am – 8:45am
- o 2-course hot lunch at 11:30am
- o 2-course afternoon tea at 3:30pm
- o Mid-morning and mid-afternoon healthy snacks
- o All nappies, wipes, sudocrem
- o Whilst a weaning menu is fully included, you will need to provide your choice of formula/breast milk for your baby.

Additional Charges A non-refundable booking fee of £50 is required with your application. This includes 3 hours visits for your child and covers a home visit for your child before starting, we will discuss with you. The booking fee is waived for Fully funded FEEE places taking up no-extras, and siblings of existing customers with us. During Usual Opening Hours – If you collect your child late, or bring them early for their planned session, we will charge our current nursery hourly rate or part of. After 6pm – For collections after the nursery has closed, we will charge £10.00 per 15 minutes, per child.

Termination of your contact with us We need 1 months' notice to cancel a place, or for any reduction in hours, we accept email for this. If a child is leaving/changing midmonth the daily rate will be used to calculate their fees.

Funded Places only You are required to provide evidence of funding, and complete relevant paper work as requested by your nursery manager, failure to do this will result in a full charge for the Nursery Place booked. You will need to sign your contract for the funding BEFORE using your funded hours – failure to do so may result in you having to pay for the place. **PLEASE NOTE:** Regular attendance is expected or this may impact your funding.

Payments and Fees are due by the 1st of the month for that month. Customers receive a Statement of Account, via email, on the 20th of each month which shows the upcoming months fees and details any over/underpayments. If you have not received the email, or have any queries about your statement, or your invoice, please contact us on finance@littlepeoplenurseries.co.uk or 0113 2556394. In order to allow our Nursery managers to concentrate on the childcare our invoicing is managed by our admin team. We do our best to ensure that you are invoiced the correct amount and check this internally at regular intervals. Please check your invoice as if you are attending more than you have been charged we will need to charge the additional attendance in arrears. Our managers send through extra attendance in arrears, and additional holiday attendance when you book. We accept Childcare Vouchers, please contact Head Office on (0113) 2556394 to find out any reference numbers you may need. We also accept payment the Government Tax Free Childcare payment scheme, for more information on this please call Head Office or speak to your Nursery Manager.

Charges for late payments In order to minimise costs we do not allow credit. Fees are due in advance by the 1st of each month. Fees paid late will incur a "Late Payment Fee" of £25 on a monthly basis. Consistent late payments will result in your place being withdrawn. Should we need to pass your debt on for collection on our behalf you will be responsible for all costs added by the collection agency.