

**Initial Enquiry Form**

**(this form gives us an idea of what you are looking for, It is not a confirmation of a place)**

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| How did you hear about the nursery? |
| Child’s First Name | Child’s Middle Name | Child’s Last Name |
| Child’s Legal Name (if different) |
| Boy/ Girl | Date Of Birth |
| Parents Names: |
| Home Address:Post Code: |
| Home Phone Number: | Email Address: |
| **Session Details** |
| **Please tick or highlight your preferred sessions** |
|  | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** |
| **Full Week** |  |  |  |  |  |
| **Full Day** **(8am-6pm)** |  |  |  |  |  |
| **School Day** **(9am-4 pm)** |  |  |  |  |  |
| **8am-1 pm** |  |  |  |  |  |
| **9am-12noon** |  |  |  |  |  |
| **9am-1 pm** |  |  |  |  |  |
| **1-6 pm** |  |  |  |  |  |
| **1-4 pm** |  |  |  |  |  |
| **Type of Place** |
| **Term Time Only Place** | **Year Round Place** |
| **Preferred Start Date:** |

**Please send this form back to:**

 Small World Nursery, Schofield Family Centre, Greenclose Lane, Loughborough. Leicestershire. LE11 5AS

**And we will check our availability**



**Childcare terms and conditions**

**Small World Nursery Terms and Conditions**

The document and the terms and conditions within it govern the basis on which Small World Nursery referred to here as we agree to provide childcare services to parent(s)/guardian(s) (referred to as ‘you’).

Only a parent/guardian with parental responsibility for a child can register that child for a childcare place with us. We will ask to see your child’s birth certificate, or other relevant documentation, to confirm that you have parental responsibility for the child as part of our registration process.

**Our details:**

Small World Nursery

Charity Number: Registered under King's Church Loughborough (Registered Charitable Incorporated Organisation in England and Wales under charity No. 1160234)

Registered address: Small World Nursery,

 Schofield Family Centre,

 Greenclose Lane,

 Loughborough.

 Leicestershire.

 LE11 5AS

Telephone: 01509 262922

Email: office@smallworldnursery.co.uk

Ofsted URN: EY495681

Insured by: Morton Michel

Insurance policy number: NC960262

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| **Terms and conditions****Our obligation to you*** We will inform you as soon as possible whether your application for a place has been successful. You must confirm within one week of receiving notification that you still wish to take up a place. If you do not then the offer of a place may be withdrawn. If yours is a fee paying place then once you have confirmed the place, a deposit payment will be required to hold the place for your child. The monetary value of the deposit is the equivalent of your first week’s nursery fees. The deposit will be taken off the amount of the final invoice at the end of your child’s attendance.
* We will provide the agreed childcare facilities for your child at the agreed times (subject to any days when we are closed). If we change the opening hours, we will give you as much notice of our decision as possible and, if necessary, will work with you to agree a change to your child’s hours of attendance.
* We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.
* We will notify you as soon as possible of any days we will be closed, these days are deducted from your invoice.
* We will treat your child with the utmost respect and dignity. We will never use or threaten any type of punishment that could adversely affect a child’s wellbeing.
* We will provide you with regular verbal updates as to your child’s progress and we will agree times to discuss with you the progress of your child or any other aspects of our childcare services as and when required.
* We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regards to the childcare services we provide for your child.
* We will provide you with details of our policies and procedures, which outline how we satisfy the requirements of the EYFS in our everyday practice; and we will notify you as and when any changes are made to our policies and procedures. We will be available to discuss or explain our policies and procedures, and/or any relevant changes, at a mutually agreed time.
* We will maintain appropriate insurance to cover our childcare activities.
* We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available.

**Confirmation of spaces-** For non-funded spaces, a non-refundable registration fee of £25 is required along with one week’s nursery fees is required before a place is guaranteed. This doesn’t apply to FEEE funded only places.Funded spaces will only be confirmed during the second half of the previous term that your child is eligible for funding unless they are already attending our setting in which case your place is guaranteed. **Payment of fees** All spaces are allocated on first come first serve basis.* You agree to sign a contract in which you agree to the nursery providing care for you child within the stated session times.
* Our fees are based on a weekly fee that shall be notified to you in advance of your child starting nursery. We do review these fees on a regular basis and on occasion we may increase these fees but shall inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee, you may end your contract with us by giving us one month’s notice in writing.
* Monthly fee is expected to be paid via cash, cheque (Made payable to Small World Nursery), standing order or by childcare voucher on the 1st of each month. If payment is made by cash it is your responsibility to obtain a receipt as proof of payment. All payment, regardless of method, shall be made in advance on the first day of each month (the due date). On the first working day of each month, the payments are checked against the outstanding fees to see which invoices remain unpaid. An electronic reminder is issued through Eylog, urging parents to pay the outstanding amount within the next seven days.
* You agree to notify the nursery within the week of receiving the monthly fee invoice if you have any difficulty paying and we would ask that you seek a meeting with Sam or Mel as soon as possible and they can agree a payment plan with you. This will be a weekly standing order to cover your current fees with an additional amount added on top to clear the outstanding amount. It is stated that ‘continued attendance of your child(ren) is at risk if fees are not paid’(At this stage, Sam will inform Mel, the nursery manager).
* If no contact is made with Sam or Mel to set up a payment plan and payment hasn’t been received within those 7 days, a paper reminder is given informing the parent that the fees remain outstanding and a late charge of £5 will be added to your outstanding fees, if you do not comply with terms 5 and 6.
* Parent’s book set sessions each week as a part of the contract. Extra sessions on top of these may be booked dependent upon availability. Any extra care hours over the contracted amount will be invoiced at the time of booking and will be expected to be paid either before or on the day of the booking.
* No refund will be given for periods where the place is unfulfilled due to illness on the part of either party. We are closed on Bank Holiday Mondays, between Christmas and New Year and for two training days per year to support our continuing professional development for the benefit of children and families. If the nursery is closed for Bank Holidays and Training days, the amount will be deducted from your invoice but we will accept no liability for other costs which you incur if we are unable to provide childcare for any reason.
* You agree to provide a change of clothes, suitable clothes for the weather and any other necessary items which are required.
* You agree to notify the nursery of any issues which may affect your child’s health and well-being during their time at the nursery.
* You agree to arrive and collect your child on time. The nursery reserves the right to charge an additional late fee of £5 per 15 mins of care provided outside of this agreement.
* You agree to inform us if your child has been ill in the last 24 hours and if your child has been involved in an accident since their last visit to us.
* You agree to ensure that you adhere to the nurseries policies and procedures which are available to you in the welcome pack and in more detail upon request.
* The nursery reserves the right to amend or change the terms and conditions of the service provided to meet the demands and needs of the children and business.
* You understand you need to give **one month’s notice** to terminate the contract. This applies to non-funded and funded children. If you leave without giving us notice one month’s nursery fees will be applied to your account.

**Holidays****Non-Funded Children** are entitled to two weeks holiday per year. 100% will be deducted for your first week’s holiday and 50% for the second week. These must be booked in advance and preferably before invoices for the relevant month are issued. If you are late booking your holiday, please pay the invoice as it stands and your adjustment will be made on the following month. A weeks holiday equates to the amount your child attends nursery i.e.* If your child attends Mon-Fri, you are entitled to 10 days per year.
* If your child attends one day per week, you are entitled to 2 days per year.

**For Funded Children**If you take a family holidays during the term-time, the nursery will cancel any fees incurred for a maximum of one week. Please provide us with a letter stating your holiday dates and return to nursery date. With this information, we will then advise you as to the next course of action.**For holidays longer than one week****15 hours only**- your place may be cancelled as the nursery may lose your funding from Leicestershire County Council. If this happens, the nursery will look to you to reimburse the nursery.**15 hours + fees**- your place may be cancelled as the nursery may lose your funding from Leicestershire County Council and you will still be responsible for paying your additional nursery fees.**Suspension of a child*** We may suspend the provision of childcare to your child at any time if you have failed to pay any fees due.
* We do not support the exclusion of any child on the grounds of behaviour. However, if your child’s behaviour is deemed by us to endanger the safety and well-being of your child and/or other children and adults, it may be necessary to suspend the provision of childcare whilst we try to address these issues with you and external agencies as appropriate.
* During any period of suspension for behaviour-related issues we will work with the local authority and where appropriate other welfare agencies to identify appropriate provision or services for your child.

**Your obligation to us*** You will need to complete and return Enrolment form to us before your child can start with us.
* You must notify us immediately of any changes to the information you have provided to us and keep us informed of any other necessary information that may affect the childcare that we provide for your child.
* The Enrolment Form includes medicine consent and emergency treatment authorisations which you will need to complete prior to your child attending.
* You will read and abide by our policies and procedures.
* You will make yourself available as and when required to discuss the progress of your child or any factor relating to their childcare place with us at mutually agreed times.
* You must immediately inform us if your child is suffering from any contagious disease, or if your child has been diagnosed by a medical practitioner with a notifiable disease. For the benefit of other children attending you must not allow your child to attend whilst they are contagious and pose a risk to other children during normal daily activities.
* You must keep us informed of the identity of the persons who will be collecting your child. If the person who is due to collect your child is not usually responsible for collecting them we will require proof of identity. If we are not reasonably satisfied that the person collecting your child is who we were expecting, we will not release your child into their care until we have checked with you.
* You must inform us immediately if you are not able to collect your child by the official collection time. You must make arrangements for another authorised person to collect your child as soon as possible. A late payment charge will be applied; please refer to the current fee schedule for details.
* You will inform us as far in advance as possible of any dates on which your child will not be attending.
* You will provide us with at least one month’s notice of your intention to decrease the number of hours your child attends or to withdraw your child (and end this Agreement). If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of notice. If you are ending this Agreement, notice must be given by completing our Notification of Leaving Date form which is available on request.
* You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

**Termination of the Agreement*** You may end this Agreement at any time, giving me at least one month’s notice.
* We may immediately end this Agreement if:
	+ - You have failed to pay your fees;
		- You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time after we have drawn it to your attention;
		- You behave unacceptably, as we do not tolerate any physical or verbal abuse or threats towards the nursery staff;
		- We take the decision to close. We will give you as much notice as possible in the event of such a decision.
			* It may become apparent that the support we are able to offer your child is not sufficient to meet his/her needs. In these circumstances we will work with you, the local authority and other welfare agencies as per our procedures to identify appropriate support, at which point we may end this Agreement.
			* You may end this Agreement if we have breached any of our obligations under this Agreement and we have not or cannot put right that breach within a reasonable period after you have drawn it to our attention.

**General*** If we have to close or we take the decision to close due to events or circumstances beyond our control (e.g. extreme weather conditions), your nursery fees will be deducted from your next month’s invoice.
* If you have any concerns regarding the services we provide, please discuss them with your child’s key person. If these concerns are not resolved to your satisfaction, please contact the manager. Parent satisfaction is paramount and any concerns/complaints will be dealt with in line with our Complaints Policy.
* We reserve the right to refuse to admit your child if they have a temperature, sickness and diarrhoea or a contagious infection or disease on arrival at our nursery, or to ask you to collect your child if they become unwell whilst in our care, in line with our Managing Children who are Sick, Infectious or with Allergies Policy.
* Whilst food and drink is provided on the premises, we are not a commercial kitchen and may not be able to cater for the individual needs of every child. As cross contamination cannot be ruled out, a risk assessment is conducted for children with any known allergies. It is our usual practice to provide both a meat and vegetarian option. Every effort is made to follow recommended food preparation guidance and to ensure that all staff involved in the preparation and serving of food are suitably trained/I am suitably trained in the preparation and serving of food.
* Any personal information you supply to us will be collected, stored and used in accordance with the principles of the Data Protection Act and our Confidentiality and Client Access to Records Policy. We will always seek your consent where we need to share information about your child with any other professional or agency. We are required by law to override your refusal to give consent only in specific circumstances where the child or someone in the family may be in danger if we do not share that information.

**This Agreement*** We reserve the right to vary the terms and conditions contained in this Agreement
* This Agreement contains the full and complete understanding between the parties and supersedes all prior arrangements and understanding whether written or oral relating to the subject of this Agreement except to the extent that we vary terms from time to time.
* Acceptance of a place will be deemed as acceptance by you of these terms and conditions.
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