

Once Upon A Time Nursery
56 Railway Terrace
Llanelli
Carms
SA15 2RH
CIW W130000376



Website
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Phone
01554 785 173

Email
enquiries@llanellinursery.co.uk

Parent Contract

HOURS OF OPERATION

Monday to Friday 8.00 a.m. to 6:00 p.m. (7 am and 7 pm available on request.)
We are closed weekends, Bank Holidays and Christmas week from 25th December – 1st January. There is no charge for these days.

FEES / PAYMENT POLICY

It is the policy of Once Upon A Time that all children are booked in for a minimum of 2 sessions. All sessions booked must be paid for whether the child attends or not as staffing is still required to meet certain ratios within each class. Fees include all sick days and holidays except **1 week per school year** which can be taken with no fees due. Your free holiday week must be booked in advance. Fees are based on booked days not attendance any sessions missed must be paid in full, refunds and credits will not be given for days when your child does not attend due to sickness as ratios still need to be maintained. Swapping days/ rotating rotas are subject to availability.

By signing this contract parents agree that all fees will be paid one month in advance, between the 1st & 10th of the month. Weekly payments are accepted on the first day the child attends for that week. Direct debit details are available, and cheques should be made payable to: Once Upon A Time Nursery. Unpaid fees will result in a £5 per day late fee for payments after 10th of the month unless arranged otherwise. Extra hours (subject to availability) are billed at the session rate or hourly rate. If fees are more than 30 days late (by the 10th of the next month) and no arrangements have been made to clear the debt, we reserve the right to pass the debt on to the debt collection agency. We will also add on a 25% fee to cover the costs of the collection of the debt

NON ATTENDANCE DUE TO ILLNESS

Please advise the nursery prior to 8:30 am if a child will not be attending due to illness.

Parents agree that a child who is ill (e.g. fever, infection, diarrhoea, communicable disease, or any other type of illness that may be passed on to others) will be kept at home to protect the well-being of the staff and other children in our care. The parents further agree that should a child become ill while in our care, immediate arrangements will be made to remove the child from the nursery. The nursery cannot undertake the care of sick children, however as part of our diversity policy, children requiring regular medication will be welcome. Any child appearing to be suffering from any infectious disease or having suffered their last attack of sickness and diarrhoea within the preceding 48 hour period will be refused admittance. Other illnesses can be discussed between you and your child's key worker/ staff at nursery as children can contract a range of illnesses and these can be dealt with on a case by case basis.

In some cases, a note from a doctor may be necessary. By signing this contract you are agreeing to staff seeking any necessary emergency medical advice or treatment for your child during their time at our nursery.

At Once Upon A Time we will do our best to look after any child who becomes unwell in our care while keeping in mind the health and welfare of the other children at nursery when it comes to contagious infections and the wellbeing of the child.

LATE ARRIVAL/ PICK UP POLICY

Please advise the nursery immediately if you will be arriving later than the pre-arranged time to pick up your child. It is the parents' responsibility to ensure that children are picked up no later than by the end of their booked session. If you are not able to pick up your child on time alternative arrangements must be made. Please notify the nursery if an unauthorised person will be picking up your child. Verbal or written permission must be received before we will release a child to anyone who is not authorised on the registration form and the password system must be used. In the event that a parent cannot be contacted, it is the policy of Once Upon A Time Day Nursery should a child remain in care after their session, to call an emergency contact. A late fee of £5 for every 15 minutes late and every 15 minutes there after per child will apply if a child remains in care after their booked session regularly, unless prior arrangements have been made.

WITHDRAWAL

Parents agree that a minimum notice of one month (notice to given in writing) will be given for permanent withdrawal of, or reducing hours of any child from care or agree to pay one months fees in lieu. It is the responsibility of the parent to ensure that the notice has been received by a member of staff.

DEPOSIT AND REGISTRATION

An administration fee of £30 (per family) is required upon completion of the registration forms to secure your child's placement in nursery and covers the start up costs. If you decide to cancel the child's place before starting, the fee is non refundable. **All notices have to be in writing.** Places will not be held unless the registration fee is paid in full. If we cannot offer you a place then no registration fee will be taken.

HEALTH AND SAFETY

Any health & safety queries please forward them to the Manager. We ask that all parents make sure they do not go past the gate in the main hall unaccompanied. Gates and doors must be closed and locked when entering or leaving the building and that they are mindful of little fingers.

MEDICATION

If your child needs to take medication while at the nursery you will have to sign a medication consent form prior to the medicine being given and again once the child has been given medication at nursery.

EMERGENCIES

In an emergency you will be phoned immediately, if you cannot be reached then the next emergency contact will be called until someone had been informed.

DIETARY NEEDS

All dietary needs should be mentioned on the Care sheet.

ARRIVAL AND COLLECTION POLICY

We have a range of sessions that take place throughout the day, please arrive on time to drop off and pick up your child. Being late to collect your child or early to drop off your child may place us in breach of the staff:child ratio which compromises the safety of your child.

TERMINATION

Once Upon A Time Day Nursery reserves the right to suspend or terminate care of any child without notice, should it be deemed necessary for the overall safety and well-being of other children in our care.

Registration is not complete, and care will not commence until all the paper work is completed. Prior to the start date of care the following must be received by us for each child:

- *Registration Form and Fee £30
- * Immunisation sheet
- * Care Sheet
- * Parent Contract & Financial agreement
- * One month's payment in advance
- *Authorisation from college or employer of subsidised place if appropriate
- * Privacy notice

It is important that you understand how we run our nursery and how we will look after the needs of your child. By signing this Contract you are agreeing to all Once Upon A Time Day Nursery policies and procedures including:

- Behaviour Policy
- Child Protection Policy
- Additional Needs Policy
- Complaints Policy
- Medication / Illness Policy

Equal Opportunities Policy
Confidentiality Policy
First Aid Policy

All policies and procedures are available in the main hall and online please ask a member of staff.

I / We _____ / _____ have read and agree
with the above statements.

Signature _____ Relationship to child _____

Dated _____

Signature _____ Relationship to child _____

Dated _____

PRICES From 1st April 2020

FEES: How much do we charge?		Age 0-2	Age 2+
Full Day Session	8.00am till 6.00pm	£42.00	£40.00
Half Day Sessions (minimum 2 half sessions a week)	8.00am till 1.00pm	£25.00	£23.00
	1.00pm till 6.00pm	£25.00	£23.00
Full Week (includes £15 discount)	Mon to Fri 8.00am till 6.00pm	£195.00	£185.00
Full week of mornings or afternoons (includes £5 discount)	5 x half day sessions	£120.00	£110.00
School Wrap Around	8.00am till 6.00pm including drop off and pick up from school <small>(around full school day)</small>	£29.00	Walking
		£31.00	By car
Flying Start Top Up Full Day	8.00am till 6.00pm	£30.00	
Flying Start Top Up Half Day	8.00am till 1.00pm or 1.00pm till 6.00pm	£13.00	
After school pick up	Afternoon pick up at school till 6.00pm	£21.00	Walking
		£23.00	By car
Before school drop off	8.00am till 9.00am with drop off	£12.50	
Hourly / Half Hourly Rate	Before or after half day session	£6.50 / £4.00	
Pick Up / Drop Off	Charged per pick up / drop off (up to 3 children)	£6.00	
Late pick up charge	Up to 15 minutes late and for every 15 minutes thereafter	£5.00	
Administration Fee	On joining per family	£30.00	

10% discount available for older sibling when more than one child attends

**Fees can be paid monthly in advance by cheque, cash or direct debit.
If you wish to pay weekly then fees must be paid by direct debit.**