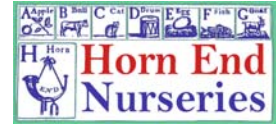


HORN END NURSERIES TERMS AND CONDITIONS



APPLICATION FOR A NURSERY PLACE

Application forms must be completed and returned before a child can be offered a place. Wherever possible every attempt will be made to meet your individual requirements. A non-returnable deposit is payable of £100 for a place. This amount is then discounted from your last month's fees provided adequate notice is given.

FEES

Fees are required monthly in advance by the 1st of the month. Invoices will be issued during the week prior to the billing period. All accounts are computerised and calculated on an average monthly basis based on the child's weekly amount multiplied by 4.333.

Fees are payable for a full 52 weeks per year. Fees are based on your child's age and amendments to fees are made at the beginning of the month following their birthday.

Late fees will incur an administration charge of £25 and could result in a place being withdrawn without notice. Horn End reserves the right to review fees when necessary.

PAYMENT METHODS

Payment can be made by direct debit, nursery grant, government funding, and childcare vouchers.

A small administration charge is made when paying fees by two methods. Direct debits are set up free of charge in the first instance. If a second direct debit is requested there will be a £10 administration charge.

Please ask if you require more details about payments.

AMENDING/INCREASING SESSIONS

Should you wish to alter or cancel any sessions that have been booked we require 6 weeks notice in writing/by e-mail. If insufficient notice is given then full fees will apply.

If you require an increase in your child's sessions then this will be arranged as soon as the vacancy arises or we will put you on our waiting list.

HOLIDAYS

Horn End closes for all bank holidays and for one week at Christmas. Full time children attending nursery are eligible for 4 weeks retainer during the year. This is charged at 50% of normal fees and is given on an accrued annual basis. In order to be eligible for this retainer six weeks notice in writing or by e-mail must be given. For holidays taken in addition to this full fees are charged.

The nursery does not offer reduced fees for children taking holidays attending on a part-time basis.

COLLECTION OF CHILDREN FROM NURSERY

If you are going to be late collecting your child then please contact the nursery manager with as much notice as possible so that we can ensure that there are sufficient staff available. If your child is not collected within the nursery opening hours then an additional charge will be made.

The nursery door has a security lock on it. This should be kept safe at all times and not given to anyone apart from parent/legal guardian. A password is required if anyone other than parents/guardians are to collect a child. Please ask for details.

INSURANCE

Horn End has extensive employers and public liability cover.

HORN END NURSERIES

TERMS AND CONDITIONS (CONTINUED)

PROPERTY AND BELONGINGS

Horn End provides an extensive range of toys and equipment for children of all ages. It is therefore not necessary and not advisable for children to bring toys from home.

Security blankets and comforts from home are acceptable and whilst we will endeavor to take care of any articles brought to nursery we cannot be held responsible to any loss or damage to such items. Please ensure that all coats, hats and other removable garments are clearly named. Slippers should be provided for indoor activities. Practical, "inexpensive" clothing is strongly recommended.

MEDICINES AND FIRST AID

Nursery staff will administer prescribed medicines if parents fill in our medication records with accurate details. Should your child sustain an accident whilst at nursery a trained member of staff will administer any necessary first aid. You will be informed of the incident either immediately or at the end of the day depending on the nature of the injury. We also ask that when your child commences nursery that you complete a medical consent form, which includes granting permission for us to take your child to hospital in cases of emergency.

ILLNESS

Parents are requested not to send their child to nursery if they are suffering from any infectious disease, including sickness and diarrhoea, or if they are not feeling well enough to attend. We would be grateful if parents could inform us of absences by telephone by 10am.

Horn End has a realistic attitude to the needs of working parents but reserves the right to contact parents if their child becomes ill whilst at nursery. Horn End must be informed of any illness a child has if it may prove dangerous to other children. Any advice we give is based on information provided by the area health authority and parents will be kept informed in accordance with their regulations

When a child is ill no refund will be made, except in extreme cases of prolonged illness where four weeks notice can be given in advance about attendance. This will be at the discretion of the management. In such instances then a retainer may be charged, a place held and overpaid fees refunded.

PHOTOGRAPHS

We often take photographs of children to inform parents, outside agencies, to use in staff training and for use on our website or in press releases. If you do not wish for your child to be photographed please put this in writing to us prior to them starting nursery.

WALKABOUTS AND VISITS.

We may take the children for walks in the vicinity of the nursery. You will be asked for confirmation on a form/by letter if such a trip is planned. A full risk assessment and health and safety checks will have been carried out prior to any walk. Please inform a member of staff if you do not wish for your child to be included in such walkabouts.

HORN END RESERVES THE RIGHT TO AMEND THE TERMS AND CONDITIONS WITHOUT PRIOR NOTICE

ⁱ Last updated 20-Mar-08