



Nursery Terms and Conditions

Fees

- The preferred method of payment for nursery care is **bank transfer** (BACS) on the **first of the month** in advance. Alternative methods of payment, such as Tax-Free Childcare, **childcare vouchers and standing orders** are also accepted.
- Any **extra sessions** will be billed by invoice at the end of the month. *Payment should be made within 30 days of receipt of the invoice.*
- Where fees have fallen into **arrears**, and we are unable to negotiate a repayment plan we will engage the services of a **debt collections agency** and you will be asked to withdraw your child from the nursery. If your debt is passed over to our debt collection agency, then this will result in you having to pay back more than the original balance outstanding on your account as you will also be responsible for paying the costs of the debt collection agency.
- **Closure periods:** We are closed over the Christmas and New Year period (we close the last working day before Christmas at 2:00pm and reopen the first working day after the official bank holidays in January). We also close at 4:00pm on **Good Friday** and 1:00pm on **Easter Monday** (to allow for whole staff training).
- Our monthly fees are calculated by working out an annual fee (based on 51 weeks) and then converting this into 12 equal monthly payments.
- We are a partnership provider nursery through our **Grange Loan, Norwood House, and Portobello** nurseries. This means that your child can access their **1140 funding** through *Kidzcare* if they attend one of these three nurseries. Here at *Kidzcare*, we allocate the 1140 funding over 51 weeks of the year. This means that your child is entitled to 22.35 hours of fully funded childcare. If your child attends for more than 22.35 hours per week, then you will be required to pay a top up fee for the hours of attendance in excess of 22.35. This top up fee is calculated with reference to our published fee rates, and this could mean that you are no longer eligible for some of our discounted fee rates. Full details will be provided by our Finance team, who will be only too happy to discuss the complexities of 1140 funding with you.

Booking and cancellations

- **Siblings** of a family who already have a child at the nursery will be given priority where possible – however, a place is dependent on availability and cannot be guaranteed.
- A **deposit** will be required as you enroll your child in the nursery. This can be paid by bank transfer, Tax Free Childcare or Childcare vouchers. This will be deducted from your first month's fees. However, if the place is not then taken up, this deposit will not be returned.
- We would require all parents who enroll their child with *Kidzcare* to read the **parent information booklet**, so that they fully understand how we operate. All parents will be asked to sign the enrolment form before their child starts with us, confirming that they have read and understood our terms and conditions. Parent permission is then reviewed 6-monthly.
- Where a child has a **booked placement** with us and is then subsequently **absent** or on **holiday**, no refund of fees can be made.
- We try to accommodate **extra sessions / occasional requests** wherever possible, although permanent bookings will always be prioritised/honoured. As much notice as possible should be given prior to these requests and paid for as per your invoice.
- If you wish to **cancel your child's place** you must give the nursery **four weeks' notice**.
- Prior to your child starting at one of our nurseries, should you wish to delay your child's start date, then we reserve the right to apply fees from your original start date.
- In the extenuating circumstances that we have no option but to close unexpectedly due to **extreme adverse weather** and/or **other emergencies**. If your child's centre is to close then there will be no refund, as we commit to paying our staff on these days.
- If we determine, in our sole discretion (after appropriate and reasonable analysis), that **reasonable adjustments** cannot be made for a Child and as such we cannot continue to adequately provide for that Child (or admit them as the case may be) then we shall be permitted to **review/revoke** a child's placement with us.