



Port Isaac C.P. School
Nippers Nursery TERMS & CONDITIONS and CONTRACT Jan 2024 – July 2024

Child's Full Name:	Date of Birth:
Address:	Mobile Number: Email Address:

Standard Contract	Morning Session	8:00am – 1:00pm	£22.00	
	Afternoon Session	1:00pm – 5.00pm	£18.00	
	Short Day	8:45am – 3:00pm	£27.00	
	Full Day	8:00am – 5.00pm	£40.00	
Late Collection	If you are late collecting your child at the end of the day, a charge will be made to cover additional staffing costs.		£10.00 per 15 minutes late	
Additional Hours	If your child uses hours that are in addition to the regular session times, each hour will be charged at the following rate.		£5.00	
Booking Schedule	Please tick the boxes below for the sessions you would like to book for your child. Please note: we require a minimum of two sessions per week.			
	Standard Contract		Funded/Short Day (8:45am – 3:00pm)	
	Morning	Afternoon	Morning (8:45am – 12:00pm)	Afternoon (12:00pm – 3:00pm)
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				



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Please commence this Schedule in the week beginning: Monday (Insert date)

Nippers Nursery Terms and Conditions

When you use our nursery, we all have to understand and agree what we as Nippers Nursery will do and what you as the parent/guardian of a child using the nursery have to do.

Nippers Nursery will:

- Make sure our premises are suitable and our staff members are knowledgeable, with relevant training and qualifications.
- Ensure that the nursery complies with all relevant legal requirements and standards in respect of the provision of full day care.
- Implement a care and educational programme that is appropriate and beneficial for all children attending the nursery.
- Open the nursery at least between the hours of 8.00 a.m. and 5.00 p.m. Monday to Friday, during term-time, except on public and bank holidays.

You, as parents/guardians, will:

- Sign to say you have understood and agree with these terms and conditions before your child starts.
- Answer fully and frankly all questions set out in our registration documents and advise us immediately of any changes to this information, as this will help us offer the best level of care for your child.
- Inform us in writing and as soon as possible, of any food, medicine or activity to which your child is allergic or should not participate in.
- Pay the monthly fees when they are due as explained below.

Fee collection:

While money is not the most important part of the nursery, without it we cannot run. We cannot buy equipment, pay the staff or pay our bills. So, while we will give the children coming to the nursery the best we can, we want those paying the bills to help us. When you start with us, you will receive your first invoice within the first week of your child starting at Nippers Nursery (unless starting at the beginning of a new term/month), this is due for payment within 10 days of receipt.

You will normally receive your bill on the second week of the month, with 10 days to make the payment via ParentPay.

If you are making payment through tax-free childcare, please inform us once this has been processed so we can update our records.

We ask you to pay in advance and this is payable even if your child doesn't attend nursery due to sickness, holidays or other absences.

So, to make paying as easy as possible for you, we follow the route set out below.

When you start:

- You will be given these terms & conditions with your child's registration pack, you must sign and return them to us before your child starts.
- You will be invoiced for the sessions you have booked for your child.
- You will receive a monthly invoice so that you can pay the correct amount to us and keep track of your payments. Any extra sessions, or late payment fees, will be added to the invoice.



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ParentPay is the best way for you to pay us. However, you can also pay using the Government's tax-free childcare scheme or by childcare voucher. This means you don't have to remember to write cheques or draw out cash every month and we do not have to store money on site, or leave the nursery to bank it.

Fees are requested in advance, therefore childcare vouchers must be set up following receipt of the invoice as they take at least 3 days to reach our bank.

Late payment will incur charges and may result in your child losing their place at the nursery.

Extra sessions/hours:

We are happy to offer extra sessions and hours if they are available

- Please try to give as much notice as possible if you require extra sessions so that we can organise staff and food for your child.
- When you request an extra session it will be added to the next invoice, but if you normally qualify for a discount, this cannot be applied to extra sessions.
- If you require regular or frequent extra sessions, you will be required to update your booking pattern so that these can be invoiced in advance in the usual way.

Change of days:

- If you want to change your usual sessions permanently, you need to let us know at least one month in advance so that we can check availability and organise our staff. If you increase or decrease your days, this will alter your fees. You will need to sign new terms and conditions each time you alter your booking pattern.
- When the nursery is busy, it may not be possible to swap sessions or days; although we always do what we can to be helpful to our families, we do need at least a month's notice if a session swap is required.

Checking your payments:

- During each month, we will check all the payments received at the nursery and bank to make sure everyone has paid the correct amounts
- Each time we receive a payment, we will record the details on your customer account and you can request a statement from the nursery at any time.
- When we have recorded and checked all the payments we will be able to see if there are any overpayments or outstanding amounts due.

If you owe us money:

The important thing is to get it right from the start. Please make sure that you set up your ParentPay account straight away. This will prevent any debt accruing from the beginning.

We will address any non-payment of fees quickly, as we rely on fees to run the nursery and we don't want your debt to grow.

- If for any reason you cannot pay, or are finding it difficult to pay, please tell us to see if we can help – if you don't tell us, it will cause problems for both of us, as you could lose your child's place.
- If we have not received payment from you 3 days following the payment date, a member of the nursery management team will remind you when you attend the nursery. They will ask you to pay the outstanding amount immediately and may suspend your place.
- If you do not pay the outstanding amount, once your child's place is withdrawn, we will take legal action to claim the outstanding amount and you will be liable for any further costs incurred.



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Fee increases:

Fees will be reviewed between March and September when a small increase may be made. You will be given at least 6 weeks notice of this increase.

Nursery Education Grant:

You are entitled to a nursery education grant after the term your child turns three years old. This entitles you to up to 15 hours funded childcare per week, for 38 weeks of the year.

For more information, please ask the nursery management team. If you and your partner work, you may be entitled to 30 hours funded childcare for your 3-4-year-old. Again, please ask for more details, or look online at: www.childcarechoices.gov.uk.

Outings:

Nippers Nursery staff will sometimes take your child on outings from the nursery, either on foot or by car/minibus. We assume that we have your permission to do this unless we hear differently in writing. An outing consent form will also need to be completed. Please note that copies of the relevant driving licences and insurance certificates, including business cover, are kept on file at the nursery should you wish to see them.

Illness:

If your child is ill and unable to attend the nursery, please phone us as possible to notify us on the first day (and each consecutive day) of absence. As per our policies and procedures, we will make contact with you if your child does not attend a session and we are not informed.

Photographs:

Nippers Nursery will take photographs and videos of your child to inform their learning and development as part of their learning journey. These may also be used to contribute to displays around the nursery. At Nippers Nursery, we use Tapestry, a secure, virtual learning journey platform to document your child's learning journey. You are required to complete a Photo Consent form as part of your child's registration with Nippers Nursery, so that your particular preferences can be adhered to.

When you leave:

We ask you to give one month's written notice if you wish to cancel your place at nursery.

If you leave without settling your account in full, we will write to you and follow the same procedure that is set out above

Food:

Nippers Nursery will provide children with a healthy snack in the morning and afternoon. This will incur a small charge of 25p for the morning snack (served between 10:00am and 11:00am) and 25p for the afternoon snack (served between 2:00pm and 3:00pm).

If your child is present during these times, charges will be added to your ParentPay account and not added to monthly invoices. We ask that payment is made in advance of sessions. If your child is present during lunchtime (12:00pm and 1:00pm) you may order a school meal in advance (meals are provided by Aspens Catering), at a cost of £2.45 per day or alternatively, please provide a packed lunch. We do ask that you provide nappies and wipes for your child if required.



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Nippers Nursery Contract:

Please tick appropriate box:

Repeat this Schedule Until Further Notice

Repeat this Schedule for weeks

I/ we acknowledge and agree that the above Terms & Conditions (see overleaf) as varied from time to time form part of the contract between me/us and Nippers Nursery. In particular, I/ we agree to pay the fees and supplementary charges when due.

Parent/Guardian:

Full Name and Title (in block capitals).....

Relationship to Child (in block capitals).....

Signature..... Date.....

Parent/Guardian:

Full Name and Title (in block capitals).....

Relationship to Child (in block capitals).....

Signature..... Date.....

NB: Each person with parental responsibility for the child is required to sign this contract and Nippers Nursery is entitled to treat any instruction, authority, request or prohibition received from any person who has signed this contract as having been given on behalf of both or all such persons.