



### **PARENT CONTRACT**

We believe that there needs to be a formal agreement between the Nursery and parents/carers. The contract will outline the obligations and commitment, of both the Nursery and the parent/carer.

This is a contract between Directors of Little Learners (referred to as 'the Nursery') and the Parents or legal Guardian (referred to as 'the Parent') of a child (or children) that is enrolled at the Nursery.

The Nursery: -

1. Will be known as  
'Little Learners Nursery Group: St Mary's' and will operate out of St Mary's School, Brooke Road, Walthamstow, London, E17 9HJ  
Or  
'Little Learners Nursery Group: St Saviour's' and will operate out of St Saviour's School, 33 Verulam Ave, Walthamstow, London, E17 8ER
2. Is registered with Ofsted as a Childcare Nursery – non domestic premises and operates within their regulations, guidelines and rules. Their Inspectors visit the Nursery to ensure the appropriate standards of care & education are being provided.

### **REGISTRATION**

If you would like to register your child at either St Mary's or St Saviour's site then you will be required to fill in an application form. Once your application form has been processed, if there is a space an offer letter will be sent to you via email. A non-refundable registration fee of 1 weeks Fees per child is required upon completion of registration to secure your child's placement. If you decide you no longer need the nursery space the registration fee is non-refundable. Spaces will not be held unless the registration fee is paid in full by the deadline date specified on the offer letters. You are required to bring in an original birth certificate before your child begins in our setting. We require the confidential data to be completed at the same time as your non- refundable holding fee.

### **HOURS OF OPERATION**

The nursery opens at 8am and closes 6pm Monday – Friday 50 weeks per year. The Nursery is closed during Bank Holidays and for a period of 2 weeks over Christmas, line with the school Christmas holidays.

### **CHANGE OF DAYS/REDUCTION IN DAYS**

When joining our nursery you will agree a certain pattern of days with us and we will employ staff to accommodate these specific hours. Unfortunately, we are not able to accommodate families reducing days or changing their mind with regards to their agreed days in the lead up to their admission into the nursery. If you wish to change or reduce your days, you must contact us as soon as possible. We will ask you to complete a new application form which will detail the new days you require. Although every effort will be



made to accommodate the new pattern of days, we cannot always guarantee this. Your original days will, of course, be secure but you may have to go onto the waiting list for the new days you are asking for. This system will also apply once you have started in our Nursery. If you wish to increase your days, you need to fill out an application form and will potentially be put on the waiting list.

If you wish to reduce your days, a new application will have to be made. This means you will come off your current booking and need to re-apply for a place in our nursery. You will go onto the waiting list from that date. **By signing this, you are stating an understanding that any reduction of hours means your booking is cancelled and you in affect are re-applying. This may mean you lose your booking altogether.**

### **SETTLING IN SESSIONS**

We aim to support parents/carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of each child and their families. The settling in period is 1 week and begins on your given start date. These settling in sessions are charged at a flat rate. If you or a senior member of staff wish to extend the settling in period, we can look into this for you; however, after the settling in week, you will pay full price and attend only on the days of your booking. If a child is not able to cope with the nursery day, parents are required to collect their child. We recommend parents do not plan on going back to work until their child is settled.

### **AD HOC - ADDITIONAL DAYS**

Applications for ad hoc days will only be taken via email on the ad hoc booking form. The Manager will look to see if we have your requested dates available. An email will be sent to inform you if we have the availability or not. Please be advised if you book an additional date and then cancel this it will still be charged at the daily rate. Unless a confirmation email has been received by parent/carers from the Manager your ad hoc day is not confirmed. We are not able to include funded hours for one off sessions and therefore charge at the non-funded rate.

### **TERMINATION**

The Little Learners Nursery Group 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 within our care and or any staff member.

### **WITHDRAWAL**

Parents agree that a minimum of 4 weeks written notice will be given for permanent withdrawal of their child. This can be done via email. The responsibility is of the parents/carers to ensure that the notice has been received by the Nursery Manager. No exceptions will be made. Parents of children moving to Reception, still must give us four week's notice. The last day of nursery is August 31<sup>st</sup> for those attending reception.



### **PAYMENT OF NURSERY FEES**

Nursery fees are invoiced monthly.

The setting reserves the right to increase fees at any time giving one calendar month's notice of the proposed increase to parent/carers. Nursery fees include all sick days and holidays taken as these are paid days. Fees are based on booked days not attendance. Any statutory holidays will be deducted from your invoice. Refunds and credits will not be given for days where your child does not attend due to sickness or holiday. We do not allow swapping of days unless it is permanent and there is availability. We will try to accommodate extra sessions where possible; however, these cannot be guaranteed. If you have booked an extra session and then decided to cancel this will still be charged at the daily rate.

Unpaid fees may result in immediate suspension or termination of care unless reasonable arrangements are made and accepted by both parties.

Payment of fees are made by bank transfer. Cheques and cash are not accepted.

### **Bank details are as follows:-**

Trading name: Little Learners Nursery Group

Account number: 20262860

Sort Code: 30 99 08

Please use your child's full name as a reference.

### **1.GOVERNMENT FUNDING**

Three and four-year-olds are entitled to 15 hours a week of free childcare the term after they turn three years old. For example, if your child's birthday is the 5<sup>th</sup> of July, they will be eligible from the 1<sup>st</sup> of September. You do not need to apply for the free 15 hours of early education and childcare for your three/four-year-old. There is a funding form you must fill in and sign. We will claim the Free Early Education Entitlement funding on your behalf directly from Waltham Forest Council. There are national limits set by the government about how the free sessions can be offered meaning that:

- No session can be longer than 10 hours
- No session can be shorter than 2.5 hours
- A maximum of 15 hours per week can be taken over a minimum of two days

Once these limits are met early years providers are then able to decide how they offer FEEE. Entitlement to a free early education place does not offer a guarantee of a place at any one provider or a particular pattern of provision (The Early Education and Childcare Statutory Guidance 2014). If your provider offers a package that means you are not able to access all of the 15 hours at that particular setting, you are able to use a second provider to access the remainder of your 15 funded hours if you so wish.

At The Little Learners Nursery Group we offer the FEEE in the following package:

- 3 x hours per day over 5 days of the week

Therefore if you attend our Nursery for 3 days a week you will be able to access 3 days of funded provision ( $3 \times 3 = 9$  hours funded provision), if you attend our Nursery for 5 days a week you will be able to access 5 days of funded provision ( $5 \times 3 = 15$  hours) and so on. If you wish to extend your hours incorporating all of the 15 hours for your child, once they are eligible, you need to apply for the extra provision. This means completing an application form expressing your interest for this.

The 2 Year old funding (if eligible) is also applied the term after your child's 2<sup>nd</sup> birthday from 1<sup>st</sup> September 2017.

\*Please be aware that if you go on holiday for **more than 2 weeks**, you will have to pay the full price (eg. £53 a day) as you will not be allowed to claim for government funding. The government will allow you to claim for 2 weeks of holiday consecutively but no longer than this.

#### **Government Funding for 30 hours**

The term after your child's 3<sup>rd</sup> birthday, they may be eligible for 30 hours of free childcare. If you are not eligible, you can still claim the 15 free hours outline above. Parents need to provide a URN number the term before they are eligible. FEEE funding code:

<https://www.childcarechoices.gov.uk/> If you are eligible, you may be able to access 6 free hours a day 9.15-3.15. We are offering the 30 free hours as a trial and reserve the right to change or stop the delivery. You cannot apply for 9.15-3.15 hours until you have been authorised as eligible. At which time, you can request these hours; however, our policies and procedures regarding dropping and increasing hours still apply.

\*Please be aware that if you go on holiday for **more than 2 weeks**, you will have to pay the full price (eg. £53 a day) as you will not be allowed to claim for government funding. The government will allow you to claim for 2 weeks of holiday consecutively but no longer than this.

#### **LATE PICKUP OF YOUR CHILD**

Please advise the nursery immediately if you will be arriving later than the pre-arranged time of 6pm to pick up your child. It is the parents/ carers responsibility to ensure that children are picked up no later than 6pm and if you are not able to pick up your child alternate arrangements must be made. Late collection is charged at £20 on the 3<sup>rd</sup> recorded instance of lateness shorter than 10 minutes. If parents are 10 minutes or later an initial fee of £20 and then £20 for every 15 minutes thereafter.

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. They must bring photographic I.D. and a password will be used.

### **SICKNESS**

Please advise the nursery prior to 9am if a child will not be attending nursery due to illness. Parents agree that a child who is ill (e.g. persistent fever, infection, diarrhoea, communicable disease, or any other type of illness that may be passed on to others, with the exception of the common cold) will be kept at home to protect the well-being of the other children in our care as well as staff. The parents further agree should a child become ill while in our care that immediate arrangement will be made to remove the child from the nursery. The manager or deputy manager will contact parents if their child is unable to cope with the nursery day and parents will be expected to collect their child. Children will not be allowed to return to nursery until they have been symptom free for at least 24 hours for a fever and 48 hours for sickness or diarrhoea. 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 during their time at Nursery.

We can administer Emergency Calpol; this is only in an emergency. If parents are administering Calpol to their child in the morning, they should not bring their child into nursery as they are unwell. The exception to this is teething or if the manager has agreed under special circumstances.

By signing this contract, you are agreeing to not bring your child into Nursery whilst unwell.

### **DIETARY REQUIREMENTS AND ALLERGIES**

The manager, nursery cook and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu. This will be done wherever possible; however there may be some food items or meals that we would ask to be provided from home.

### **CAREPLANS**

If your child has a specific allergy or medical condition a care plan will be put together to ensure the safety of your child. The care plan will outline information about the allergy, illness or condition, the type of medication, how it is to be delivered, dosage, frequency and contact details of parents, emergency numbers and the family GP. For children under the age of 3 the care plan will be completed by the parent, and the nursery manager/deputy manager. The child's health visitor (or other medical practitioner or specialist) will be notified, but their failure to attend will not prevent the care plan being drawn up. If your child requires medication to be given daily or as an emergency precaution such as an epipen parents must ensure they have provided this. Without this medication your child cannot start nursery. All medication for children must have the child's name clearly written on the original container. Emergency medication, such as inhalers and epipens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach and under supervision at all times. All medications must be in their original containers, legible

and not tampered with or they will not be given.

### **SAFEGUARDING**

I understand that the Safeguarding Vulnerable Groups Act 2006 places a duty on the staff to follow specific child protection procedures should any concerns be made and that there is a Safeguarding Policy available for me to view at any time.

### **SOCIAL MEDIA**

The Little Learners Nursery Group realises that social networking has now become an integral part of everyday life and that many people enjoy membership of social network sites such as Facebook or Twitter. However, we are also well aware that these sites can become a negative forum for complaining or gossiping and care must be taken not to breach confidentiality or offend anyone when using these sites.

Social networking sites include, but are not limited to the following technologies:

- Facebook, Twitter, MySpace
- Blogs
- Discussion forums e.g. whatsapp groups, online parent forums
- Collaborative online spaces
- Media sharing services e.g. You Tube

We require that parents/carers:

- Demonstrate courtesy and respect for children, other parents, staff and the nursery when comments are placed on social networking sites
- Use appropriate language if discussing the nursery
- **Address any issues or concerns regarding the nursery directly with the manager, principal or the child's key person rather than voicing this on social media, forums or group chats**
- Not to use social network sites to make derogatory comments or post photographs which could bring staff into disrepute, including making comments about children, parents and staff members
- Not to post photographs of other people's children on social network sites without permission
- Personal blogs should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views of the nursery. Be clear and write in first person. Make your writing clear that you are speaking for yourself and not on behalf of the nursery.
- Information published on your blog(s) should comply with the Confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other blogs, forums and social networking sites.
- Not to give their Tapestry password to anyone else.
- Not to ever take photos from or of Tapestry



- To whistle blow if becoming aware that such activity is taking place

We ask that parent/carers remember that no information sent over the web is totally secure and as such if you do not wish the information to be made public refrain from sending it through social media.

Any parent/carer seen to be breaking the agreement above will be spoken to by Nursery Directors and/or Nursery Management, a warning given and the possibility of a place withdrawn for your child.

### **BEHAVIOUR MANAGEMENT**

If a child's behaviour is seen to endanger others and all routes according to our Behaviour policy have been adhered to Management will arrange a meeting with the parents to discuss the options available and provide support where necessary.

### **DATA PROTECTION**

I understand that my child's records will be held on a computerised database and that this is protected by the Data Protection Act 1984 & 1998 and that they will be used for no other purpose than company business. I understand that if I require a copy of this personal information I must make a request in writing. I agree to be contacted via email for the purposes of Nursery.

### **MOBILE PHONES AND RECORDING DEVICES**

Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care and share information about the child's day, parents and visitors are kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children. Parents/Carers are not permitted to use any recording device or camera (including those on mobile phones) on the nursery premises without the prior consent of the manager.

### **MOVING ROOMS**

We move children in consultation with parents and carers when they reach the age or development stage of the next room. We offer the children settling in visits with their new key person before they start their new room. This allows them to familiarise themselves with their new surroundings, friends and staff members. A meeting will be arranged with current key workers and new key workers prior to this transition and child's needs or parent's questions will be discussed. The ratio of adults to children changes.

### **WHAT TO WEAR**



In order to feel free to explore and experiment with all kinds of materials, including messy ones, it is advisable to send children dressed in clothes that are easily washable and preferably not new. It is good for children to practice the skills, which will make them independent. Simple clothing which they can handle themselves will enable them to go to the toilet unaided and to put on and take off their outdoor clothes without being too dependent on adults for help. The Nursery also requests that each child is provided with a suitable winter coat, hat and gloves during colder weather and a sun hat and sun cream during hotter weather, which is clearly labelled and can be kept at the Nursery where possible.

### **POTTY/TOILET TRAINING**

We will work in conjunction with parents during potty training. If you have a method that has been working for you, please let us know and we will adopt it for your child where possible. All children should be potty trained before going into preschool room. Toddler's staff will work alongside children and parents to help toddlers prepare for this. Please provide us with several sets of spare clothes during this time.

### **ACCEPTANCES**

The parent/carer has read and understood the Terms and Conditions outlined in this contract. This agreement must be signed by all persons with Parental Responsibility and/or those who are accepting responsibility for paying fees.

SIGNED: \_\_\_\_\_ PRINT  
NAME: \_\_\_\_\_ DATE: \_\_\_\_\_  
(Parent/Legal Guardian)

SIGNED: \_\_\_\_\_ PRINT  
NAME: \_\_\_\_\_ DATE: \_\_\_\_\_  
(Parent/Legal Guardian)

SIGNED: \_\_\_\_\_ PRINT  
NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

(On behalf of The Nurseries of St Mary's and St Saviour's) Term and Conditions are subject to change without prior notice.

### **Data Protection Officer**

The Data Protection Officer is responsible for overseeing data protection within the Nursery so if you do have any questions in this regard, please do contact them on the information below: -





**DPO: David Powell**

**Sapphire Skies Ltd, Pendragon House, 65 London Road, St. Albans, Herts, AL1 1LJ**

**Email: [dpo@sapphireskies.co.uk](mailto:dpo@sapphireskies.co.uk) 07479 266645**

**You have the right to make a complaint at any time to the Information Commissioner's Office, the UK supervisory authority for data protection issues at <https://ico.org.uk/concerns>.**