



## TERMS AND CONDITIONS

### Registration

A deposit of one weeks' fees is payable on acceptance of the Registration Form. The deposit is non-refundable should you decide you no longer require the place. The deposit will be credited to your final bill.

### Nursery Fees

Fees are charged and payable on a weekly basis and are payable every Tuesday via debit or credit card.

Depending on the period of daily attendance lunch, along with morning and afternoon snacks are included in the fees. The nursery will provide cow's milk for those children of an appropriate age. However, should you child have an intolerance to cow's milk the nursery will provide milk of your choice i.e goat's milk, oat's milk and so on.

Formula milk is to be provided by the child's parent/carer, as are nappies and baby wipes.

Payment may be made by debit/credit card, standing order, nursery vouchers, or cash.

The nursery reserves the right to review the fees. In the event of there being changes to the fees adequate notice will be given.

### Free Nursery Education

From the term after their second birthday some children may be eligible to access up to 15 hours per week free education. This funding is only payable for 38 weeks of the year and we are open for 52 weeks of the year. Therefore children accessing the free education can do so either over two sessions or one full day.

The term after their third birthday all children are eligible to receive up to 15 hours free education. Some children may be eligible to receive up to 30 hours free education, however there is a criteria to meet. For full details of this please either speak to Claire Gould, General Manager, or look at the Local Authority website which is [www.liverpool.gov.uk](http://www.liverpool.gov.uk).

The funding is only payable for 38 weeks of the year (i.e a school year) and we are open for 52 weeks per year. Therefore if your child is eligible to receive the 30 hours free education they can do so either over 4 sessions or 2 full days. Anything accessed above these hours are payable at the normal daily/sessional rate.

For children accessing the free education we also charge a surcharge of 75p per session towards food and drink.

**Holidays/Sickness**

A refund will not be given where a child is absent from the nursery due to sickness or holiday. Fees are payable all year round regardless of attendance.

**Overdue Fees**

If two consecutive payments are missed your child will be suspended from nursery until all arrears are cleared in full and your account is brought up to date.

**Types of sessions and conditions of booking**

The session types available are set sessions and permanently booked recurring sessions or days requiring two full weeks' notice in writing to change.

**Extra sessions/hours**

We are happy to offer extra sessions and hours if they are available. Please try and give as much notice as possible if you require extra sessions so that we can organise staff and food for your child. Extra sessions booked but not taken are not refundable or transferable unless agreed by the General or Nursery Manager due to exceptional circumstances.

**Cancellation/Termination of Contract**

After the child's initial admission to the nursery either party may terminate this contract by giving two weeks' notice in writing. This period is subject to the termination not being due to non-payment of fees as outlined above. During that said two week notice period the nursery undertakes to continue to admit the child and the parent/carer undertakes to pay for all fees due. In the event of the parent/carer failing to pay two weeks' fees the child's place shall be immediately withdrawn and the nursery shall be entitled to serve a formal demand for payment of such monies.

In the event of the parent/carer giving notice of withdrawal of the child and immediately withdrawing the said child their shall be due to the nursery two weeks' fees in lieu of notice. Failure by the parent/carer to provide two weeks' notice or any notice at all shall render the parent/carer liable to the nursery for two weeks' fees.

Notice must be made in writing to the General Manager.

**General Data Protection Regulations 2018**

Upon starting with Sandfield Park Private Day Nursery Ltd you are asked to provide certain personal information relating to both yourself, your husband/spouse/partners and your child. All information is collected, held and shared in accordance with the General Data Protection Regulations 2018.

We use this personal data to:

- support these children and monitor their progress
- ensure their individual needs are being met in terms of their care, learning and development
- provide them with pastoral care
- assess the quality of our services
- evaluate and improve our policies on children's care and education

We collect and process information about children in our care and children to whom we provide services under:-

- Article 6(1)(c) "processing is necessary for compliance with a legal obligation to which the controller is subject", and;
- Article 9(2)(c) "processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent" of the General Data Protection Regulations 2018.

We hold children's data for a period of 12 months after they have left our setting, with the exception of any information relating to a safeguarding concern.

We routinely share this information with:

- Local Authority Funding Teams;
- Social Services when necessary;
- Police when necessary;
- Doctors and Hospital Consultants when necessary;
- SENISS (Special Educational Needs Inclusion Support Service when necessary);
- Health Visitors when necessary;
- Schools when necessary;
- Sure Start Family Link Workers when necessary;

We share children in need and children looked after data with the above bodies on a statutory basis under Section 83 of the 1989 Children's Act, Section 7 of the Young People's Act 2008 and also under Section 3 of The Education (Information About Individual Pupils) (England) Regulations 2013.

This data sharing helps to develop national policies, manage local authority performance, administer and allocate funding and ensure the needs of the individual children are being met.

We do not share information about our children in need or children looked after with anyone without consent unless the law and our policies allow us to do so.

### **Parental Permission**

By signing the Nursery Application Form you are confirming that you understand how all non-statutory information is being collected.

### **Sibling Discount**

Where there is more than one child from the same family attending the nursery a sibling discount of 50p per session or £1 per day will be applied to the fees.

### **Late Collection Fee**

The nursery reserves the right to charge parents/carers when they do not collect their child at the agreed time, a charge at the rate of £5 for every 5 minutes will be applied.

### **Notification of lateness/absence**

The parent/carer is expected to notify the nursery if their child is going to be late or absence from the nursery. Should a child miss three consecutive sessions we are required to record the absence and contact the parent/carer to establish the reasons for the absence in accordance with our Safeguarding Children Policy.

### **Unforeseen Closure**

In the event of closure of the nursery due to extreme weather conditions, flooding, loss of utility supplies, heating failure, or other causes beyond the reasonable control of the nursery, the nursery will close and the parent/carer accepts that no refund of fees will be made due to continued operational costs.

### **Sickness/Emergency Treatment**

Children must not attend the nursery when they are unwell or suffering from a contagious illness or infection. In the event of a child becoming ill whilst at nursery, the parent/carer or nominated carer will be contacted to arrange to take their child home. In the case of an infectious condition the recommended exclusion time must elapse before the child can be readmitted to the nursery (the nursery can advise on this following Public Health England guidelines).

In the case of an emergency nursery staff will call health professionals. A senior member of staff will accompany the child to the hospital until the child's parents/carer arrives. The nursery will continue to make contact with their parent/carer if they had not been able to reach them immediately.

### **Complaints Procedure**

The nursery complies with a laid down complaints procedure, a copy of this is held in the nursery Policies and Procedures file.

### **Loss or Damage**

The nursery does not accept responsibility for any loss or damage of property on its premises.

### **Nursery Policy and Procedures**

All nursery policies and procedures are available at the nursery. It is the parents/carers' responsibility to read these and familiarise yourself with all policies and procedures. If you require clarification on any policies and procedures then please speak to the management team. The policies will be reviewed on an annual basis, or sooner if necessary.

### **Receiving Nursery Correspondence Via Email**

If you are happy to receive all correspondence via email, please write your preferred e-mail address on the Nursery Application Form.

