



# Our Terms and Conditions

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**Admissions:** A child's place is not secured until you receive written confirmation from Beckside Pre-School & Nursery. Your child's place will be confirmed by email and will include details of the child's commencement date together with confirmation of the sessions/hours you require.

**Requests to delay/change start date:** If a parent wishes to delay their child's start date, we require at least one calendar months' notice to do so. If the notified start date is changed by the parent, we reserve the right to charge from the original start date notified on the Registration and Contract Form. Requests to change sessions prior to the confirmed start date can only be accommodated at our discretion and are subject to availability.

### Baby room charges

A **£50 registration fee** will be invoiced on receipt of a completed registration form for the **Baby room only. This is our room for children from birth to approximately 16 months old.** The charge is refunded on the parent's first invoice. The registration fee is non-refundable if the parent withdraws or cancels their child's place before the expected start date.

**What's included in the fee:** Meals include breakfast, snack, a hot cooked lunch and a cold tea.

**What's not included in the fee:** Nappies, baby wipes, nappy cream, nappy bags and formula milk are not included in the fees and must be provided by the parent/carer.

We can accommodate hours rounding up or down to the nearest hour.

**Bank Holidays:** Beckside Pre-School & Nursery is open all year round with the exception of Bank Holidays and the week between Christmas and New Year. Bank Holidays and Christmas and New Year when the setting is closed will not be charged for.

**Unforeseen closure:** In the event of Beckside Pre-School & Nursery closing due to extreme weather conditions, flooding, loss of utility supplies, heating failure, or other causes beyond our reasonable control, we will close, and the parent/carer accepts that no refund of fees will be made due to continued operational costs.

**Term time and all year round schedules:** We do not offer term time only sessions to children under 2 years.

**Additional charges:** Please see our fee structure on the previous page which outlines what our fee includes.

**Sibling discount:** a discount for siblings is offered if both children are full-time in nursery.

**When are fees payable:** All fees are charged monthly in advance. Invoices are issued via email in the first week of each month. Fees are payable by the 25<sup>th</sup> of each month.

**Methods of payment:** We accept childcare vouchers, tax free savings.

**Late payments:** A 10% surcharge on the remaining balance of your account will be payable on any fees outstanding after 25<sup>th</sup> of the month when fees are due, unless prior arrangement has been made with the manager.

**Fee changes:** We reserve the right to adjust the fees to reflect increases in our costs of providing our services. We will give you no less than one month's prior notice in writing of the fee increase.

**Planned and unplanned absences:** Fees are payable during periods where the child is absent from the nursery, including sickness and holidays.

**Notification of absence:** Parents/carers must inform us by email or telephone on the first day of absence if their child will not be attending their session(s) and the reason for their absence. If the absence continues, parents/carers must keep us updated. If a parent fails to report an absence on the first day, we will contact you.

**Settling in sessions:** To help your child settle into the nursery, we offer two settling in sessions of up to two hours per session, free of charge. If you require additional settling in sessions, we're very happy to arrange them at an extra cost.

**Increasing sessions:** We are happy to increase your child's sessions subject to availability. Please try to give us as much notice as possible.

**Request to reduce sessions:** One month's notice is required should you decide to reduce the number of sessions/hours that your child attends. Normal fee charges will apply during this period.

**Extra sessions:** Extra sessions can be booked in subject to availability. Extra sessions booked but not taken are non-refundable or transferable unless agreed by the Manager. An hourly rate of £8.95 is applied for the first two hours of any extra booked session unless the child is booked in for a full day, then the normal rate applies. The higher hourly rate is charged regardless of the child's age.

**Swapping a session:** If a child cannot attend their normal session due to a planned or unplanned absence, the session cannot be swapped for a day when the child does not normally attend.

**Late collection fee:** We reserve the right to charge parent/carers when they do not collect their child at the agreed time. A charge at the rate of £5 for the first 15 minutes is applied then £10 for every 15 minutes thereafter to cover additional staff costs.

### **Termination of contract**

In the event of the parent giving notice of withdrawal of the child and immediately withdrawing their place, there shall be **one month's fees** due to Becksides Pre-School & Nursery, in lieu of notice. Failure by the parent to provide one month's fees or any notice at all shall render the parents liable to the setting for one month's fees. Notice must be given in writing.

**Becksides Pre-School policies and procedures:** All of our policies and procedures can be viewed on our website and are made available to parents through [Tapestry](#) when their child joins the setting and is set up with a Tapestry account. It is the parent's responsibility to read these policies and familiarise themselves with all policies and procedures. If you require clarification on any policies / procedures, then please speak to the management team. The policies will be reviewed on a yearly basis and in the interim if required.

**General:** Becksides Pre-School & Nursery reserves the right to change any element of these Terms and Conditions without notice where such a change arises from regulatory or legal requirements, or by providing reasonable notice for non-regulatory or statutory amendments.