



Childcare terms and conditions

Small Steps Day Nursery Terms and Conditions

This document sets out the terms and conditions that you can expect from Small Steps Day Nursery and the conditions that we expect from parents and carers.

Commencement date of agreement: _____

Our details:

Small Steps Day Nursery Ltd.

Kaleidoscope Building, Exeter Close, Oxford Road, Kidlington, Oxfordshire. OX5 1AB

Email: office@smallstepsnursery.co.uk

Your details:

Full name of parent/guardian (1) _____

Address _____

Telephone _____ Email _____

Full name of parent/guardian (2) _____

Address _____

Telephone _____ Email _____

Full name of child _____ Date of birth _____

Our offer for a childcare place for your child:

Expected start date of child's place _____

Settling in period _____

Agreed hours:

	Monday	Tuesday	Wednesday	Thursday	Friday
Agreed times of attendance					
Total daily hours					

Offered over 48 weeks per year. Sessions are subject to change with your requests.

Small Steps Day Nursery is open 48 weeks of the year. Our holiday dates are displayed on our website, in newsletters and you will be informed for the dates in advance. We are also closed for bank holidays.

I understand that Small Steps Day Nursery is open for 48 weeks of the year (Please tick)

First payment due:

Will the child receive nursery education funding? Yes No

Which funding will you be entitled to? (please circle) 2 Year Old Funding 15 hours 30 hours

Details of any other funding provided by other third parties (e.g. employers childcare vouchers)

Terms and conditions

Our obligation to you

1. We will provide the agreed childcare facilities for your child at the agreed times (subject to any days when we are closed). We will try to give you as much notice as possible if the setting has to close for emergency purposes.
2. We will adhere to the principles of the General Data Protection Regulations (2018) when collecting and processing information about you and your child. We will uphold confidentiality procedures when handling information about your child and family.
3. We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare. However, these are subject to place availability and you may be put on a waiting list for certain sessions.
4. We will treat your child with the utmost respect and dignity. We will always consider the child's wellbeing before anything else. We will provide a caring and nurturing environment for your child and family.
5. We will provide you with regular verbal updates as to your child's progress and we will agree times to discuss with you the progress of your child as and when required.
6. We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regards to the childcare services we provide for your child.
7. We will provide you with details of our policies and procedures, which outline how we satisfy the requirements of the EYFS in our everyday practice.
8. We will work with you if there are any concerns about your child's welfare or development. We have the right to seek advice from external agencies, without your consent, if we believe your child is in immediate harm.
9. We will maintain appropriate insurance to cover our childcare activities.

Your obligation to us

1. You will need to complete and return our *Registration Form* to us before your child can start with us.
2. You must notify us immediately of any changes to the contact information you have provided to us and keep us informed of any other necessary information.
3. You will find any information about the settings procedures in our policies, which can be found online.
4. You must immediately inform us if your child is suffering from any contagious disease. For the benefit of other children attending you must not allow your child to attend whilst they are contagious and pose a risk to other children during normal daily activities.
5. You must keep us informed of the identity of the persons who will be collecting your child. If the person who is due to collect your child is not usually responsible for collecting them we will require password.
6. You must inform us immediately if you are not able to collect your child by the official collection time.
7. You will inform us as far in advance as possible of any dates on which your child will not be attending, for example, if going on holiday. Please contact us if your child is unwell, otherwise we will contact you to find out why they have not attended that day.
8. You will provide us with at least six weeks' notice of your intention to decrease the number of hours your child attends or to withdraw your child. If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of notice.
9. Work with our practitioners to ensure that your child is able to thrive in our setting and provide any care equipment that may be required for our staff to care for your child.

Payment of fees

1. Our fees structure will be given to you in advance of your starting. We may review these fees at any time but shall inform you of the revised amount at least two months before it takes effect.
2. Fees must be paid on a monthly basis, in advance. We calculate the amount payable by you each month and an invoice will be issued on the 1st of each month. This will need to be paid for within the first two weeks of that month. Fees may be paid weekly, in advance, by special arrangement.
3. We would prefer all payments made by bank transfer, but we will also accept cash and cheque in a named envelope. All payment, regardless of method, shall be made by you monthly, in advance on the first day of each month. Late payments can incur a late payment fee.
4. If you have requested additional sessions or have been unable to collect your child by the official collection time and we will raise these charges under a separate invoice for payment.
5. No refund will be given for holidays or illness. We are closed on bank holidays and these will be taken into account when calculating your child's fees.
6. Where we offer a reduced fee rate after a child's birthday, that reduction will take effect from the month after their birthday.
7. We reserve the right to suspend the provision of childcare to your child at any time if you have failed to pay any fees due. We will use external debt collection agencies if payments are continually missed.

General

1. If we are forced to close due to events or circumstances beyond our control (e.g. extreme weather conditions) the fee will continue to be payable in full and we shall be under no obligation to provide

alternative childcare to you. If the closure exceeds three consecutive days in duration we will credit you with an amount that represents the number of days closed in excess of three days.

2. If you have any concerns regarding the services we provide, please discuss them with the manager, in line with our *Making a Complaint Policy*.
3. We reserve the right to refuse to admit your child if they have a temperature, sickness and diarrhoea or a contagious infection or disease on arrival at our setting, or to ask you to collect your child if they become unwell whilst in our care.
4. Whilst food and drink is provided on the premises, we may not be able to accommodate all food related requests. We reserve the right to ask parents to supply food, if we think we are unable to provide this safely for your child.
5. Any personal information you supply to us will be collected, stored and used in accordance with the principles of the General Data Protection Regulations (GDPR) (2018).

Acceptance of our offer of a childcare place

Please sign below to indicate that you have read and understood the above terms and conditions and to confirm your acceptable of a childcare place with Small Steps Day Nursery for your child.

A copy of this completed and signed contract will be provided to each signatory.

Parent name 1

Signed

Date

Parent name 2

Signed

Date

Signed on behalf of Small Steps Day Nursery:

Signed

Date

Name

Role