

Daisy Day Nurseries Limited

Terms & Conditions

Arrival and collection times

The Nursery is open between the hours of 7.30am and 6:30pm. The morning session is 7.30am – 1.15pm and the afternoon session is 1.30 – 6.30pm. You can bring your child and collect them at any time during these hours, according to the sessions you have booked. Please be aware that we are not insured to have children on the premises outside these hours. You must let us know if you are going to be bringing your child in later than usual (e.g. 10.30 because of a doctor's appointment) or collecting them early. Also, please let us know by 10am if your child will not be attending nursery that day.

It is imperative that you collect your children punctually according to the sessions you have booked. There can be an impact on ratios and safety when parents are late collecting their children. If you are frequently late to collect your child, a fee of £5 for every 15 minutes (or part thereof) you are late will be incurred. This policy will only be enforced at the discretion of the Manager or Director.

Arrangements in the case of sickness

If your child becomes sick during their day at nursery, a member of staff will contact you immediately to come and collect your child so that they can recuperate in the peace and quiet of their own home. While waiting for you, the child will be cared for by a member of staff in a quiet space. In the interest of all children and staff at Daisy Day Nurseries Ltd, please do not to bring your child to nursery when they are unwell or if you suspect they are unwell. Normal fees are payable on these days. Please refer to the Infection Control table attached and discuss any queries with the Nursery Manager or staff who are happy to give further advice.

Administration of medicines

Children who are receiving anti-biotic medication will be allowed to return to nursery on the 3rd day of their course of medication. If your child is receiving non-anti-biotic medication, they will be allowed to return to nursery (where appropriate) according to the Infection Control Guidelines. Parental permission must be sought in order for us to obtain emergency medication for children, whether prescribed or non-prescribed. You will be asked to: (a) sign the medication form authorising Daisy Day Nurseries Ltd staff to administer the medication at the times required; and (b) acknowledge, by way of signature, at the end of the session that the medication has been administered as required and returned to you. This includes Calpol and teething preparations etc.

If your child needs to take lifesaving medication such as Asthma Pumps, Epilepsy medication and Epipens for severe allergies, they will not be permitted entry to the Nursery unless they have their medication with them at all times.

Special Dietary Needs

You must inform Daisy Day Nurseries Ltd of any dietary requirements your child has in writing (there is a section on the registration form for this). Daisy Day Nurseries Ltd will accommodate special diets.

Arrangements in the case of accident or emergency

A First Aid Kit is kept on the premises and at least 50% of staff will have up to date first aid training.

All accidents are recorded in duplicate on an accident form and you will be asked to sign this and given a copy when collecting your child the same day. We will, of course, talk to you about the accident and will always encourage further discussion on any concerns you may have.

If the accident is serious, you will be informed immediately by telephone and your child taken to A&E at UHW where we will meet you.

For non-emergency accidents, first aid treatment will be given by staff and you will be called to collect your child.

In cases of emergency such as building problems due to storm etc, you will be called to collect your child. If the problem is severe and we need to vacate the entire building, all staff and children will proceed to Coconuts play centre which is opposite the nursery and await collection by parents.

Holidays

Daisy Day Nurseries Ltd closes on all Bank Holidays and for the period between Christmas Eve and New Years Day. We reopen on the first working day after New Years Day. You will not be charged for the bank holiday days, or the working days over Christmas that we are closed. Your monthly payments will reflect any days we do not open.

Financial matters

Fee structure (from 1 Jan 2018)

<u>All ages</u>		
Bank holidays:	Free	Nappies, trainer pants, formula milk (up to 1st birthday) cows/soya/goats milk, creams, meals and accessories are included in your daily price.
All meals and snacks:	Free	
Weekly Musical dance session:	Free	
All creams (nappy, sun protection, etc):	Free	

<u>Children aged 0 - 3rd birthday</u>		<u>Children aged 3 – 5th birthday</u>	
Full Day:	£50.00	Full Day	£49.00
Extra session full day	£54.00	Extra session full day	£53.00
Half Day (07:30-13:15):	£29.00	Half Day (07:30-13:15):	£28.00
Extra session half day am (07:30-13:15):	£32.00	Extra session half day am (07:30-13:15):	£31.00
Half Day (13:30-18:30):	£28.00	Half Day (13:30-18:30):	£27.00
Extra session half day pm (13:30-18:30):	£31.00	Extra session half day pm (13:30-18:30):	£30.00
Disposable nappies:	Free		
Disposable trainer pants:	Free		
Formula milk (up to 1 st birthday):	Free		

<u>School wraparound service</u>			
Childcare from approx. 11.30 – 6.30	£35.00	Extra session for 7.30am until approximately 1pm	
Collection from morning session at school		£30.50	
Lunch & tea		Drop off to school for an afternoon session	
Extra session for 11.30 – 6.30	£38.00	Childcare from approximately 3pm – 6:30pm	£17.00
Childcare from 7.30am until approximately 1pm	£27.50	Collection from school at the end of the school day	
Breakfast & lunch		Tea	
		Extra session for 3pm – 6:30pm	£19.00

There is a minimum booking of 1 full day or 2 half days.

Your payments to Daisy Day Nurseries Ltd will be in accordance with the payment schedule sent with/within your 'welcome letter', as updated or varied from time to time.

To reserve a place for your child the procedure is as follows:

1. Please complete all sections on the Registration Form & Contract and the Direct Debit Mandate.
2. Return the forms to Daisy Day Nurseries Ltd together with your non-refundable registration fee of £50.
3. Book your FREE Parent Induction and Settling In sessions (you will be asked to provide identification in the form of your passport or driving licence PLUS a utility bill or bank statement not older than 3 months).
4. In order for your child to start their settling in session, the first month's fees must be paid and are not refundable for any reason.

All paperwork must be completed and payments received before your child starts their free settling in sessions.

Daisy Day Nurseries Ltd accepts payment by direct debit and childcare voucher only. Any occasional additional sessions taken up are added to your next direct debit payment and non-refundable whether or not you use them.

All fees are payable monthly in advance. Direct debits are collected on the 1st of each month. If you cancel your direct debit instruction for any reason whatsoever, a charge of £25 will be incurred. Any payments received after the 1st of the month, will be allocated to the following month's fees.

A charge of £10 is incurred if a letter or email is sent to you regarding outstanding fees.

If your payment is not received on or by the first of the month that the payment falls due, our obligation to provide day care will be suspended until cleared funds (including any charges incurred under the Terms and Conditions) have been received.

Should we suspend the provision of day care, fees still remain payable, including the two months' notice period.

For each day that payment (or part of your payment) is late, a fee of £1.50 will be incurred. If no payment is received and no written contact is received from the parent/s within 14 days, the contract will be considered terminated. At the point of termination, all sums due will be actively pursued including two months' notice payment.

We require two months' notice, in writing (email is fine), or payment in lieu should you wish to terminate a Nursery place for any reason. Parents still remain liable for fees throughout the notice period. If a parent withdraws their child during this notice period, the fees shall still remain payable.

Summary of charges

£25.00 for cancellation of direct debit

£1.50 per day for late fees

£10 for letter or email for letter regarding outstanding fees

The monthly fee is calculated by multiplying the number of sessions booked by the cost per session.

Example: 3 full day sessions (Mon, Wed, Thurs), starting 12th March 2012

March fees = 9 days x cost per session

April fees = 13 days x cost per session

May fees = 12 days x cost per session

Etc

Fees are charged when your child does not attend the sessions you have booked because of sickness absence and holidays or any other reason.

Notice to change the days your child attends: Please complete a *Change of Days* form (available from a manager) and return to the manager by the 10th of the month in order to be effective from the 1st of the following month.

EG1 Form received on 5th January – change of days will be effective from 1st February.

EG2 Form received on 11th January – change of days will be effective from 1st March.

If you are changing the amount, the way or the method you have told us you are going to pay your fees (*see page 2 of this contract*), for example, using childcare vouchers to pay part of your fees, you MUST complete a 'change of payment form'. **Changes will NOT be accepted without a completed form.**

Change of days notifications are limited to one change in any 3 calendar month period.

At all times, Daisy Day Nurseries Ltd reserves the right to contact any third party involved in the payment of the child's fees and in relation to any outstanding payments.

Daisy Day Nurseries Ltd reserves the right to inform any childcare provider(s) if you remove your child(ren) from Daisy Day Nurseries Ltd and your fees are not paid in full, ie there is an outstanding balance on your account according to the terms and conditions herein.

The fees are reviewed regularly and you will be informed of any increase one month in advance in writing.

Daisy Day Nurseries Ltd reserves the right to end the contract with the parent immediately for any reason whatsoever or without providing reasons. At the point of termination, all sums due will be actively pursued including two months' notice payment.

If parents decide to employ a member of Daisy Day Nurseries Ltd staff such that that member of staff leaves the employment of Daisy Day Nurseries Ltd, a fee of 10% of the member of staff's annual salary will be charged to the parent. This is in line with employment agency fees and is NON-NEGOTIABLE.

Adverse weather conditions

On the rare occasion that the nursery has to close due to adverse weather conditions preventing our staff from travelling to work, normal fees are due.

Notice to end your contract

By signing this document, you are agreeing to the company's terms and conditions which are effective immediately and which are varied from time to time when you will be given a copy of the revised terms and conditions.

TWO months' notice in writing or TWO months' fees in lieu is required if you wish to end your contract with Daisy Day Nurseries Ltd.

Waiting list

If the nursery is full (ie we have 77 children attending each day) a waiting list will be in operation. Preference will be given in the following order:

1. Those on the waiting list the longest
2. Parents wishing to extend the number of sessions their children attend
3. Siblings of children already attending the nursery
4. Full time places will be given priority over part time places, whether existing, new or siblings.
5. Parents who are unable to take up a place when one becomes available may remain on the waiting list, with the understanding that they will move down the list so that the place can be offered to others.

Equality

Daisy Day Nurseries Ltd is committed to equality for all, regardless of race, religion, ethnicity, colour of skin, age, marital status, sexuality and gender. This policy applies to everyone with whom we come into contact whether they be staff, parents, children or outside agencies. Daisy Day Nurseries Ltd demonstrate this commitment by ensuring that staff are recruited, selected, trained and promoted on the basis of their skills and qualifications and that the same belief of equality for all is transferred to the children by encouraging positive role models displayed through books, toys and play which promote non-stereotyped images. To further develop the awareness and acceptance of all cultures and nationalities, a diversity of religious practices and festivals is celebrated within the setting. If parents do not want their children to partake in such activities, please let us know at registration.

Special Needs

Our policy on Special Needs is that we aim to provide all children with a broad and balanced learning environment that is suitable for all children, including those with Disabilities, Special Needs and those who are 'Gifted'. Each child's ability is taken into account when planning and carrying out nursery activities, making sure that individual needs are met. The spectrum of special needs is broad and therefore, Daisy Day Nurseries Ltd welcomes the opportunity for parents and children who come for visits to discuss the best ways in which the setting can meet the child's individual special educational needs. Our team will work closely with parents and other professionals to provide the best possible care for the child, including identification and assessment of the child's individual needs. At all times, confidentiality is paramount.

Wraparound Care

Daisy Day Nursery transports the children to their state nursery session either by using the nursery's vehicle, or an alternative vehicle if this is unavailable. All vehicles have a current MOT certificate, or if less than three years old, a full service history. Any member of staff driving any vehicle has a full UK driving licence. A current copy is kept in the office. The car seats supplied and used by Daisy Day Nursery are suitable for children who weigh at least 15kg. If your child does not weigh a minimum of 15kg, you must supply your own car seat – you will need to show the Nursery Manager how to secure the car seat to the nursery vehicle.

If your child is off school or you don't need us to drop them off or collect them from school on a particular day, please inform us at least 12 hours beforehand.

If you wish to change your child's attendance during the school holidays so that they attend a full half day session, or a full day session, you must inform us at least two weeks in advance. Fees are still chargeable if you do not bring your child into nursery during the school holidays.

Complaints Procedure

1. In the event of a complaint, please speak to the *Manager or Deputy Manager*, who will provide you with a Complaint Form. If you do not return the completed complaint form within 14 days, the matter will be considered resolved and closed.
2. If you speak to a member of the team who is not a manager, the matter will not be considered a complaint and no further action will be taken.
3. In the event of a formal complaint, the Manager or Deputy Manager will respond to you verbally in the first instance and note the company's Complaint Log.
4. The Manager will then respond in writing within 14 days of receipt of the completed Complaint Form. Unless we hear further from you within 14 days regarding the written response, the matter will be considered resolved at this point.
5. If you choose not to return the Complaint Form, we will consider the matter resolved. However, we will note the company's Complaint Log with the outcome for our own records.
6. When you receive the written response from the Manager, should the matter not be concluded to your satisfaction by them, please speak to the Owner on 01446 724949, who, will deal with it confidentially and sensitively. The Owner will then respond to you in writing, within 14 days.
7. A meeting may be held to discuss the matter further if any party deems it necessary.
8. Daisy Day Nurseries Ltd can invite an independent mediator to attend such a meeting. Please state your requirement on the complaints form.
9. If the complaint is about the Registered Person, please follow this complaints procedure by speaking to the Manager or speak to the Registered Person directly or, if you prefer, contact CSSIW (please see below).
10. If the matter is still not dealt with to your satisfaction, or indeed, *at any stage in the process*, you can contact the Care & Social Services Inspectorate (Wales) (CSSIW) on 03000 628888. Their address is CSSIW – Mid and South Glamorgan, Rhud – Y – Car, Merthyr Tydfil, CF48 1UZ
11. If there is a concurrent consideration, ie there is an investigation about the same complaint being carried out by another organisation or legal body, including any criminal investigation, Daisy Day Nurseries Ltd would postpone its own investigation pending the outcome of that investigation.

Changes to the terms and conditions

Daisy Day Nurseries Ltd reserves the right to vary these terms and conditions from time to time and will notify you not less than one month in advance of any changes taking effect. Any revised terms and conditions supersede previous terms and conditions from the date indicated.

Key things to remember while your child is at Daisy Day Nursery

Daisy Day Nursery undertakes to:	Parents agree to:
1. Allow for a settling-in time. The length required for this depends on the individual child. Usually this involves 3 sessions.	1. Ensure your child attends the settling in sessions until you are both happy to be parted for a few hours.
2. Plan a programme of activities to meet your child's individual needs, based on recorded observation.	2. Feel free to visit and join in any activities - you are welcome at any time.
3. Keep a contact register in case you are unavailable.	3. Keep this information up-to-date for us.
4. Maintain a daily attendance register and record reasons for absence.	4. Inform us of any reasons for absence.
5. Not allow anyone but you or a person authorised by you to take your child home.	5. Inform us if you cannot collect your child and tell us who will do so on your behalf. Provide a collection password.
6. Administer medicines prescribed by the doctor.	6. Give us authorisation to do this – you will be given a dedicated form.
7. Administer Calpol with parental consent, consent will be sought as and when this is required on an individual basis.	7. Give us authorisation to do this when we call you.
8. Do our best to comfort children who become ill during the day and we will inform you as soon as necessary.	8. Keep a sick child at home and collect one who becomes ill from nursery as soon as possible.
9. Advise you of any outbreaks of infections, diseases or cases of head lice.	9. Inform us if your child has contracted an infectious disease or has head lice etc.
10. Tell parents of any incidents in nursery, which may have affected your child during the day.	10. Tell us of any significant happenings at home, which may affect your child's behaviour at nursery.
11. Hold parents evenings where we provide you with an update on your child's progress – based on our records.	11. Tell us about your own observations and provide comments, which can be added to the child's record.
12. Implement a policy of equal opportunities (enshrined in law).	12. Accept the policy of equal opportunities within the nursery.
13. Keep a number of written policies in nursery.	13. Look at or have copies of these policies if they wish.
14. Monitor the service we provide. We welcome both positive and negative feedback.	14. Complete the questionnaires we provide and discuss or write comments on what we are providing whenever they feel prompted or requested to do so.
15. Encourage your child to experiment with a variety of materials and be creative. In doing this, they may get messy even though they will wear an apron!	15. Provide sensible clothing for busy babies/toddlers /pre-schoolers.
16. Do our best to be well staffed and equipped. This is an expensive exercise.	16. Pay fees promptly and according to the terms and conditions of Daisy Day Nurseries Ltd.

Infection / disease	Exclusion time and control measures
Diarrhoea and/or vomiting	Child can return to nursery 48 hrs <i>after</i> symptoms have <i>ceased</i> . I.e, two days clear of symptoms at home. Please note that staff will ask you to collect your child if they have 2 loose nappies or have vomited once in the same day.
Conjunctivitis	48hrs from start of medication
TB	Take medical advice and inform Infection Control
Influenza	Until recovered
Septicaemia & Meningitis	Take medical advice. Child cannot return to nursery until fully recovered
Head lice	Until treated and clear of lice
Thread worm	Until treated.
Hepatitis A	7 days after onset of jaundice / symptoms.
Chicken pox	5 days from the onset of rash or once spots have scabbed over.
E Coli etc	Take medical advice and inform Infection Control.
Dysentery	Until diarrhoea has settled. Child can return to nursery 48 hrs after symptoms have ceased.
Measles	4 days from onset of rash.
German Measles	6 days from onset of rash.
Mumps	5 days from onset of swollen glands.
Whooping cough	5 days from starting antibiotics or 21 days from onset of illness if no antibiotic treatment.
Scarlet fever	48 hours from starting appropriate antibiotics.
Impetigo	Until lesions are crusted or healed or 48 hours after commencing antibiotic treatment, lesions must be covered.
Hand, foot & mouth disease	None unless child is unwell or an outbreak begins.
Ring worm	Until treatment begins.
Scabies	Can return after first treatment
Slap cheek – fifth disease (Pavor virus)	None.
Shingles	Exclude only if rash is weeping and cannot be covered
Viruses	Until symptoms have gone
If your child is unwell please keep them at home at all times. If your child is still unwell after the exclusion period has ended then they will also need to be kept at home until a full recovery has been made.	