



Topsy Turvy Day Nursery and Pre-School -Terms and Conditions

Introduction

Topsy Turvy Day Nursery and Pre-School and Kids Play Childcare, hereafter referred to as TTDN and KPC, aim to work in partnership with parents and carers to create and maintain a safe, caring, stimulating and educational environment of children in its care.

All parents/carers wishing to make use of the service offered by TTDN & KPC, must strictly adhere to the terms and conditions and sign this document as evidence of their acceptance and agreement to the terms and conditions and policies and procedures under which TTDN & KPC will operate. As we aim to develop an interactive partnership with all users, we would welcome suggestions and discussion on ways to improve the service we offer.

Application/arrangement forms

An application form, which lists the child/ren's details and outlines the childcare arrangements, must be completed and signed by a parent/carer. Listed must be names of responsible parties with access to the child/ren. Also listed must be the names, addresses and telephone numbers of two emergency contacts who may be called upon in case of an emergency when parents cannot be contacted and they too must be responsible individuals. Responsible parties or individuals must be those over the age of eighteen.

It must be stressed that children left in our care will only be released to a responsible adult whose name appears on the child's registration form as a responsible party or emergency contact.

TTDN & KPC require a £100 deposit to secure your child's place; this will be deducted from your first months fee. This fee will need to be paid via a cheque, cash or card. The deposit is not needed for children only attending grant funded sessions.

A £50 non-refundable administration fee will be required to process your registration. This will cover the set up of your Direct Debit and includes a Topsy Turvy Day Nursery and Pre-School rucksack and two t-shirts for your child/ren. From this fee we also make a donation to our chosen charity.

Attendance

Children are expected to attend each weekday, however, should a child become ill or a holiday is to be taken and will not be attending, TTDN & KPC must be notified.

Emergency contacts and access

Parents/carers must ensure that emergency contact and persons with access in accordance with the above, are familiar with the necessary procedures. In cases of emergency and parents/carers cannot be contacted, TTDN & KPC will get in touch with an emergency contact named. He or she will then take on responsibility for the child/ren. TTDN & KPC must be notified immediately of any change of details to emergency contacts and responsible parties and/or their telephone numbers.

Fees

Full fees will be payable, unless written notification of discounts has been made. Wrongful information given will result in the child/ren's place being withdrawn.

Fees are payable monthly in advance as agreed in writing by Direct Debit. Bounced or cancelled Direct Debits without the prior agreement of the manager will incur a £25.00 surcharge added to your account.

Late fee payments incur 10% interest, TTDN & KPC reserve the right not to admit children for whom fees are in arrears. In the event of arrears accumulating, this will be discussed with you by management and if these are not settled within agreed time limits, the child/ren's place will be withdrawn.

Fees are payable during holidays and fees are not reimbursed for absence due to illness or for any other reason.





TTDN & KPC reserve the right to increase its fees; it is unlikely that fees will increase more than once annually.

One calendar months notice of removal is required. Notice should be written and handed to the childcare manager or deputy. Failure to give the required notice will result in one month's fees being charged.

Please note if you are late picking up your child a fee of £5 will be charged for every 5 minutes late.

Medical Health

TTDN & KPC will not admit children suffering with any infectious disease or virus. TTDN & KPC reserve the right not to administer medicine, however, a request to administer medication will be considered on an individual basis. Children who have been suffering with an infectious disease or virus will not be re-admitted unless a doctor's letter is presented stating that the child has made full recovery.

Parents/carers must sign a form of authority in the event of emergency hospital treatment becoming necessary. Staff shall administrate minor first aid treatment as and when necessary.

TTDN & KPC must be informed in writing of any special dietary requirements or allergic food substances.

Visitors

Any visitor to the nursery must take full responsibility for anybody accompanying them. The nursery takes no responsibility for any non-registered persons on the premises.

Outings

We do on occasions go on educational outings, related to themes. This may be on public transport, staff cars or by foot. (to local shops/ parks). On such occasions our ratio on leaving the premises is 1:3 for children under 2 years and 1:6 for children 3+ years. Please indicate clearly if you **do not** wish your child to be considered for such an outing on the registration form.

Babies will be taken for walks in push chairs. They will be securely strapped and supervised as for the above ratio.

Complaint Procedure

It is hoped that parents/carers will not have to complain about any aspect of the service we provide, however, should the need arise, there are three stages at which complaints can be considered.

Stage 1 – The informal Resolution

Discuss your complaint with the relevant staff member. If you are still dissatisfied you may discuss the matter with the manager. It is hoped that the matter may be resolved to all parties' satisfied at this stage.

Stage 2 – Formal Complaint to Management

If unresolved at the Informal Stage, the complaint should be sent in writing to the manager. You will then receive a written request to attend a meeting with management to discuss the matter.

Stage 3 – Formal Complaint to Ofsted

This stage is to be used if the outcome of stage 2 is not satisfactory. A written complaint should be set out and sent to the Ofsted, Complaints Investigation team, Piccadilly Gate, Store Street, Manchester, M1 2WD

Violence at Work

Violence against any TTDN & KPC personnel will not be tolerant and will result in the loss of your child/ren's place. A working definition of violence at work is "Any incident where an employee is abused, threatened or assaulted by a member of the public, parent, or child cared for by KPC in circumstances arising out of the course of his or her employment."

Violence will be deemed to include physical force, verbal abuse with threats, rude gestures, and innuendoes, sexual or racial harassment.

