

## Flying Start Nurseries Terms and Conditions September 2018 – Please sign and return one copy for your child’s file



We at Flying Start Nursery believe in being up front with our parents with no hidden clauses or conditions. Acceptance of children at Flying Start Nurseries is subject to the following terms and conditions:

1. A non-refundable registration fee of £25.00 is payable when it is confirmed that there is a place available for the required term of entry or agreed start date. Each child will be supplied with a Flying Start Polo Shirt upon registration. Flying Start Hooded Sweatshirts and Bookbags are available to purchase separately. Acceptance of the registration fee secures a place for the required term of entry. Due to the limited availability for baby spaces at Flying Start Nursery a part-refundable fee of £75 is payable to secure a space at the time of registration in the Tiddlywinks Room. £50 of this reservation fee will be credited on the first invoice to take into consideration the non-refundable £25.00 registration fee.
2. Changing days/sessions - To change your child’s days/sessions at the nursery a month’s written notice is required - this can be sent by email.
3. Cancelling a place - To cancel a place, three month’s written notice is required or a full term’s fees or three month’s fees are payable in lieu of notice. However, shorter notice periods can be arranged at the Manager’s discretion.
4. Holidays – If your child is a termly child please note you are not given a “holiday break”, therefore full fees are payable each month. If your child is an annual child you are entitled to 2 weeks “holiday break” (no fees are payable). This is calculated on an annual basis depending on your child’s start date. To promote continuity for the child it is recommended that holidays are taken during the school holidays. In both cases should you wish to remove your child for a “holiday break” we require written notice no less than a month prior to departure.
5. Sickness – In the unfortunate circumstance that your child is ill, we request a phone call (or email) on the morning of the first day of sickness. Please leave a message on the nursery answer phone if necessary. Please be advised you are still required to pay for your child’s session.
6. Extra hours must be requested at least 48 hours in advance with the manager or deputy and subject to availability within the setting will be confirmed to you (the parent) by email or by telephone. The cost of a change to an authorised prearranged session time will be charged at the normal hourly rate you pay for your child.
7. Unarranged lateness or unarranged early arrivals - Due to child/staff ratio (which need to be adhered to for health and safety and legal reasons), we ask parents to drop their children and collect their children as per your booking. In the unfortunate event your child is still at nursery after their session has ended or is dropped off early you will be required to pay a £5 fee for every 15 minutes to cover additional staffing costs. In very exceptional circumstances the manager and deputy have the discretion to waive this fee providing the parents has discussed the reason for the late collection and has the approval of the manager or deputy. Children who arrive early or are collected later than the agreed time, will be required to fill out an Early/Late collection slip. This slip will be filled out by yourselves and a member of staff and then forwarded to the administrator who will add this additional cost to your account. Frequent late collection will result in your child’s space being withdrawn.
8. Unarranged lateness - After 6pm: Should your child be left after 6pm, we will try to contact you in the first instance however, should your child not be collected at 6.45pm we will contact the relevant authorities - you will be required to pay a £20 late fee for the first 15 minutes plus our normal hourly rate for your child. This is to cover the additional staff required working the extra time after 6pm and the running costs of the building. For multiple children from the same family the £20 late fee will only be charged once and not for each child.
9. Invoices – Fees will be billed monthly in advance. We will endeavour to provide you with your invoices at the beginning of the month for which they are due. The invoices will be placed in your child’s drawers ready for collection.

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10. Payment of invoices – Fees are due upon receipt of the invoice. Invoices must be settled in full and no later than the 20<sup>th</sup> of each calendar month. For FINAL invoices when a child leaves the setting - these must be paid immediately. Where possible payments should be made directly to the following bank account: Elestar Services Ltd, Lloyds TSB, sort code = 30-93-92, Account No.- 50742368. Please put your child’s name in the reference section. If this method of direct payment is **not possible** then please indicate an alternative method below.

Proposed method of payment (please circle):

Monthly by cheque

Monthly in Cash

We expect all parents to adhere to our payment terms and conditions of registration. Payments must be made on time, in full without deduction for any reason. In the event that an invoice is not settled by the 30<sup>th</sup> of the month in which the payment is due, you will receive a reminder. If payment is not made within one week you will receive a final warning. If payment is still not made; or a payment plan agreed within one week then;

1. Your child’s space will be withdrawn.
2. You will be referred to our solicitors for collection of the debt.
3. We will register the debt against the parent/parents names.

You agree that you will be liable to pay the arrears and that any costs associated with the collection of arrears will be added to the amount being pursued and payment of the same can be enforced against you in court. You also agree to pay interest at the relevant reference rate provided for under the Late Payment of Commercial Debts (Interest) Act 1998 whereby interest is payable both before and after any judgment of the court is made and continues to accrue.

11. Upon leaving Flying Start parents receive their child's Tapestry Learning Journal on a storage device.

Parents must abide by Flying Start’s Policies. These are most often emailed to you prior to your child starting at Flying Start.

Flying Start Nurseries reserves the right to ask parents to remove a child should this be deemed necessary by the Manager.

I/We agree to abide by the terms and conditions of Flying Start Nursery. Flying Start Nursery reserves the right to amend our terms and conditions at any time. Parents will always be informed in writing prior to any amendments coming into effect.

Parent/Carer 1

Signed:.....Relationship to the child: .....Print:.....Date:.....

Parent/Carer 2

Signed:.....Relationship to the child: .....Print:.....Date:.....