



Terms and Conditions

Definition

The Nursery is Parson's Green Nursery Limited (Parson's Green Nursery) Situated at 22 Cortayne Road The Hume Centre, London SW6 3QA. For the purpose of these terms and conditions and any other literature provided by the Nursery, the following phrases have meanings as follows.

The Parents: The registered child's, mother, father or legal Guardian.

Parent: One of the registered child's parents or their legal guardians.

Chosen Representative: An individual authorised in writing by the parents to collect the registered child or act in loco parentis.

"Full Time" Children that attend 5 full days

"Fees in Lieu" (of notice) means fees in full for the term of notice at the rate that would have been applied had the child attended

"The Nursery", Parson's Green Nursery inclusive of the staff, the premises and the company

Facilities Provided : Sessions available: Full Day (8am-6pm); Mornings (8am-1pm); Afternoons (1pm-6pm); Breakfast Club (7:30 am-8am); Book Club (6pm-6:30 pm)

Registration : Upon registration of a child at Parson's Green Nursery, the Nursery will act in loco parentis during the hours in which the child attends the Nursery. Registration constitutes acceptance of these terms and conditions. Children will not be accepted at the Nursery unless a parent and/or a legal guardian has signed the registration form. The signature on file will stand in respect of all bookings made with regards to terms and conditions, of all activities delivered by the Nursery.

Registration and Nursery Deposit: By signing the Nursery registration form, parents and guardians agree that they will give three months notice in writing prior to the withdrawal of their child from the Nursery. A Nursery Deposit is payable on confirmation of your child's place at the Nursery. Parson's Green Nursery will retain this deposit if you decide not to take up the place. Please note that the Nursery deposit is only refunded when a full three months notice is given to withdraw the child from the nursery (notice can only be given after the child has started at nursery), less any amount which may be outstanding and assuming that the parent and/or guardian has complied with terms and conditions. The deposit without interest will be returned one month after the child has left the Nursery. If a child is withdrawn or does not take up a place or otherwise cancels without giving three months notice in writing, three months fees are due in lieu of notice. A single deferral may be granted at the discretion of management with three months notice. Any deferral granted may be no later than 6 months after the original agreed start date.

Payment of Nursery Fees: Any arrangement with a third party to pay Nursery fees, such as a grandparent, step-parent or any such person without parental responsibility does not release the parent from liability. If the third party defaults this does not affect these terms and conditions, unless the Nursery has given express release in writing. The Nursery reserves the right to refuse payments from any third parties. Invoices will be sent directly to parents for forwarding onto third parties and any refunds if due will be issued to parents unless the Nursery is notified in writing. Nursery Fees are to be paid monthly in advance on or before the first day of each month. Such payment can be made by BACS, (**Account Name: Parson's Green Nursery, Bank: Natwest Sort Code: 60-17-11 Account Number: 87596679**) Cheque (made out to Parson's Green Nursery Limited) or standing order. Payments must be made on time, in full and without deduction, the Nursery reserves the right to charge interest (at the relevant rate, provided for under the late payment of commercial debts (interest) Act 1998), administration, legal and collection costs in respect of late payment of fees. If fees have not been paid by the 5th working day of the month an additional late fee charge will be due of £10 per day, until funds are received in full. You agree that you are legally liable to pay us that surcharge. Extra session fees may be settled by cash, cheque, BACS or debit card.

Inset Days: The Nursery has three inset days per year, (one per term), these are essential to ensure staff training is kept up to date and that staff are informed of changes in legislation. Parson's Green Nursery reserves the right to change these days although we will try to give you as much notice as possible. These days have been taken into account when calculating school fees and so are not refundable and cannot be exchanged.

Notice of Withdrawal: Please remember that a full three months notice is required for the withdrawal of a child from the Nursery or three months fees will be due in lieu of notice. A full three months notice means that the notice must be given prior to the first day of the first month and expires on the last day of the third month of notice. Notice must be emailed to admin@parsonsgreennursery.com, hand delivered or sent by recorded delivery post to Parson's Green Nursery, 22 Cortayne Road, The Hume Centre SW6 3QA the Nursery will issue confirmation of notice within two working days until this confirmation is issued notice will not be formally logged. Three months notice is also required should a parent wish to reduce the number of sessions their child attends per week, again notice of reduced attendance must be emailed, hand delivered or sent by recorded delivery post to the Nursery. The Nursery will issue confirmation of notice within two working days until this confirmation is issued notice will not be formally logged. Please note that it is not permitted for parents to swap their sessions or exchange them if a child is unable to attend due to sickness or absence for any other reason, In addition, refunds will not be issued for sessions not attended. These terms and conditions relating to changes and notice of withdrawal have been put in place to enable forward planning of staff and resources and are essential for the effective running of the Nursery, they also protect parents from increases in fees caused by the default of others.

Increase In Fees: Parson's Green Nursery reserves the right to increase Nursery fees as and when necessary without prior notification although we will endeavour to give you as much notice as possible.

Refunds and Cancellation Charges: No Refund of fees will be made for any period in which your child is absent due to sickness, holidays or any other reason. It is the policy of the Nursery, to charge for days that children are booked into the Nursery, regardless of weather or if the Nursery is closed for events such as sports day. Fees will also be payable, if the Nursery is closed for any other event beyond our reasonable control, such as weather conditions or lack of essential services.

3&4 years old offer: Parson's Green Nursery does accept the 3 & 4 year old offer scheme. This is funding towards the cost of early years education and will help towards the fees for every child age three - four. The three and four year old offer is not means tested and so accessible by all parents. Your child's monthly fees will be reduced by your child's funding allocation. Parents will be expected to pay for any care exceeding the entitlement. Parson's Green Nursery will ask you to provide proof of your child's age for eligibility of the funding and when your child is eligible will return their details to Hammersmith and Fulham Council on a termly basis to request funding. For further information on the 3 & 4 year old offer please contact the Hammersmith & Fulham Family information service on 0845 313 3933 or email fis@lbhf.gov.uk

Collection of Children: You should inform us in advance if a chosen representative is to collect your child from the Nursery. The names of these individuals should be written on your children registration forms. If they are unknown to Nursery staff they will be asked to provide a security password as specified by you on your registration form, they will also be asked to provide photo ID. Under no circumstances will a child be allowed to leave the premises unaccompanied or with any unauthorised person or with any person who we deem to be unfit to look after a child's welfare and safety. If in doubt Parson's Green Nursery reserves the right to keep a child on the premises until confirmation from the parents has been obtained or the situation clarified. It is important for the children and the Nursery that children are collected promptly. If parents are consistently late, they Nursery reserves the right to impose a minimum fine of £20. If a child is not booked into book club from 6.00 – 6.30 pm they must be collected by 6.00pm failure to collect by this time will be considered as late collection and parents may be subject to the fine. We request that for the children's benefit and for the smooth operation of the Nursery that you ensure your child is dropped off and collected from the Nursery within the time frames specified. This will usually be between 8am and 9am for morning and full day sessions, for collection between 12.50 and 1pm for children who attend morning only or, 3.30 – 4.30 pm or 5.30 – 6pm for afternoon collection. Children who attend afternoons only must arrive at 1pm.

CCTV: Parson's Green Nursery operates close circuit television recording, this is for security purposes; footage will not be shared with any third party without prior consent of the parents, except law enforcement officers if required. Footage may also be used for staff training purposes.

Entrance and buggies: Parents should use the Ashington Road entrance when dropping and collecting their children. Buggies are not to be left inside the Nursery building in any circumstances; they can be left in the buggy shed in the garden at parent's risk. Parson's Green Nursery will not accept responsibility for any item left by parents in the buggy shed that is lost, stolen or damaged.

Nursery Outings: As part of the Nursery Curriculum, the children will be taken on supervised visits to local parks, they may also be taken on educational trips for example to the History and Science Museum, parents will be asked to sign permission slips for trips that involve public transport.

Health and Safety: A child should not be brought into Nursery if he or she has suffered from vomiting sick or diarrhoea in the last 48 hours. If your child has suffered a temperature, rash or any infectious illness, he or she must not return to Nursery until they have been symptom free for 24 hours. If a child becomes ill or has an accident during the day, the parent will be contacted to that subsequent action can be decided. In an emergency an ambulance will be called and a senior member of staff will go with the child, they will stay with them and act in loco parentis until the parent arrives.

Medication: If your child has been prescribed oral antibiotics, they cannot attend Nursery for the first 24 hours of treatment. If a child is receiving regular medication which will need to be administered during they time at Nursery, the medication must be prescribed by a doctor, clearly marked with a label stating the child's name the dosage, the expiry date of the medication and the Doctor's name and telephone number. Calpol and other over the counter medication cannot be administered excluding immediate first aid due to an extremely high temperature. No medication will be administered without a parent's prior consent in writing, other than immediate first aid. Parents must notify the Nursery in writing, with Doctors letter if requested, of allergies their child suffers from. Please observe the Nursery's policy on Epipen.

Dietary Requirements: Whilst Parson's Green Nursery will make every effort to facilitate a child's specific dietary requirements, the Nursery shall not be held responsible at any time if it fails to meet the dietary specifications as directed by the parents. The Nursery cannot be held responsible if a child has an allergic reaction to either food or drink, which is unknown to Parson's Green Nursery and has not been notified in writing. If a child does require a specific diet for religious or other reasons, the Nursery must receive specification in writing prior to commencement at the Nursery, parents must inform us in writing if at any time their child's dietary requirements change. Parson's Green Nursery has an onsite nutritionist who works directly with our food provider to ensure healthy, balanced meals which are familiar to the children are provided. In exceptional circumstances where Parson's Green Nursery cannot meet the specific dietary requirements of a child, parents may be asked to supply a packed lunch.

Staff: All staff have been closely vetted by Parson's Green Nursery, references are taken up and a Disclosure and Barring Service check is carried out (DBS)

Non-Solicitation of Staff: Parents agree not to directly or indirectly canvas or solicit or endeavour to encourage any staff to leave the employment of Parson's Green Nursery. Should you employ one of our staff within three months of them leaving our employment to care for a child that has been registered with the Nursery, you will be liable to pay us a sum equivalent to three months of the employee's salary at the time of their employment with us. If parents make arrangements directly with Nursery staff out of Nursery hours for babysitting, this is a private arrangement and the Nursery takes no responsibility for this. Parents are reminded that staff are not authorised to discuss any matter in relation to the nursery while not on duty. Staff who have left the employment of the nursery are not permitted to enter the building for collection or drop off of children without express written permission from management.

Termination and Suspension: Parson's Green Nursery reserves the right, to terminate or suspend a child's place in the Nursery in the event that any fees remain unpaid or the parents show unacceptable behaviour or contravene these terms and conditions, or where Parson's Green Nursery is of the opinion that termination/suspension is reasonable or necessary in the interest of the Nursery. The refundable deposit will be returned in full, if all fees are up to date and all terms and conditions have been abided by.

Confidentiality: Parent's consent to Parson's Green Nursery communicating with any other Nursery with which a parent proposes their child should attend about any matter concerning the child or payment of fees.

Advancement of Terms & Conditions: Parson's Green Nursery reserves the right to amend at any time these terms and conditions and vary or cease to provide any of the facilities being provided. Parents will be notified of any changes.