These terms and conditions govern the basis on which we agree to provide childcare services to you.

1. THE COLLEGE NURSERY OBLIGATIONS

We will:

* 1. Inform you as soon as possible whether your application for a nursery place has been successful. You must confirm within one week of receiving notification that you still wish to take up the nursery place. If you do not, the place may be withdrawn.
	2. Provide the agreed childcare facilities for your child at the agreed times (subject to any days when The College Nursery is closed). If we change the opening hours of the nursery we will give you as much notice of our decisions as soon as possible and, if necessary, work with you to agree a change to your child’s hours at the nursery.
	3. Try and accommodate any requests you may make for any additional sessions and/or extended hours of childcare at the nursery.
	4. Provide you with regular verbal updates as to your child’s progress on request.
	5. Notify you as soon as possible of any days that the nursery will be closed.
	6. Try to make available to any of your other children a place at the nursery. However, we cannot guarantee that a place will be avialable.
1. YOUR OBLIGATIONS

You will:

* 1. Complete and return to us our Medical Information form before your child can start at the nursery and immediately inform us of any change to the information provided in that health record.
	2. Complete a medicine consent form if you require our staff to administer any medicines to your child (only prescribed medicines will be administered).
	3. Immediately inform us if your child is suffering from any contagious disease. For the benefit of other children in the nursery, you must not allow your child to attend the nursery if they are suffering from from a contagious disease which could easily be passed onto another child or member of staff during the normal daily activities of the nursery.
	4. Immediately inform us of any changes to your contact details in writing.
	5. Keep us informed as to the identity of the persons who will be collecting your child from the nursery. If the person collecting your child is not usually responsible for collecting them we will require proof of identity. If we are not reasonabliy satisfied that an idividual is allowed to collect your child, we will not release your child into their care.
	6. Inform us if your child is the subject of a court order and provide us with a copy of such order on request.
	7. Immediately inform us if you are unable to collect your child from nursery by the official collection time. A late payment charge will be applied, please refer to the current fee sheet for details.
	8. Inform us as far in advance as possible of any dates on which your child will not be attending nursery. If you choose to take a holiday in term time, or if your child is unable to attend, while the nursery is open, nursery fees will still need to be paid.
	9. Provide us with at least one month’s notice of your intention to decrease the number of hours your child spends at the nursery or to withdraw your child from the nursery and end this agreement. If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of any change as if their hours had not decreased. If you are ending this agreement, notice must be given in writing or by email to the Nursery Manager.

1. PAYMENT
	1. Our fees are based on hourly rates that shall be notified to you in advance of your child starting at the nursery. We may review these fees at any time but shall inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee you may end this agreement by completing our ‘notification of leave date’ form, which will be included in your Nursery Induction Pack or copies can be obtained from the nursery manager.
	2. Fees must be paid on a monthly basis, in advance.
	3. All payments should be made by card in the office, via internet banking or childcare vouchers (paper or electronic), but it is your responisbilty to obtain a receipt as proof of payment.
	4. If you have requested additional sessions or have been unable to collect your child at the official collection time and we have as a result provided you with additional childcare facilities, we will charge you for additional childcare at the time.
	5. If you fail to make payment in full by the due date we will charge a late payment fee of £20.
	6. No refund will be given for periods where your child does not attend nursery due to illness or holidays. No refund will be given if the nursery is closed for reasons beyond our control such as but not limited to, heavy snow or flooding. The nursery will be closed on Bank Holidays and this fact is taken into account when calculating your child’s fees.

Where your child is eligible for Government funding, the hours will be deducted from your bill subject to the appropriate paperwork being completed and a copy of their birth certificate or passport being provided.

1. SUSPENSION
	1. We may suspend the provision of childcare to your child at any time if you have failed to pay any fees until such time as any arrears have be paid.
2. TERMINATION
	1. You may end this agreement at any time, giving us at least one months notice, in writing either by email or letter.
	2. You may immediately end this agreement if we have breached any of our obligations under this agreement and we have not or cannot put right that breach within a reasonable period after you have drawn it to our attention.
	3. We may immediately end this agreement if:
		1. You have failed to pay your fees.
		2. You have breached any of your obligations under this agreement and have not or cannot put right that breach within a reasonable period of us asking you to.
		3. We take the decision to close the nursery. We will give you as much notice as possible of such a decision.
		4. We suffer any event of insolvency.

Child/children’s Name

Parent’s Name

Parent’s Signature

Date

Manager’s Name

Manager’s signature

Date

Nursery Copy/Parent Copy