



Terms and conditions

To enable us to provide and maintain the highest standards of care we require all parents to be aware of, and abide by the following conditions:

Admissions

Children will be considered for entry to the nursery when the registration form / parent agreement from Bradford Council has been completed and returned to us and a non-refundable administration fee paid if required.

Welfare of the child

We will do all that is reasonable to safeguard and promote your child's welfare and to provide pastoral care following all guidelines and policies.

We will respect your child's human rights and freedom; this must however be balanced with the lawful needs and rules of our nursery and rights and freedoms of others.

Parents give their consent for physical contact in accordance with good practice and where appropriate, to enable teaching and instruction, to provide comfort to a child in distress, to maintain safety, or to maintain child's health and welfare.

Parents of children who are not potty trained must provide nappies, wet wipes and any cream required. This must be in the original packaging.

Parents must provide formula milk for bottle fed babies.

Bottles can be made up in nursery by the staff. Parents may leave a bottle, and the staff will clean and sterilise the bottle, the bottle will be named and only used for that child.

Health and medical matters

If a child becomes ill during a nursery session a member of management or the child's key worker will contact the parent/carer or emergency contact as indicated on the registration form for them to collect the child.

Parents must inform the nursery immediately of any change to these contact details.

If your child is suffering from a contagious illness your child should not be brought to nursery until such time as the infection has cleared.

A full copy of the nursery's infection control policy is available for your information on minimum periods of exclusion from nursery.

Parents/carers are required to notify the nursery if your child is absent from nursery for any reason.

Any child who has been sent home from nursery due to ill health will not be re-admitted for at least 48 hours. If a child is prescribed antibiotics, they will not be allowed to return to nursery for 24 hours.

The nursery cannot administer medicine to a child unless prescribed by a doctor, except in the case of a high temperature, in which case, fever reducing medication would be given while waiting for child to be collected to limit chance of febrile convulsion and to keep the child comfortable.

Should the child be on prescribed medication, it is the responsibility of the parent/carer to notify the manager or keyworker and to sign the necessary form of consent. The child must be in nursery a minimum of 4 hours before we can give any liquid pain relief unless a parent has informed us of any being liquid pain relief given and filled in the relevant paperwork.

We reserve the right to call an ambulance in an emergency and escort your child to the emergency department of the nearest hospital. The emergency department at the hospital will then decide treatment regarding the child's welfare.

It is your responsibility to inform the nursery if your child is not vaccinated in accordance with their age. If it is considered necessary, information regarding non vaccinated children may be shared with other parents, however individual names will not be given out.

Food and dietary requirements

We will work with parents/carers to provide suitable food for children with special dietary requirements as diagnosed by a doctor or dietician.

Although all reasonable care will be taken to ensure that a child does not encounter certain foods, unless a doctor's note is provided the nursery cannot guarantee this.

Menus are available on request and may be included in our registration packs

Concerns/ complaints

Any questions, concerns or complaints about the care or safety of a child must be made in the first instance to the key person in charge. If the matter cannot be resolved, it should be referred to the complaints policy.

Disclosures

Parents must disclose to the nursery any known medical condition, health issue or allergy affecting the child.

Nursery must be made aware of any family circumstances or court orders which may affect the child's welfare or happiness or any concerns regarding the child's safety. These may be email to manageratwillowsprivatedaynursery@hotmail.com and we will add this information to the child's individual file.

Fees

All fees are charged monthly in advance and must be paid on time. Fees will be invoiced to the person(s) named on the registration form.

Fees are payable during periods of absence including sickness, holidays, and public/ bank holidays.

Fees are calculated based on the weekly charge for sessions attended, multiplied by 52 weeks, and then divided by 12 months to create a fixed monthly charge. Fees are subject to change with one month's notice.

Prices quoted are per child for a core day, including a breakfast, am snack lunch, pm snack and light tea this will be stated on your child's calculation funded information fees sheet and you do have the option to opt in or out to pay for meals.

Extra hours (or parts of an hour) will be charged at the ruling rate and must be booked and paid for 24 hours in advance.

A core day is 11 hours or 6 hours per am session and 5 hours per pm session depending if you are claiming the funding hours for your child.

Once a place is confirmed the first month's fees become payable on the first day a child starts.

One month's written notice is required if you no longer require the place. Fees are payable during the notice period and if there is any delay in taking up the place once accepted.

If you registered your child for a full-time place, it is not permitted to reduce the number of sessions attended during the notice period, four weeks written notice is required to reduce sessions due to staffing and availability.

Fees will not be refunded or waived for absence, no compensation or refund will be given if setting must close due to any reason beyond our control, such as a power failure or weather conditions.

Once a child's place is confirmed for the required sessions it is not normal practice to swap days/ sessions. If you really need this to happen, please speak to the manager who will see if this is possible but please be aware that it may be refused due to staffing and availability.

Unpaid fees

Nursery reserves the right to charge interest on late fees at the rate of £5 per day. Any fees paid later than 10 working days after invoice date (without prior consent from the manager) will be deemed as late, dishonoured payments will incur a £20 charge.

Exclusion for non-payment

Children may be excluded from the nursery if fees remain outstanding, there will be 1 reminder letter sent when fees are overdue and if they remain overdue a further 5 working days the registration may be terminated.

All outstanding debt will be passed on to Bright Future Solutions, our debt management service.

Late collections

Parents/carers collecting children late will be subject to a surcharge, details of which are stated in our late collection policy. Charges are made every 5 minutes or part thereof. Parent/carers should be aware that the setting must be vacated by the designated closing time.

Belongings

The nursery does not accept responsibility for accidental damage or loss of property.

Insurance

The nursery undertakes to maintain those insurances required by law. Details of these are available from the Nursery manager.

Copies of the current employer's liability and public liability insurance policies are displayed on the notice board in each setting.

General

If a member of staff, within six months of leaving the employment of the nursery, is employed by a parent/carer to care for this child who was previously registered at the nursery, then the parent/carer will be liable to pay the sum equivalent to six months' salary for the employee at the time of them terminating their employment.

Child Protection

We are under obligation to report to the relevant authorities any incident in which we are concerned a child may have been abused or neglected.

This may be done without informing the parent/carer. There is always at least one lead safeguarding practitioner in the building.

Any information given by a parent regarding their child will be treated with the upmost confidentiality, except in cases where abuse towards a child is suspected.

Sharing of confidential information regarding to the nursery its employees or customers to any third party is considered a breach of our confidentiality policy.

This policy was adapted on:	Signed on behalf of the nursery:	Date for review
June 2021	Claire Smith	June 2022
June 2022	Vicky Sheard	June 2023
July 2023	Vicky Sheard	July 2024
July 2024	Vicky Sheard	July 2025
July 2025	Vicky Sheard	July 2026
April 2026	Vicky Sheard	April 2027 (added info)
May 2026	Rachel Strong	May 2027