Admission Terms and Conditions

1.0 General Statement

1.1 When we admit a child to the nursery we sign to an agreement with the child's parent/carer. This enables us to work together in partnership to meet your child's needs and open to clear channels of communication. At Nuffield Health, we aim to provide high quality care and education for all children in the nursery setting. We will provide carefully thought out activities appropriate to the children's ages and stages of development, encompassing the Early Years framework. We will provide a safe, stimulating and caring environment where children feel valued and secure. Our objective is that by participating in a range of activities, children will develop physically, emotionally, socially and intellectually and will foster a disposition for learning independently and with others.

1.2 Nuffy Bear Day Nurseries are committed to ensuring that those working or using the nursery will be treated fairly and equally valued as individuals, whatever their race, gender, sexual orientation, disability, religion, culture or language. We will not tolerate words or behaviour that is discriminatory.

2. 0 General Data Protection Regulation

2.1 The information that you provide to us, whether mandatory or voluntary, will be regarded as confidential. We do not share information about your child with anyone without consent unless the law and our policies allow us to do so. We manage Data Protection through Privacy and Retention Policy, this policy is available at any time from the Nursery.

3. 0 Learning and Child Development

3.1 All children joining Nuffy Bear Day Nurseries will have a learning journal. This will chart their progress through the nursery and will include milestones of their development. This is a shared document, which parents have the opportunity to see when they wish and is shared regularly in a meeting with your child's key worker. Parents/carers are encouraged to make comments or add to the information in their child's learning journal by use of a WOW sheet.

3.2 If we feel that your child may benefit from extra help from outside agencies, such as a speech therapist, we will discuss this with you in a sensitive and confidential manner. If you feel that your child needs additional help, we will be happy to arrange this with you. All issues relating to individual children will be treated professional and confidentially.

3.3 Parents/carers have the opportunity to chat informally on a daily basis with their child's key worker and can request individual meetings when needed.

3.4 Swimming lessons are provided for children aged three and over as an addition to the child's learning; the sessions are subject to change to unforeseen circumstances and availability. The aim of the swimming lessons is primarily water confidence, learning simple strokes and having fun in a water environment.

4.0 Safeguarding

4.1 Nuffield Health team are cleared through DBS before supervising children. If a team member suspects child abuse of any type: - Physical, neglect, sexual or emotional abuse, this will be reported to the designated child protection officer within the centre, who will in turn take appropriate action in accordance with the Local Safeguarding Children's Board as part of Nuffield Health's obligations to children. These concerns will be kept strictly confidential with the parent/carers, unless such discussions would place a child at risk of significant harm.

5.0 Security and Late Fees

5.1 The security and safety of your child is priority in the nursery and we have detailed procedures in place to ensure that this is maintained at all times. In line with these procedures, all children are received by a member of staff at the beginning of the day and should be collected from a member of staff. In particular, we ask that you notify the nursery Manager in writing if you are making alternative arrangements for the collection of your child.

5.2 Please contact the nursery if your child is unable to attend the nursery through illness or other reasons. If you are unable to collect your child and wish someone else to collect, you must notify the Nursery Manager. If an emergency occurs, we ask that you provide a password known only to yourself and the person collecting so that we can ensure the safety of your child. Please ensure that your child is collected promptly and that you allow five minutes to discuss your child's day at the nursery with the team.

5.3 Parents/carers collecting children late from the nursery will be subject to a surcharge, details of which are displayed at the nursery. Charges are made for the first 10 minutes and every minute thereafter. This is at the discretion of the Nursery Manager. Parents should be aware that the nursery needs to close on time and the late fee system should not be abused.

6.0 Illness

6.1 If your child is ill please do not bring them into nursery. We cannot give your child the one to one care they need when they are ill. Children on antibiotics must remain at home for the **first 48 hours** of the course. If they are then well enough to attend nursery they can do so. We will administer medicines that have been prescribed by your GP as long as you have signed a medication form.

6.2 If your child becomes hurt or ill whilst in our care we may need to take them to hospital. Children will be taken to hospital in an ambulance. It is very important that the nursery have all contact numbers for you and that we can contact you at all times so that we can contact you immediately.

7.0 Financials

7.1 The nursery is open 51 week of a year, closed the week between Christmas and New Year and English Bank Holidays.

7.2. Deposit – you are required to pay a deposit when joining the nursery to secure your nursery place. If you decide NOT to take your secured nursery place, the deposit is Non Refundable within 4 months prior to your start date. Deposits will be refunded once a child has left the nursery and the account is clear of any outstanding balance.

7.3 Non-refundable sessions – Periods of child sickness, family holidays and Bank Holidays are NOT refundable, this is general practice within all day care facilities.

7.4 Invoice payments – Invoices are itemised and calculated calendar monthly. Invoices will be emailed around 26th of each month for the following month nursery fees. All invoices must be paid in full and in advance by 5th of each month.

7.5 Ad hoc sessions – all ad-hoc sessions are to be paid for at time of booking and at the nurseries current selling rates. **Changes to regular sessions –** we cannot swap regular session's days; you can arrange ad hoc sessions (as above). We require one-month notice to change a regular booking pattern.

7.6 Methods of payment – Bank Transfers **Account N0 19221479 Sort Code 60-04-04**, Direct Debits, Tax Free Vouchers, Tax Free Childcare and credit card payments. The Direct Debit amount will be calculated by latest invoice amount for next month, deducting any credits and regular vouchers pattern e.g. Edenred £243. **Payment by Tax Free Childcare –** must be arranged directly by parents, it is the responsibility of parents to release this type of payment by 5th of each month. **Payment by Tax Free Company Vouchers –** must be arranged directly by the parent, it is the responsibility of the parent to release this type of payment by 5th of each month. This type of payment is released to the voucher company once you have been paid and can take at least 5 working days to appear on your child's account. When your child leaves the nursery it is your responsibility to cancel the voucher payment. Due to data protection, we are unable to contact your voucher company to chase payments on your behalf.

7.7 Sibling Discount – 10% discount will be applied to your eldest child's account/invoice ONLY. **Nuffield Health Employees & maximum discount** – will receive a maximum discount of 20% off nursery sessions (meal charges are not discounted). Maximum discount for any client is 20%.

7.8 Unpaid Invoices - The nursery operates a policy on outstanding nursery fees - after 15th of each month, any child's account that is in arrears will not be able to use the nursery until the account is cleared. Invoices in arrears of over 30 days will initially be contacted by Nuffield to make payment and clear the outstanding balance. If you fail to make payment, Nuffield will instruct a Collection Agency to recover the debt.

7.9 Cancellation – When terminating your place at the nursery we require one month's notice of termination, in writing. If we do not receive this, we reserve the right to withhold your deposit. If you leave without giving notice, we will use your deposit in lieu of fees and refund the difference or contact you for outstanding payment.

7.10 Nursery rates are reviewed annually – Nuffield will notify you via your invoice email address of any changes to nursery fees (minimum one months' notice).

7.11 Invoice queries –for invoice queries regarding sessions, changing your regular booking pattern and funding please go directly to your Nursery Manager. For account queries relating to allocation of voucher payments, payments, Direct Debit cancellation or change of bank details or account status please contact Nursery Finance Support Team by email **Nursery.Finance@nuffieldhealth.com.**

7.12 In the event of exceptional circumstances e.g. severe weather conditions, transportation strikes or acts of terrorism, Nuffield will not be held responsible for forced nursery closure and will not issue refunds.

8.0 Funding

8.1 Funding – due to the popularity of specific days and times, some sessions & days may not be available, each nursery operates a local allocation policy and Funding places are limited. Your invoice and current/regular booking pattern will NOT be automatically change once your child is entitled to funding. You are required to meet the Nursery Manager to agree on available funding days and complete a Local Authority funding form. Funding hours will not be offered until this process is completed. Stretched Funding is available over 51 weeks for continuity of childcare, you will be offered slightly less hours than the local authority is providing due to our availability of sessions. Funding hours are only offered as AM (08.00 -13:00), PM (13:00 – 18:00) AD (08:00 -18:00). Funding sessions can only be changed on a term-by-term basis.

8.2 Non-attendance of funding hours may result in the local authority requesting a refund. If we receive, a request for a Funding Refund due to unattended sessions the parent will be required to reimburse the Local Authority. It is the parent's responsibility to adhere to the Local Authority Terms and Conditions.

8.3 Meal & Snack charges – Meals and snacks are not included in any funding sessions; parents will need to decide whether to provide meal & snacks during funding sessions or pay the Nurseries local meal & snack fee. The meal and snack charge is invoiced as a monthly average fee and calculated by: weekly meal charge x funding weeks / 12 months. Parents can change from paying the local meal and snack charge to packed lunch on a term-by-term basis only. Meal & snacks charges are non-refundable if you do not attend funding sessions.

9.0 Nursery benefits

9.1 We reward loyalty to those parents who refer a friend to the nursery. If you refer a parent that takes a full time space, you will receive £250.00 off your nursery fees and for a part time nursery place £100.00 off your nursery fees. For the "Refer a Friend" amount to be applied to your account the new parent must mention the person who referred them on the Financial Agreement/at point of joining and must have one clear month's nursery fees paid. All referral promotions are at the discretion of the Nursery Management and subject to review.

9.2 Complimentary Gym Membership - is given to the nursery child and to one nursery parent if the parent has a child in the nursery full time (50 hours a week/51 weeks). You are not automatically provided with this benefit, you will need to complete a Gym Membership application form and adhere to the Terms and Conditions of the club. This is at the Management discretion and can be revoked at any time. Complimentary membership will be automatically cancelled on the last day of a child nursery session/ the date the session falls below full time/if the nursery invoice is in arrears.

10.0 General

10.1 Nuffield Health reserves the right to terminate this agreement with immediate effect if a parent/guardian or Child demonstrates any physical or verbal abuse towards staff or other children. Nuffield Health reserves the right to terminate this agreement if we believe the nursery is unable to provide suitable care and learning for a child to make progress.

10.2 Where a member of staff, within six months of leaving Nuffield, is employed by a parent to care for their child, who was previously registered at the nursery, then the parent will be liable to pay Nuffield a sum equivalent to 10% of their annual salary for the employee at the time their employment with Nuffield was terminated.

Nuffy Bear Day Nursery
Surbiton

Nuffy Bear Day Nursery "Surbiton" opened in 1998 and is conveniently situated on the site of Nuffield Health's Surbiton Fitness and Wellbeing gym. The nursery caters for children aged 3 months to 5 years and is uniquely qualified to start teaching your children water confidence and swimming skills from the age of 3. We encourage our families to be active together and offer a **complimentary Adult and Child Gym Membership** with every full time place Nursery.

Our nursery benefits from enclosed outdoor garden, our menu is designed by a nutritional expert and our chef freshly prepares our home cooked meals and snacks daily, great range of resources, fitness and fun sessions within our studio, swimming lessons for over 3's, reward for referring friends, £12 discount per day on an "all day sessions" , complimentary Gym Membership and ample parking.

Address:	Nuffy Bear Day Nursery Surbiton Simpson Way, Long Ditton, Surbiton, Surrey, KT6 4ER
Contact Number:	0208 3352901
Email Address:	surbiton.nursery@nuffieldhealth.com
Website:	nuffieldhealth.com/gyms/services/nuffy-bear-day-nursery
Opening Hours:	07:30 – 18:30 Monday – Friday
Nursery Manager Name:	Ria Powell

Our Nursery Fees are based on 51 weeks of the year.

Session	Code	Hours	Session Price	Per Hour Price
AM Session	AM	08:00 – 13:00	£45.00	£9.00
PM Session	PM	13:00 – 18:00	£44.00	£8.80
All Day session	AD	08:00 – 18:00	£77.00	£7.70
Extended All Day Session	EAD	07:30 – 18:30	£80.00	£7.27
Early Drop Off	EDO	07:30 – 08:00	£5.00	
Late Pick Up	LPU	18:00 – 18:30	£5.00	

Deposit	£250
***Sibling Discount**	10% Discount is applied to the eldest child's Nursery fee
***Refer a Friend**	You could receive £100 - £200 for referring a friend
Late Fee	First 10 minutes £20 - £2 every minute after

*Terms and Conditions are applied, please discuss with a member of the Nursery Management Team for more information. Prices are reviewed annually and subject to change. Government Funding Sessions are limited and subject to availability. Due to high demand the nursery operates an Allocation Policy, for more information please contact the nursery team.

Early Years Education Funding

We have a selected number of nursery spaces dedicated to **Early Years Educational Funding** (2, 3 year & 30 hours funding), to find out our availability please discuss your requirements with the Nursery Manager. Breakfast, Snacks, Lunch and Light Tea will not be included in the funding session. Parents will be required to decide on providing a packed lunch (meals and snacks for the day) or paying the nursery's day meal and snack charge. We offer **"Stretched"** funding to support parents with consistent child/educational care, this is offered at slightly less Funding hours than the Local Authority provides. Please refer to our T+Cs for more FUNDING information.