

## Pinocchio's Childrens Nurseries LTD, Terms and conditions: 2020

Government fully grant funded placement do not require any deposit or any fees for grant funded hours. Please speak to Manager for more information.

### Trial/ Introductory sessions

The nursery offers a total of 2 hours free trial sessions to all children within 2 weeks of their start date (2 x 1 hours or 1 x 2 hours). You may wish to book extra sessions prior to starting your normal set sessions. This can be arranged with the manager if availability allows (this is offered should you wish to introduce your child into the nursery setting gradually). A minimum booking of two sessions per week/ or 1 full day is required.

### Non-refundable registration fee: (Not grant funded sessions).

For all other children attending Pinocchio's a non-refundable registration fee is payable for retention of a place, this includes optional extra sessions booked on top of grant funded placement.

Full-time fee per child: £75.00 Part-time fee per child: £50.00

The registration fee not only secures the nursery place but also includes a two hour settling in session at the nursery. Once the child is registered at the nursery there is no need to reapply for a place for the following academic year.

### Nursery fees payment methods

#### Change to billing

From 1/1/20 all accounts will be billed calendar monthly, which means you only pay for days booked each month. This means monthly billing will now vary from month to month. Note: Annual fee review will now be every August.

#### Tax Free Childcare

Tax-free childcare is a digital service to help parents pay for childcare. **For every £8 a parent pays into their childcare account, the government will add an extra £2, therefore covering 20% of your child care cost!**

Parents can then use that money to pay their childcare provider. **Any pre school child, any age and any family.**

Pinocchio's have parents already set up using this successfully; you will get a unique reference number that we then match to your fees easily.

Eskbank reference is 5001 9078 889; Gilmerton is 5000 1075 837; Heriot-Watt is 50001071807; Lasswade is 5001 9082 010 and Penicuik reference is 5002 1494 762.

If you would like to find out more about this service you can visit [www.childcare-support.tax.service.gov.uk](http://www.childcare-support.tax.service.gov.uk) or you can call them on 0300 123 4097.

**Other payment method types:** A fee advice and Direct Debit form will be sent for your completion with the place offer form. This will come into operation from the first of the month following your child's start at the nursery. During the interim period until the Direct Debit or tax free childcare is set up, we require payment by direct banking or debit/ credit card.

#### The parents are ultimately responsible for all payments.

Fees are then payable in advance on the 1<sup>st</sup> day of the month, by above approved payment methods. Accounts overdue where no explanation has been given and after a reminder non-payment continue your child will be excluded from the nursery until your account has been paid in full. Failure to comply may result in notice being served and your child's placement being put on hold until payment is received. You sessions will be held for only 1 month, then placement cancelled by the end of the month. **With exception of government fully grant funded placement do not require any deposit or any fees for grant funded hours.**

#### Third party payments: ( Colleges/ Universities)

**We need written confirmation that funding has been granted before the child starts at the nursery.** The parents must be actively involved to make sure all appropriate paperwork is given to the appropriate funding body. Due to funding usually being paid in arrears, if payment is not received by the end of the following month (given that funding is paid in arrears). Failure to comply may result in notice being served and your child's placement being cancelled.

#### Notice period

**All changes need confirmed and received in writing to the nursery, no less than one full calendar month prior to any changes being made.** (Unless there is a unforeseen circumstance the the nursery needs to temporarily close. IE Adverse weather (MAT office red weather warning), burst pipe, fees are not payable).

#### Absence

Contact should be made with the nursery prior to 10.00am (parents/ carers will be contacted by 10.30am, if their child(ren) has/have not appeared for nursery as expected). This contact will be by telephone. Where an absence starts in the afternoon, a similar procedure will apply with contact being made around 2.00pm. The contact will only be on the first day of the absence, and it will be the responsibility of parents/ carers to notify the nursery when the child should return. Parents/ carers also have the responsibility to ensure that the contact information held by the nursery is accurate and up to date. It is considered good practice for a parent to contact the nursery on their child's first day of any unplanned absence. Please note: it is a Care Inspectorate requirement that we contact families of children who do not appear for nursery as expected. Please advise us in writing when your child will be on holiday. Please note swapping sessions can not be changed or altered due to holidays or sickness, fees remain payable.

#### Sickness policy and exclusion periods

**The nursery recognises the responsibility it has with regards to the health and wellbeing of children and employees.** Our task at Pinocchio's is to assess the potential related health risks children and employees may be exposed to and, make a judgement about the acceptability of the risk. We have taken advice from local health authority guidelines for exclusion periods of common infectious diseases and applied them to our policy. A list of childhood diseases and their exclusion periods can be found on the parent's notice boards. Please feel free to ask for a copy. Fees remain payable when your child does not attend due to illness. **Your child should only come to nursery if well enough to do so.** (If Government bodies IE Public health advise us to close, then fees would not remain payable).

#### Governing outside bodies

By law we must support our governing outside bodies with any investigations. We must share information with Social work, Police, care Inspectorate and our local council (Pre school partnership). The Social work and police are legally permitted to interview any child without their parent's consent if they have a child protection concern.

#### Registration

All information received by nursery administration will be held in the strictest confidence. We would ask that all parents that are responsible for keeping the information up to date on our registration form, especially emergency contact details and any allergy/ medical details.

I accept and agree to be bound by the above Pinocchio's Childrens Nurseries LTD terms & conditions, brochure, leaflets, web site and policy/ procedure guidelines of the nursery. Pinocchio's has the right to amend these policies with one month's notice in advance. If you do not return the signed form and continue to use the service, this will mean you are agreeing to the updated terms and conditions. *Please sign one copy of the 'terms and conditions' and return the signed copy to the nursery manager to confirm that you have read and understood them in full.*

Name:-----

Sign-----

Date-----