

Non-refundable registration fee:

For all children attending Pinocchio's a non-refundable registration fee is payable for retention of a place.

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. From time to time special offers may be available where no deposit is required- please speak to Manager.

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 is required. From time to time special offers may be available first 2 weeks (normal sessions pattern) is offered for free- please speak to Manager.

(Heriot-Watt only - If you are booking two days or less this will only be available on the quietest days of the nursery to allow space for children to attend a full time placement).

Nursery fees

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 is set up, we require payment by cheque or cash in advance, payable on the morning of the first day of the week that your child is with us.

Fees are then payable in advance on the 1st day of the month, by Direct Debit/ Childcare Voucher or other approved payment methods. Accounts overdue where no explanation has been given will be subject to a £25.00 surcharge on the 15th of the month; by the 20th of the month should 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 cancelled by the end of the month.

In the event of a cheque or Direct Debit being represented or returned by your bank, a fee to cover bank charges of £15 will be made for each representation and / or final return.

Childcare Vouchers

We accept all Childcare Voucher providers, you will need to advise the Accounts Manager of which voucher company your employer uses, so that we can give you our voucher account number. Voucher payments still need to be in advance and our cut off date is the 15th of the month. If your employer has set up the vouchers for the end of the month, then that payment will be in advance for the following month's fees. If an overpayment is made to us by childcare vouchers and you only pay by childcare vouchers then the amount will be refunded to the childcare voucher company for tax purposes.

Third party payments

The parents are ultimately responsible for all payments. **We need written confirmation that funding has been granted before the child starts at the nursery.** Any late payment charges for fees will still be the parent's responsibility. 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.**

Changes to attendance

If you choose to delay your child's start date with the nursery, you will be charged 50% retention of fees for all non-attendance until your new start date if you wish this placement to be held.

Reducing sessions

When reducing sessions in the nursery, one full calendar month must be given or fees in lieu will be charged. Advanced/ new bookings that are due to start must also give one full calendar month's notice in writing of their intention to reduce attendance. Failure to do so will result in the full fees for sessions booked in the first instance being due for the first full calendar month.

Increasing sessions

When increasing sessions in the nursery, one full calendar month's notice is required and a new fee advice will be issued. In situations where extra sessions are required immediately the nursery may be able to accommodate this through extra sessions.

Maternity leave

If you wish to reduce or stop (then later increase) your child's attendance at the nursery during maternity leave you will be required to pay 50% retention of fees for sessions to be retained until your new start date if you wish this placement to be held. This is due to many of our sessions being full and children being on a waiting list for a place. Therefore we cannot hold a place with no payment and guarantee your same sessions to be available unless you keep them by paying a retention fee.

Another option would be to stop your placement and register two months before you are due to return, however there would be a possibility that your old sessions would no longer be available. **All confirmation must be received in writing to the nursery, no less than one full calendar month prior to any changes being made.**

Extra sessions

If the nursery has availability you may be able to book extra sessions. Advance notice in writing is required. One week's cancellation notice is required or extra sessions will remain payable, due to staff cover being planned one week in advance to cover ratios.

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.**

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, 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 or on our website. Please feel free to ask for a copy. Fees remain payable when your child does not attend due to illness.

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.

Nursery closure

There may be occasions where it will be necessary to close the nursery due to unforeseen circumstances. These will be due to outside influences that affect the daily running of the nursery and do not allow us to meet strict health and safety guidelines, e.g. adverse weather conditions, power failure etc - this list is not exclusive or exhaustive. In cases of adverse weather, the nursery may close early rather than for a full day, to allow service users to travel home safely. Fees remain payable.

Holidays: in 2018 we will be closed on the following dates:

Monday 1/01/18 and Tuesday 2/01/18	New Year Break	(2 days)
Friday 30/03/18 and Monday 02/04/18	Easter Break	(2 days)
Tuesday 03/04/18	Full Staff Training Day	(1 day)
Tuesday 25/12/18 to Monday 31/12/18	Christmas Break	(5 days)

You are only charged for 50 weeks of the year (no fees are charged when the nursery is closed for 10 days in the year).

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 terms & conditions, brochure, leaflets 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:-----