Pinocchio's Children's Nurseries Ltd: Terms & Conditions - updated January 2020

Pinocchio's 1140 Hours Options from 1st August 2020 (All 3-5 Year olds)
Free government grant funded hours provided, no money required for deposit or grant funded time at Pinocchio's.
Placement will be offered over 50 weeks/ 22 hours and 45 minutes grant funding per week
Option 1: Monday & Tuesday 8am-5pm, Friday 8am-12.45pm or Option 2: Wednesday & Thursday 8am-5pm, Friday 1.15pm-5pm.

Non-refundable registration fee:
Government fully grant funded placement do not require any deposit or any fees for grant funded hours. please speak to Manager.
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.

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. 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 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. (All 30 days the nursery is closed you will not be charged). 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 costs! Parents can then use that money to pay their childcare provider. Any preschool 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 50001701807; 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 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 1st day of the month, by above 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. 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. 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. 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.

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.

Nursery holidays
CLOSED Wednesday 1/01/20 and Thursday 2/01/20 New Year Break (2 days)
CLOSED Thursday 9/04/20 Full Staff Training Day (1 day)
CLOSED Friday 10/04/20 and Monday 13/04/20 Easter Break (2 days)
CLOSED Friday 25/12/20 to Thursday 31/12/20 Christmas Break (5 days)
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 cannot be changed or altered due to holidays.

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 Pinocchios 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 or on our website. 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.

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 terms & conditions, brochure, leaflets and policy/ procedure guidelines of the nursery. Pinocchios 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-------------------------------------------------------------