



Green Shoots Day Nursery
55 Palfrey Place,
SW8 1AR
greenshootsdaynursery@hotmail.com
0207 582 3133

Parent/Carer Terms and Conditions

These terms and conditions constitute a binding contract, the acceptance of which are requirements of admission and continued attendance at a Green Shoots Day Nursery LTD. All enquiries should be made to the Nursery Manager who is responsible for admissions. Green Shoots day Nursery retains the right to change these terms and conditions of admission at any time and parents will be informed of any changes.

Please note - it is a parent's responsibility to be familiar with the contents of these terms and conditions.

Green Shoots Day Nursery aims to provide a welcoming and inclusive environment for all children.

1. **DEFINITIONS:** References in these Terms and Conditions to 'parent' include those who have parental responsibility such as a parent, a guardian, carer or any individual authorised by the parent.

2. **SUPPORTING CHILDREN'S NEEDS:** Green Shoots provides a service that is compliant with OFSTED's requirements for the delivery of children's daycare and education. Under some circumstances it may become clear that a child's needs cannot be met within the nursery. On these occasions the Nursery Manager may recommend alternative childcare or terminate placement.

3. **PARENTAL PARTNERSHIP:** Green Shoots promotes a principle of parental partnership which is based on mutual respect and an understanding of the different roles and responsibilities of both parents and the nursery. In order to promote the positive development of a child, parents are required to co-operate and work together with practitioners during the child's time at nursery.

4. **STANDARDS:** Green Shoots aims to provide safe and suitable premises and suitably qualified staff. Green Shoots is registered with OFSTED and complies with the requirements of the Early Years Childcare Register and the Statutory Framework for the Early Years Foundation Stage.

Green Shoots certificate of OFSTED registration is displayed at each nursery.

5. **OPENING TIMES:** we are open 48 weeks per year 8am to 6pm. We are closed one week at Christmas, one week at Easter and two weeks at the end of August.



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6. REGISTRATION FEE: A non-refundable registration fee of £100 is payable by the parent on acceptance of a place.

7. FEES: Fees for the nursery place are paid in advance and are due by 1st calendar day of the month. Childcare vouchers, Tax-Free Childcare or student finance payments may also be used, and these funds should also be cleared by the 1st calendar day of each month as above.

Fees should be paid by Direct Debit or bank transfers using your child's name as reference. An Invoice will then be sent to parents once we have received a payment. If you require an invoice before payment is made please speak to the Manager. The fees for any child starting on/after the 1st calendar day of the month must pay within 5 working days of starting.

Green Shoots reserves the right to amend fees and will provide reasonable notice of any changes to parents.

If your child starts or leaves mid-month nursery fees are calculated for each session attended in the month.

Green Shoots works in partnership with parents, so if you find yourself unable to pay nursery fees, please discuss this with the Nursery Manager immediately as advice and support may be available to assist during a difficult period.

8. ABSENCE: Parents must inform Green Shoots of absences as soon as possible. Fees remain payable for periods of absence of the child from nursery due to parental choice, sickness or holiday.

9. ATTENDANCE / LATENESS: Children should attend regularly, with prior notice given to the nursery manager of any holidays, appointments or other absences. It is essential to the smooth running of the nursery that children are dropped off and collected on time; late collection will result in a Late Collection Charge of £5 per 10 minutes past closing time. Parents

will be expected to provide contact details for themselves and any emergency contact permitted to collect their child. If neither the parent or emergency contacts are able to collect children from nursery at the end of the day, Green Shoots may contact Social Services



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10. **PLANNED CLOSURE:** In addition to Bank Holidays, as mentioned above there are 4 weeks planned closures. Parents will have all dates available to them at the end of each year (December). Full nursery fees are payable during this time.

11. **COLLECTION OF CHILDREN:** Parental permission is required in advance if a child is to be collected by someone other than a known parent. A password would need to be provided. Anyone under the age of 16 will not be allowed to collect children from the nursery.

12. **LEAVING THE NURSERY:** A minimum of four weeks' written notice must be given to the Nursery Manager to end the nursery place. Full fees will be charged for a minimum of four weeks from the date of notice even if the child stops attending. It is the parent's responsibility to ensure that payments to the nursery stop once any outstanding fees have been cleared. Please ensure that Tax-Free Childcare or childcare vouchers payments are cancelled. Children on a year-round contract may not temporarily stop their nursery place for holidays.

13. **CHANGING HOURS:** If a parent wishes to change the hours or days at the nursery they should speak to the manager. Green Shoots will make every effort to accommodate such requests. Extra days can be booked if we have to space on the day requested. Fees for extra sessions must be paid in cash to support our petty cash flow. Please note that at least four weeks' notice is needed to reduce a child's time in the nursery.

14. **ILLNESS:** Children with an infectious illness will not be admitted to the nursery. The Nursery Manager retains the right to send a child home if that child appears unwell. This is for the safety of all the children at the nursery. In this event, the parent must collect their child immediately or arrange for someone else to collect the child, subject to the collection of children procedures above.

15. **MEDICINES & SUNSCREEN:** Staff will only administer prescribed medicines. These medicines must be supplied by the parents, clearly labelled, prescribed by a doctor and in original containers. Parents must sign a consent form for every medicine to be administered before any medical treatment can be given. Medicines will only be administered in accordance with the Green Shoots Medicine and Treatment Policy.



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Green Shoots expects the children to go outside in sunny weather and will provide sensitive skin Sunscreen to children who does not provide their own. Parents should provide appropriate clothing and protection.

In the event of head lice, parents are expected to have commenced treatment and to inform the Manager before returning their child to nursery to avoid cross infection.

16. EMERGENCY TREATMENT: Permission for any emergency treatment is deemed given by the acceptance of these Terms and Conditions unless otherwise notified in writing including hospital attendance if necessary. In the event of an emergency the Nursery Manager will, as a matter of urgency, try to contact the parent at the contact details provided by the parent. If emergency Calpol is administered by the nursery for a high temperature of 38° or above, the child must be collected as soon as possible from the nursery and may need to remain at home 24 hrs after the last dose of Calpol without the return of a temperature or until well.

17. INSURANCE: Green Shoots maintain employer's liability and public liability insurance as required by law. Copies of Green Shoots policies are on display at the premises.

18. SUITABLE CLOTHING: A child should be dressed in hardwearing clothing which can be washed, withstand the nursery day and is appropriate to the weather. Children should not wear jewellery that may potentially cause harm to themselves or other children. Parents must provide a full change of clean, dry spare clothes. Expensive items (including buggies) re left at the nursery at the discretion of the parent and Green Shoots will not take responsibility for loss or damage to these items.

19. RECORDS AND INFORMATION: Parents must provide correct up-to-date contact information and immediately advise individual nurseries of any changes, particularly telephone numbers. These are especially important in the event of emergencies. Parents must provide a copy of either the child's birth certificate or passport. Staff will sign the attendance register when the parent drops off or collects their child.

20. CHILD PROTECTION / SAFEGUARDING CHILDREN: Green Shoots operates a child protection policy which ensures that the welfare of every child is paramount. Green Shoots observes its legal obligations and best practice in relation to safeguarding children.

21. TRIPS & OUTINGS: All trips and outings are subject to LEYF's Transport, Visits and Outings Policy. Children will be taken on walks and visits in the local area i.e. within



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a 2-mile radius of the nursery and permission will be deemed given through the acceptance of these Terms and Conditions. All other outings outside of the local area will require permission slips signed by a parent.

26. PHOTOGRAPHS, VIDEO & AUDIO: Photographs and videos

taken by the nursery for internal use as a record of children's activities and events. Such content may be used on Green Shoots monthly news letters, on internal nursery displays and on internal communications. Express permission will be sought for any external use of images, video and audio recordings. Such as for general promotion of Green Shoots. The nursery retains all rights, title and

interest in any such content and will only use them for the purposes described above, where permission has been given. In accordance with Green Shoots Safeguarding and GDPR, parents are not permitted to upload or share any photo or video that includes any child other than their own child/ren onto any social media platform or for any other purpose without the direct consent of those children's parents. you may also share wow moments with your child's key worker through the nursery email to include within your child's developmental learning journeys. Do not share with Green Shoots any photos/videos containing anyone other than your own child/ren.

22. GENERAL DATA PROTECTION REGULATION 2018 Green Shoots will collect personal data in the course of providing childcare services. Any personal data will only be used by Green Shoots for the purposes of carrying out its obligations under these Terms and Conditions and UK law.

23. FUNDED PROVISION: To access funded provision a completed parental declaration form

must be provided to the nursery. Where a completed form has not been returned to the nursery within two weeks of receiving the form , full private fees will become payable or your nursery place will be suspended.

24. COMPLAINTS: Should parents have any concerns or complaints about any matter, the should talk or write to the Nursery Manager in the first instance. Any complaints will be dealt with in accordance with the Green Shoots Complaints Policy which is available on request.

25. BEHAVIOURS IN THE NURSERY: All parents are expected to treat Green Shoots staff with respect at



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all times. Green Shoots has a zero-tolerance policy regarding staff being subject to abusive language, behaviour or malicious allegations. Green Shoots reserves the right to ask a parent to remove their child from the nursery in the event of aggressive behaviour.

These terms and conditions may be altered from time to time by Green Shoots and we will notify you of any alterations.

Please sign and date below if you agree to Green Shoots terms and conditions.

Parent/Carer 1 Name_____

Parent/Carer 1 signature_____

Parent/Carer 2 Name_____

Parent/Carer 2 signature_____