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Child Admission Agreement

The terms and conditions of Datchet LMM Ltd trading as Mini Munchkins Montessori Nursery are set out as below. Parents or guardians completing and signing the "Enrolment form" are requested to read the following conditions carefully before signing the form. For any clarification/queries please do not hesitate to contact us.

Definitions

"Mini Munchkins Montessori Nursery" or "Company" or "us" or "we" means Datchet LMM trading as Mini Munchkins Montessori Nursery.

"Parent or "you" means parent, guardian, another legal representative of the child.

"child" means the child detailed on the enrolment form and all other admission forms.

"Nursery" means the premises at which Mini Munchkins Montessori Nursery will provide the service.

"Services" means the provision of quality nursery care as outlined in the Statutory Framework for The Early Years Foundation Stage (EYFS)

Information:

Datchet LMM Ltd t/as Mini Munchkins Montessori Nursery is an OFSTED registered private day nursery, providing care for children aged 6 months to 5 years. The nursery is open Monday to Friday, 8 am to 6pm over 51 weeks per year.

The nursery will remain closed on ALL statutory holidays and one week (5 working days) over Christmas and New Year. On the last working day in December, the nursery will close at 1:00 pm for all the children for staff inset.

Key-person

Each child who attends our nursery will be assigned a key-person. The role of the key-person is to help ensure that every child's care is tailored to meet their individual needs, to help the child settle at the nursery and to build a partnership with their parents. They will carry out observations on your child and plan activities in line with the Early Years Statutory Framework.

Admission:

Enrolment form: A Contract for the services will be formed between you and us once we receive a fully completed and signed enrolment form and a non-refundable enrolment fee of £50. Upon receipt, your child's name will be put on the waiting list. Please note that the child's place will not be confirmed at this stage.

Deposit: Nearer to the time of your child's requested start date we will check availability for a place. If we are able to offer a place for your child, we will email you to ask you for a deposit. The amount of the deposit will depend on the number of sessions your child will attend, please see our fee list. Your child's place will be confirmed once the deposit is paid in full on or before the last day as stipulated in our deposit request letter. We usually give up to two weeks to pay the deposit. We would like to clarify that due to tax implications you will not be able to pay the deposit using childcare vouchers.

Withdrawal: Upon receipt of the deposit, if the place is not taken up, the deposit will not be refunded and one month's fee will be owed. However, if the place is taken, the deposit will be refunded in full when your child leaves the nursery provided you have given at least 4 weeks written notice of withdrawal and final disbursements have been settled. Failure to do so will result in loss of the deposit and payment of one full month's fees in lieu of notice.

Your child must attend the nursery for a **minimum period of 6 months** before the notice of withdrawal can be given to the nursery. If this notice of withdrawal is given **before** a child completes six full months of continuous attendance, your deposit will not be refunded.

Written notice of withdrawal must be given by hand to the director, manager or deputy manager at the nursery or sent via email to admin@minimunchkinsmontessori.co.uk or by registered post to the nursery's postal address. Kindly retain post office's proof of posting slip and proof of your email sent to us for notice of withdrawal until final disbursements have been settled. Notice of Withdrawal via your child's online portal is not acceptable.

Monthly Fees and other charges:

Standing order: Kindly set up a standing order with your bank or building society on or before your child's first day at the nursery followed by setting up direct monthly payments made in advance on the 1st day of each month to avoid late fee charges.

Childcare Vouchers: Monthly fees can also be paid via childcare vouchers transferred directly into nursery's bank account. Monthly payments must be set up either on the last working day of the previous month or the 1st day of each month in advance. This will give enough time to get funds transferred. Kindly use your child's full name as payment reference. We are registered with most of the childcare voucher agencies. If your employer uses an agency we are not registered with, we will try to register with the agency as soon as possible.

Overdue fees: It is the parent's responsibility to ensure that the monthly fee is deposited into the nursery's bank account in advance in full maximum by the 7th of each month. All overdue fees will be subject to a late payment charge of £5.00 per day from the 8th day of the month including weekends and bank holidays.

Fee calculations: Our monthly fees have been multiplied by the number of weeks your child will be attending in one year and then divided by 12 for full time children (51 weeks) and by 11 for term time children (no fee payable in August). Our fees have been rounded off to the nearest five.

Monthly fees payable will be the same every month. It will change when it is reviewed by us or when you request a change in your child's days/hours of attendance. We will not send monthly invoices to parents as reminders to pay the fees. However, if you need them as proof to make a claim elsewhere then you must let us know at the time of your child's admission. We will send them to you via email.

Cash payments: Kindly note that cash payments will not be accepted by hand at the nursery or deposited at the bank. There will be a charge of £30.00 per transaction if cash payment is made at the bank to pay the monthly fee.

Over payment: Monthly fees paid by you in excess will be adjusted in the following month's fee. However, if you make a request of this overpayment to be refunded to you then an administration fee of £20.00 will be charged to make the refund.

Late collection charge. Please see late collection rates on our monthly fee list. If your child is collected later than their usual collection time a late collection charge will be payable in cash within two days. A late collection book will be signed by the person collecting the child.

Change in marital circumstances: Any change in marital circumstance must not affect the monthly fee payments. Person(s) signing the enrolment form will remain responsible for complying with its terms.

Reviewing monthly fees: Fees are generally reviewed annually. The Company reserves the right to increase the fees when deemed necessary. Parents will be given at least 4 weeks' notice of any changes.

Absences:

No reduction of fee is made for temporary absence, holidays, illness or for when the nursery organises a group outing once a year ie. should your child not take part in the outing no refund will be given.

We do not allow parents to swap sessions. Any adhoc hours or sessions have to be requested in writing in advance by email. A place will only be offered depending on availability. Once these sessions are confirmed by us via email, parent must pay for these sessions in advance in full by cash.

Fees will be payable even if the child is not able to attend the session(s) for any unavoidable reason including illness. However, the fees will be waived off if a minimum of 48 hours' notice is given by the parent via email to cancel adhoc sessions.

If a child is absent for over two weeks without any formal written notice, the child's place will only be kept open, upon payment of a full month's fee in advance.

Attendance

Drop off: When a child is unavoidably absent on a day(s), parents must inform the nursery by telephone or email at the earliest opportunity or latest by 9am.

Children attending full days, school days and morning sessions must be dropped off at their start time or maximum by 9:00am. Parents must call us or email us before 9am if their child will be absent or will be dropped off slightly later than 9:00 am. Children attending afternoon sessions only must call us or email us maximum by 1:30 pm on the day if they are going to be absent or are running slightly late.

Restricted drop off hours: A child under 2 years of age cannot be dropped off to the nursery between the hours of 11:30 am and 1:30 pm as they may disturb their peers who may be asleep. An exception will only be made if the child is being dropped off after an emergency appointment by a health practitioner or a hospital appointment. Please note we will not be able to offer half days to children under 2 years of age as they are generally fast asleep around 1:00pm.

Changes to your child's attendance pattern:

We will require at least 4 weeks' notice via email to request for additional or reduced sessions. Additional sessions will be offered depending upon availability of a place. The changing of sessions is only permitted on a permanent basis.

Attending another setting: Parents must inform the nursery if your child is attending more than one maintained or non-maintained nursery or school. This is to have good communication with other settings to ensure that learning and development of your child is effective.

Child with Special Needs and Disabilities: At the time of admission parents must inform the nursery if their child has any special educational needs they are aware of and if the child is already on the SEND register. It will help the staff to assess the level of support your child may need at our nursery.

Sickness, Infections, Allergies, First Aid & Emergency Care:

Sickness: Parents must not send a sick child to the nursery, and must inform the nursery as soon as possible, especially if your child's illness is contagious. Children with contagious diseases, diarrhoea, vomiting, or fever MUST NOT be brought to the nursery for the first 48 hours after the last episode. They must only bring them to the nursery once a medical doctor has certified that the child is not contagious and is well enough to attend the nursery.

Should a child become ill whilst at the nursery, every effort will be made to contact the parents/carers who will be expected to collect the child from the nursery at the earliest opportunity or within one hour from the time the phone call is made to the parent by a member of staff. If the child is not collected within one hour, late collection charge will be applied in all cases. Parents must understand that a sick child can pass infection to other children and staff, so they must be collected as soon as possible.

Emergency Care: In the very unlikely event of a medical emergency, the management reserves the right to seek emergency hospital care and treatment for your child. Every effort will be made to contact parents at the earliest.

The nursery will not administer any medicine to your child unless you have completed and signed the "Medication Consent" section on nursery's registration form.

If a child develops a high temperature whilst at the nursery, we will try to bring the child's body temperature down. We may also ask for parent's verbal consent to give Calpol (paracetamol) to the child, if needed.

Prescribed medication by a registered medical practitioner can be administered at the nursery if the medication is provided to us in its original container with a clear label from the pharmacy, in English, confirming the child's full name and DOB, exact dosage, and time(s) to be administered and length of course. The printed expiry date should be clearly visible on the medication at all times.

Parents will be required to complete and sign the nursery's 'Medication consent' form giving us permission to administer the medication they have provided.

NB: Medication **must never be left in your child's bag. Kindly give it to a member of staff.**

Non prescribed medications will only be administered at the management's discretion. Medicines **MUST** be in the original container labelled with the child's name. All labels must be in English. For all non-prescribed medications, the recommended dose and frequency will only be given for three consecutive days or in line with the manufacturer's instructions.

Antibiotics: Please keep your child at home for the **first 24 hours** of administering antibiotics to ensure no adverse effects develop and enough time is given for the medication to take effect. This also protects other children and staff from unnecessary infection.

Medicines containing Aspirin will not be administered unless prescribed by a registered doctor.

Staff will never force a child to take medication if they refuse to take it.

Allergies: Prior to your child's admission to the nursery, please let us know if your child has any food allergies, intolerances or any ongoing medical condition.

First Aid: We wish to advise parents that staff members will not be able to use antiseptic ointment when treating cuts or grazes, as these may stimulate an allergic reaction. However, we will be able to clean any cuts or grazes using soap and cold tap water. In certain cases, we may use a plaster to cover the wound. Please advise us at the time of admission, if your child is allergic to plasters. Parents will, of course, be informed immediately should an accident need further attention.

Safeguarding Children

Use of mobile phones and social networking:

Parents and visitors must refrain themselves from using their mobile phones whilst at the nursery, or when collecting or dropping off their children.

We promote the safety and welfare of all staff and children and therefore ask parents and visitors not to post information about any child on social media sites such as facebook, twitter, etc.

Confidentiality: Parents and Carers must maintain confidentiality in matters relating to the children and staff at the nursery. For the wellbeing of children and staff, under no circumstances should parents exchange personal details on face book or any other social media.

Drop off and Collection of your child: You agree to drop off and collect your child to and from the nursery within the stated hours. If you are not able to personally collect your child, either regularly or on a specific occasion, arrangements must be made with the nursery for each alternative collection. Details must be emailed to us with the person's full name, a password and a brief description of the person collecting your child. If a child is absent for longer than one week without notice and parents are not contactable, the management reserves the right to contact the safeguarding team at RBWM.

Changes to the Contact Details of parents and emergency contacts: Parents must inform us about changes in their address, landline or mobile number. They must also inform the nursery about changes in the contact details of persons whom the nursery can contact in case of an emergency.

Online Journals: We will be using one of the online based learning journals used by numerous schools and nurseries across the UK. Parents can use any web browser at home, out and about, or at work to log-in. These systems are safe as they use the same security technology as online banking.

We ensure the safety of each of our children by safeguarding our environment and offering CCTV cameras both indoor and outdoor areas of the nursery for added security.

Data Protection Act 1998: Information about your child will be stored on the nursery's computer or as hard copies in folders stored in lockable cupboards. This will be available for you to see upon request. This information will only be available to staff at the nursery, professionals at Royal Borough of Windsor and Maidenhead, Ofsted or Local Safeguarding Children Services.

Clothing & Personal Property

Datchet LMM Ltd will not accept any liability for loss or damage of unnamed property, personal possessions nor of money or valuable possession (jewellery) brought to the nursery.

It is the parent's responsibility to clearly label all items of clothing including accessories. This also protects your child's belongings from getting misplaced and/or lost. To encourage independence, ensure that your child wears clothes and shoes that can be managed easily by them.

Children go outdoors at least twice a day. Kindly ensure your child has appropriate clothing and footwear at all times. Children may get muddy and messy at the nursery as they enjoy messy play and in the mud kitchen area. Parents must not put expensive clothes on their children as they may get dirty with paint, mud etc. We expect parents to encourage their child to get involved in such fun activities.

Safety on premises during drop off and collection: For the safety of your child and insurance purposes, parents are advised to supervise their child/ren closely during drop off and collection. Parents must not allow their child/ren to run, ride their personal scooter, bike or trike in nursery's outdoor areas before drop off and after the child is collected from us at the end of their session/day.

Nursery's Car Park: Parents using the car parking facilities will be fully liable to pay any costs involved in repairing any damages caused to the car parking facilities or damaging cars of other users. We reserve the right to revoke a parent's permission to park on site if they do not to abide by our "Parent Parking Agreement". The company accepts no responsibility for any loss or damage that may be caused to you or your vehicle while using or parking on nursery's car parking facilities. Parents will not be allowed to use the car parking facilities on special events organised by the nursery.

Bike/buggy Shed: You will be able to store your child's pushchair, scooter, bike etc in the wooden shed provided at the front of the building during nursery hours. These must never be brought inside the nursery in the reception area.

Pushchairs must be folded securely before placing them in the shed. Parents must secure the door immediately after use to protect stored items from being damaged and/or stolen.

NB: Please note that the nursery is not liable for any loss or damage to your personal items at any time. You will leave your items at your own risk. It is your responsibility you collect your belongings at the end of your child's day at the nursery.

Meals:

We aim to provide fresh meals cooked on our premises. However, in our early days/months of opening we may use a professional food company to provide fresh food to all the children at the nursery. Our meals consist of breakfast, a morning snack, lunch, an afternoon snack and afternoon tea. Please see our menu's notice board for the running weekly menu. A vegetarian option will always be provided and special dietary requirements will be catered for.

What to bring to nursery:

- Change of clothes: Children will get messy with all the fun they will have at the nursery. Kindly provide at least 2 set of clothes in a labelled bag. Bags should be a child's back pack with no strings.
- Sunny weather: Sun caps and sunscreen for warm days. In the summer we ask for all the children to arrive to the nursery with sun cream already applied and if they attend a full day or school day we ask for a labelled bottle to stay at nursery so staff may apply it to your child before they go out for afternoon playtime if needed.
- Nappies/pull-ups, wipes and cream: Parents will provide nappy packs along with 2 packs of wet wipes if your child is in nappies. We ask parents to provide pack of pull-ups instead of nappy packs when the child is getting toilet trained. During toilet training parents should put at least 2 tops and 3 pairs of underwear, socks and bottoms. Crocs/jelly shoes can be a good alternative to shoes as they can be cleaned and dry quickly. Kindly provide us with a labelled nappy cream pot/tube which we can apply as and when needed.
- If your baby is on formula milk, we ask you to provide measured formula milk and water separately in a sterilised milk bottle. Please speak to a member of staff for more details.
- No toys from home: Kindly discourage your child to bring toys from home. However, during settling in period, you may provide us with a comforter to help them settle them effectively.

NB: Please note the nursery cannot accept responsibility for missing items of clothing. All personal items must be clearly labelled with your child's name to prevent lost property.

Temporary Interruption of Facilities:

Datchet LMM acknowledges that it will not be under any liability or responsibility to the Parent or Child in respect of any temporary interruption in, or temporary failure of, or delay in providing the Services. If such failure or delay is caused by the temporary unavailability of staff, building or maintenance work to the Nursery, fire, extreme weather conditions, water leakage, power cuts, loss of heat, government action or regulations or by some other cause (whatever the description and not necessarily limited to the foregoing examples) beyond the reasonable control of Datchet LMM Ltd, no recompense will be made.

In case of extreme weather conditions, we will follow the guidance provided by RBWM's safeguarding team and/or BBC weather warnings. In case of outbreaks of infections and notifiable diseases we will follow the guidance from the local health authority or Public Health England.

Please note that in any of the above cases we assure you that we will take every effort to overcome the problem at the earliest and re-open the nursery as soon we can.

Reporting of neglect or abuse:

We have an obligation to report to the relevant authorities any suspicions we have that a Child has suffered neglect or abuse, and we may do so without parent consent and/or without informing the parent.

Complaints

If parents have any concerns at any time, the director/manager is always available to discuss them in person at the nursery. An appointment may be made to discuss more detailed matters with the Principal/Manager and the staff concerned. Details of this meeting will be recorded in the "Complaints log" and every effort will be made to address the problem forthwith. If any matters remain unresolved, an outside mediator from the local authority will be invited, whose decision will be final.

In certain serious matters the concern and the measures taken to resolve the concern will be reported to Ofsted.

For your information, the address of **Office For Standards in Education (Ofsted)** is: National Business Unit, OFSTED, 5th, 6th & 7th Floors, Piccadilly Gate, Store Street, Manchester M1 2WD. Complaints contact number is 0300 123 1231.

Unacceptable Behaviour

We take bullying very seriously. Any bullying or similar behaviour or remarks by parents and carers at the nursery and in the surrounding areas will not be tolerated. **The management reserves the right to terminate your child's admission immediately.**

To reflect the changing needs of the nursery from time to time there may be changes to the terms and conditions of child admission agreement. Parents must keep themselves updated with our latest terms and conditions by visiting our website, under the section "contact us". If you do not wish to accept these changes then you will be required to give the nursery 4 weeks written notice of withdrawal to terminate your child's admission at our nursery.