

## **Parental agreement**



### **Parental Webcam and CCTV**

The Parental Webcam system transmits live images via the internet; however, it only stores images for a period of 3-4 months. The nursery CCTV is used for staff training purposes or to view footage in case of a serious accident or incident which has occurred at the nursery.

### **Payment of fees**

The nursery charges a £40.00 non-refundable registration fee.

The nursery charges £250.00 deposit for all payable children. The deposit is refunded as long as one month's written notice is given if you are leaving the nursery, or withdrawing your child for any other reason.

The fees are payable on the 1<sup>st</sup> of each month, if you wish to pay weekly you must make the payment on Monday morning.

The nursery will charge £20.00 for late payment fees.

The nursery does not accept cheques, only cash payments or bank transfers are accepted

The fees are charge all year around, 52 weeks.

The fees are charged regardless of whether your child attends or not. If your child is off sick/ on holiday you are still charged for the sessions.

We reserve the right to suspend your child's place due to non-payment of fees.

We reserve the right to terminate this contract if you change from fee paying to nursery funded only. This is not discrimination in any form but to ensure the sustainability of the nursery. We will support you in looking for an alternative provider.

We will annually review the nursery fees, and if we decide to increase the fees we will give parents 2 month notice of the new fee structure.

The children accessing 15/30 hours free childcare only will be charged £2.00 per session towards cost of meals, if the child attends half days and £4.50 per day, if child attends full day. The payment must be made in advance at the start of the week.

If the payment is not made at the start of each week, we will not be able to accept your child in.

The payment is made for all days your child is booked in regardless of if they attend or not attend their session

### **Nursery closures**

The nursery will close on bank holidays, one week over Christmas, 4 training days per year for staff, you will be advised over those days by letter in advance. Children attending all year round are still charged on all closure days.

### **Nursery terms and conditions under Covid -19**

Due to current situation(Covid-19) if the nursery is opened and operating, fees will continue to be paid as normal.

You can only bring your child in for the days you registered, no swapping of days is accepted and any additional days/hours has to be agreed by the manager due to staff ratio.

All fees have to be paid as agreed when registering your child – 1<sup>st</sup> of each month for monthly fees, each Monday for weekly fees and first day of attendance for meals money.

All fees are expected to be paid on time, any delay on fees will be charged according to our “late fee policy” - £1.00/per minute and the parent will be invoiced for it.

All parents are expected to call and inform the nursery staff for any late time collection due to travelling or personal reason, to avoid any unpleasant situations.

Due to our safeguarding policy if parents are not informing the nursery about late child collection and the parent is not reachable in an hour after the closing time, the nursery has the duty to inform social services.

We expect our staff to be treated fairly and with respect, any other way, Magic Years nursery reserves the right to cancel a child place in our nursery.

If you at any time feel as you were treated unfairly, please address a verbal or written complain to management team.

If due to the situation at anyone time, one or more nursery staff has to self-isolate, you will be immediately informed and if the staff-child ratio is not covered (reason for which the nursery is not respecting the EYFS requirements and should stop services), we will inform you and in that situation **only**, parents are not expected to pay fees for the duration of nursery closure.

Due to the fact that Covid-19 cases are raising by the day, the nursery management decided that is more beneficial if parents won't have access into the nursery anymore, for dropping/collecting the child, this will be done at the main front door by a staff member.

Please respect our decision and understand that we only want to keep all our children and staff safe and a better disinfection on the common shared space.

We will ensure that your child washes hands when coming to nursery and every time when using common spaces or resources, throughout the day; they are also gone have individual packs with their name on it to use resources such as brushes, pencils, glue, paper, so they don't have to share with others to many things. All resources used over the day are cleaned and disinfected at the end of the day and deeper cleaning on a Friday.

## **Items of clothing/ Jewellery**

The nursery does not take responsibility for any jewellery children lose; we encourage all parents to only allow children to wear stud earrings.

The nursery does not take responsibility for any clothes damaged during activities. The staff makes sure children wear aprons during activities however at times this may not be enough to stop them getting messy.

We ask all parents to make sure they provide 4 sets of spare clothes in their child's bag each day. The nursery has limited amount of spare clothes available.

Children belongings must be clearly labelled. We do not take responsibility for lost, missing or stolen items from the nursery.

## **Toilet training**

We start toilet training from two years old however if you feel your child is ready before that, feel free to talk to their key person about it.

When the child is toilet training, we encourage parents to bring in pull ups to start off with and once we feel the child is ready to be using underwear we will then discuss with you.

## **Settling in sessions**

The number of sessions may vary from child to child. We initially do a two-day settling in. The first session will be a 2-hour session, where we will ask you to complete the required paperwork. This will be done whilst you are in the room with your child. The second session we will ask you to wait to one side whilst your child plays, we will also ask you to leave the room if we are confident the child is happy, we will ask you to leave the building.

If after these two sessions the child still needs further settling in, we will arrange sessions accordingly however if this exceeds one week, we will have to charge you the extra settling in sessions.

Parents must provide the following documents when settling their child in:

- Child' prove of ID
- Parent' prove of ID
- Proof of address
- Immunisation record for the child(red book)

## **Accident/ incidents**

At magic years we do our best to maintain a safe and secure environment however there may be times when children hurt themselves through play and exploration.

All accidents or incidents are recorded on the appropriate form, and we ask parents to sign the form. At times parents may request copy of the form which we are able to do so.

Furthermore, if an injury requires hospital treatment, we will take the child via ambulance to the local hospital. A member of management team will contact you and meet you at the hospital.

If a child comes in with an injury from home, we will ask you to complete an existing body mark form. This is so we are all clear on where the child sustained the mark or injury.

### **Children's attendance**

We monitor nursery attendance for all children as it is a legal requirement by our registering body, therefore each time your child is off you will be asked to complete an absent form.

We ask all children to be at nursery by 9am so they are able to take part in all aspects of learning and play environment.

If your child is going to be off from nursery please make sure you either inform the nursery beforehand or phone in on the day.

For all funded children please be aware that if your child is absent for 10 days in a row without a medical or solid reason approved by the nursery manager, the child's name will be automatically removed from the list after 10 working days.

### **Termination of nursery place/change of sessions**

We require 4 weeks written notice, to inform us if your child will be leaving the nursery.

If you wish to decrease your session, you must give us 2 weeks' notice in writing however if you want to increase sessions you need to speak to a member of management to see the availability of space.

We do not offer flexible sessions; we can offer term time spaces and if you require extra sessions you will need to contact management regarding availability.

### **Access to records**

Parents are allowed to view children's profiles at any time they wish to do so, however at times all work may not be filled away.

As good practice we occasionally share information with other settings regarding the child, if a written request is sent through. We will share with you the information which

has been requested depending on who has requested it, ie: if a request has been asked to be kept confidential due to the safety of the child then we will not share it with you.

CCTV footage can only be viewed by the management team or if request by the police or any internal investigations which may occur due to concerns.

## **Outings**

Magic year's nursery encourages children to explore the environment and visit local libraries, shops as well as do larger trips.

We do encourage parents or carers to join us on outings, at times if we are unable to meet the ratio, we will have to cancel the trip.

All children are encouraged to play in the outside play areas in all weathers. This to us is helping develop children learning and understanding about how seasons change and also understand the different types of weather we have

## **Celebrations/ Parties/ festivals**

We do our best to celebrate all festivals and events throughout the year, we will have parties for different occasions. We encourage all parents to contribute to ideas for celebrations as well as ideas for food we provide at parties.

We do not accept cakes to celebrate birthdays but if parents want they can bring party bags for children.

## **Eyfs/ British values**

At the nursery we follow the Early Year's foundation stage curriculum.

The under-two's focus on the prime areas of learning which are

- Personal Social and Emotional development
- Physical development
- Communication and Language development

The 2-5 rooms we concentrate on all 7 areas of the curriculum, with emphasis given on Literacy and Mathematics.

As part of the national guideline set by the government, we also teach children about British values.

The British values are

- Mutual respect and tolerance
- Individual liberty
- Rule of law
- Democracy

## **Photography**

During your child's time at nursery, we do take pictures for observation and development purpose, we take pictures at parties/ events, whilst out on trips.

We do allow parents to request copies of their photo, we ask you to bring in a memory stick where we are able to put picture on for you.

We do not share your child's pictures with any other agency or person.

Your child's photos are not used for advertising purpose unless permission is granted by you.

## **Special Education Needs**

- If your child has special educational needs, we will work in partnership with other agencies to help meet your child's individual needs and for this we will require your full support.

## **Behaviour management**

All staff are currently trained in behaviour management, we believe in using praise and encouragement to distract children from displaying negative behaviour.

We work with the local authority behaviour specialist to help maintain positive behaviour approaches in the nursery.

We will do our best to work with children who are displaying negative behaviour as well as the parents, however there may be a time where we decide the behaviour is too severe to manage which will result in temporary exclusion and can result in your child's place being terminated.

## **Medication**

We only give prescribed medication to children. The prescription must be in the child's name and by the G.P or Hospital.

You will be required to fill in a medication form when you bring the medication in and also sign each time medication has been administered.

If your child has been prescribed antibiotic, we will request the child to stay at home for 48 hours for the medication to work. The best place for a sick child is at home. Please respect this as we try to minimise the cross infection in the nursery.

We have an exclusion period policy for illnesses and diseases which has been recommended by NHS. Fees are charged at a normal rate for any exclusion periods.

### **Safeguarding children**

Our aim is to protect and safeguard children and we all have responsibility to do so, however where there are concerns raised about children in our care, we reserve the right to exercise our safeguarding children Policies. We have a named person who will be responsible in following this through.

Under 'The Prevent Duty Act of 2015' we have to notify authorities where we have concerns about children and families who may be vulnerable to radicalisation and extremism by others.

### **Confidentiality**

We respect that all information shared with us will be kept confidential, except where a child protection is raised. However, we expect that you also follow the same policies about our services and staff who work with the company, if this is breached the company will seek legal advice and a claim will be made for loss of business.

### **Equal Opportunities**

We have an Equal Opportunities policies that is adhered by all users and staff members.

We will challenge any form of discrimination addressed.

### **Late collection of children**

The nursery charges a late collection fee of £1.00 per minute.

The nursery understands at times there may be delays to public transport, however in those circumstances we expect you to call the nursery as soon as possible to notify us.

The nursery staff will wait 30 mins after we have closed, if no contact has been made, we will do our best to contact emergency contacts, if for any reason we are unable to get hold of anyone we will have to contact social service.

### **General:**

- Please ensure that your child is picked up on time. Please notify us if someone else is picking up your child, a responsible person that your child knows.
- It is your responsibility that your child attends the nursery regularly. We will NOT allow anyone under the age of 16 years to pick up your child from the nursery.
- Our aim is to work in partnership with you but should you have any suggestions or comments about our services please inform the Nursery manager.
- All complaints are taken seriously and we have a complaint procedure which will be followed in an event of any complaints made both verbally or in writing. The nursery will respond to your complaint in 28 days from the time of receiving the complaint.
- We have policies that we expect parents and carers and children to adhere to, the policies are available at all times to parents.
- We will not tolerate any form of abusive or threatening behaviour including shouting towards any members of staff, children or parent and will challenge and prosecute such behaviour and we reserve the right to terminate your child's place at the nursery with immediate effect.
- We will not allow admission to any parent/carers who are under the influence of illegal drugs and alcohol nor will we allow the person to take the child home. In this instance we will request that you call another person to escort you and the child home safely.

I/we agree the basic terms and conditions based on the following contractual agreement

- I understand that full fees must be paid in advance to the nursery 52 weeks in the year; this includes Bank Holidays, sickness, and general holidays.
- I understand that the nursery must be given one month's notice if my child's place is no longer required or I will pay one month's fees in lieu of notice.
- I understand that the nursery is under an obligation in informing social services / Child Protection Team if they feel or suspect my children's welfare is at risk or in danger.
- I agree that I will pay late fees if my child is not collected from the nursery by closing time.
- I have read the nursery brochure and agree to comply with the nursery regulations.
- I agree to comply with the nurseries policies
- I agree that once I have paid the deposit and my child does not start or attend the nursery, the nursery will keep the deposit.
- I agree that if during my child's settling in period and I wish not to take up the placement I will lose the deposits.
- I give permission for my child to participate in nursery outings, which are



supervised by the nursery staff

- I have been informed and agree that the nursery has the right to enforce the company's late payment policy if my payments are not made on time.
- I understand that if I leave the nursery in debt, the company will take legal action to reclaim any money owed.
- I understand the company reserves the right to notify Inland Revenue Tax credit department in the event of non payments to the nursery.

#### Data Protection Act

- I give permission for the nursery to hold information on my child for the purpose of managing his/her provision.
- I undertake to advise this nursery of any changes to these details.
- I understand that this information will be available to employees and management
- I understand that I may inspect the information relating to my child by giving notice in writing to the manager
- I also understand that a third party may want to see details where a funding has been given by the local government.

I certify that this contract has been read and explained to me by the nursery manager.

By signing this you consent that you read and agree with the terms of this agreement

Signed----- date-----

Parents/carers will be inducted on the following policies before their child/ren starts at the nursery.

- Safeguarding
- Whistle blowing
- Managing children's behaviour
- Medication
- Accidents and incidents
- Health and safety
- Key person
- Supporting SEND
- Confidentiality
- Use of mobile phones
- Complaints
- Usage of media

We feel that by inducting you on the above nursery policies we will create a better partnership with parents. This also gives the parents a better understanding of how our nursery works.

I can confirm that I have been inducted on the policies set out for me to read on my child's/children's induction.

Person inducting this form. Sign ----- date: -----

Parents/carers

Sign-----

date -----