

## Our Terms and Conditions

### Changes to bookings

- For any amendments to a child's booking, we need a minimum of a term's notice. If not, you will still be responsible for paying the remainder of the term's fees.
- To defer the child's start date, the minimum notice period is a term.

### Refunds

- No refunds or session swaps will be given if the child is off due to illness, holiday, or any other reason.
- Bank Holidays and Inset days are chargeable.
- If Miss B's Nursery must close for more than 5 working days due to unforeseen circumstances or events, we will contact the FIS team to organise an alternative service and we will issue a refund for the remainder of the closed period.

### Fees

- You will receive an invoice at the start of the term for the whole term, in advance. If you would like monthly invoices, we would ask for a £20 admin fee (only added to your first invoice on the first month) to do this for you monthly.
- Fees will be amended in the next term following the child's birthday.
- We reserve the right to revise our fees every 6 months, and you will be notified of a change in fees in advance.
- A one-off enrolment/registration fee of £100 is required to secure a child's place. When this fee is paid, the nursery place is secure. However, £50 will be credited to your account on your first invoice.
- For children approved for our EYFE-funded sessions, the remainder will be credited to your account shortly after the headcount deadline set by the authorities.
- Late collection does incur a charge of £15 per 15 minutes after a child's allocated session time. Please let us know if you are going to be late, as we will have to arrange staff cover.

### Holidays

- Miss B's Nursery will be open for 49 weeks of the year and will therefore be closed for the last two weeks in December and the last week of August. You will not be charged any fees for these 3 weeks. Any holidays outside these weeks will be charged at the private fee rate.

### General

- If any other person will be collecting the child, you will have to provide Miss B's Nursery with their name, and the person will have to provide an ID, before the child can be collected.
- We do not offer any babysitting service after hours.
- The parent/carer will have to provide us with:
  - a child's birth certificate,
  - letter of legal custody arrangements (if relevant)
  - allergies or intolerances
  - medication requirements
- If the nursery has any concerns about the child's welfare, the authorities will be contacted.
- If your child is ill, please refer to our Managing Infectious Diseases policy.

- You can supply your own food/consumables for your child, but it must comply with Miss B's Nursery's Nutrition Policy and Consumables and Toiletries Policy and be agreed by the manager. The food you provide must be in line with the nursery's menu to ensure the safety of all children.
- First aid will be given to your child in case of an accident/incident, i.e., a bump, allergic reaction, etc.
- No child is allowed to bring a device or any other expensive toy to nursery. We will not accept responsibility for the loss of these items.
- Buggies, car seats, or any item left in the buggy store will be left at your own risk.
- We comply with GDPR regulations, and all personal data will be kept secure.
- Childcare at Miss B's Nursery will be suspended if you have failed to pay the fees due.
- If a child's behaviour is deemed a safety risk to staff or other children, it will be deemed necessary to impose a suspension whilst we try to address the issues with you and/or external agencies, as appropriate.
- If a parent/carer behaves in an unacceptable manner (at our discretion) towards our staff or in our setting, the contract may be terminated.
- If you need to terminate your childcare contract at Miss B's Nursery, you must provide us with at least 4 weeks' written notice and more than 14 days before the start of the care, and the same rule applies if Miss B's Nursery must terminate the contract.