



Marshmallows Day Nursery

1 Nuttall Street

Accrington

Lancashire

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TERMS AND CONDITIONS

ADMISSION

We accept children from newborn to 5 years of age. The minimum accepted attendance is two full days. A deposit of £100 is required to reserve a place; the deposit will be credited to your first annual calculation. If the reserved place is cancelled the deposit is non-refundable.

HOURS OF OPENING

We are open Monday – Friday from 7.30am to 6pm, for 51 weeks of the year. The nursery closes on all bank holidays; there is no reduction for weeks shortened by bank holidays. The nursery closes at 3pm on Christmas Eve, for one week, between Christmas and New Year; there is no charge for this week.

PAYMENT

Parents are responsible for the payment of fees, charges are set out below. Charges must be paid monthly in advance on the first day of the month by standing order and/or childcare vouchers. No payment shall be deemed to have been made until it is cleared into our bank account. We charge for all weekdays booked, even if a child does not attend due to holidays, sickness, bank holiday closures etc. We do not charge for the week we are closed at Christmas. We may increase our charges once per year. We may make an interest charge of up to 1.5% for non payment of fees.

CHARGES (1 st Sept 17 – 31 st Aug 18)	per day	per week
Birth – 2 years	£42	£190
2-3 years	£40	£185
3-5 years	£39	£180

Parents who are eligible for the 30 Free Hours, there will be an additional cost of £4.00 per day to cover the cost of meals.

We offer sibling discounts as follows; 10% discount for the oldest child when both siblings attend on a full time basis. 5% discount for the oldest child when both siblings attend on a four day week basis.

A late fee of £5 (per 15 minute block) will be applied to parents who fail to collect their child on time; this will be at the discretion of the nursery manager.

HOLIDAYS

The nursery would appreciate, as much notice as possible, if your child will be absent due to a holiday.

NAPPIES

Disposable nappies must be provided by the parent/carer of children who are not yet toilet trained. We provide associated changing products including Asda Little Angels wipes and Sudocrem. Parents should provide approximately 6–8 nappies each day to ensure we have adequate supplies in all eventualities. Please be assured that any nappies not used will be returned to you at the end of each day.

BOTTLE FEEDS

Parents provide milk for bottle feeding babies. Labelled mother's breast milk will be stored safely either at room temperature for up to 6 hours or in a fridge. Formula milk should be provided in powder form, storing made-up formula milk may increase the chance of a baby becoming ill and should be avoided.

FOOD AND DIETARY REQUIREMENTS

Menus are displayed in the reception area of the nursery. We will work with parents to provide suitable food for a child who has a special dietary requirement or an allergy as diagnosed by a doctor or dietician. Please note; there will be no reduction in childcare fees when parents provide their own food.

CLOTHING AND PERSONAL PROPERTY

Your child should be provided with a complete set of clothing, all of which must be clearly labelled. Pumps or slippers can be provided for indoor wear; this helps us to encourage self-help skills. Please send your child in clothing suitable for the season, as the children will play outside each day except in extreme weather conditions. We discourage children from bringing toys in from home except where necessary i.e. a comfort toy. Children's dummies will be marked with your child's initials for identification purposes. We shall not be liable for any loss or damage to any toys, equipment, bags, clothing etc which you may bring into our nursery.

PROVIDING INFORMATION

Parents are required to provide us with such information as we may reasonably require about the child at the time of registration. Such information will include any known medical condition, health problem, allergy or diagnosed dietary requirement; any prescribed medication; lack of any vaccination which the child would ordinarily have by their age; any family circumstances or court orders affecting the child; any concerns about the child's safety and parent/carers contact details and those of your authorised persons who we may contact in an emergency. You must ensure that these details are accurate and keep these details up-to-date, by promptly informing us whenever they change.

COLLECTION OF CHILDREN

It is a parent's responsibility to ensure that we are aware of who will be collecting a child. Except in exceptional circumstances, children will only be released into the care of an adult (aged over 18) where written authorisation has been provided by the parent/main carer. An additional password system is in operation; you will be provided with your child's password at the time of admission. If a child is not collected and if after all reasonable attempts to contact parents /emergency contacts / authorised adults fail, then children's social care will be informed.

HEALTH AND MEDICAL MATTERS

In the interest of all children, staff and other users of the setting, children should not be brought to nursery if they have or appear to have any contagious infection or if they are unwell. You must inform us if your child is absent from nursery due to sickness. We have a policy in place for the exclusion of a sick child which lists minimum periods of exclusion from the nursery; this policy is in accordance with guidance from the Health Protection Agency. Please refer to the Illness/Exclusion Policy.

If your child is on medication at home it is extremely important that we know. Prescription medicines which are those with written instructions for the child by a doctor, dentist, nurse or pharmacist, will be administered. Non-prescription over-the-counter medicine that has been recommended e.g. pain and fever relief or teething gel will be administered, but only when there is a health reason to do so and for a maximum 3 day period, after this time medical attention must be sought. Medicines will only be administered when provided in the original and must include the instructions for administration. Medicines will only be administered with written authorisation from a parent. Collection of medicines at the end of the day is the responsibility of the parent/carers. It remains the responsibility of the parent to inform the nursery of any changes regarding any child's health requirements. Please refer to the Medication Policy.

Should your child become ill or infectious whilst attending nursery, we will first attempt to contact you, if this is not possible, we will then try the emergency contact persons, to arrange for your child to be collected. It is essential therefore that the setting has up to date contact information. If we are unable to

contact a parent/carer or other named contact, Marshmallows Day Nursery reserves the right to take the child to a general practitioner or hospital in an emergency. It remains the responsibility of the parent to inform the nursery of any allergies. Please refer to the Accident and First Aid Policy

We provide Sudocrem and Asda Little Angels wipes for use during nappy changing. If plasters are used for hygiene purposes they will be 'hypo-allergenic'. It remains the responsibility of the parent to inform the nursery of any relating allergies. During the summer, you should provide a high factor sun cream / sun block for your child. This will be applied by a member of our practitioner team, as required.

SAFEGUARDING

We have key strategies in place to protect and safeguard the children in our care. 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 your consent and/or without informing you. Please refer to the individual policies and procedures.

PROMOTING POSITIVE BEHAVIOUR

We have a number of proven supportive techniques in place designed to ensure a consistent approach when managing a wide range of behaviour patterns, aimed at promoting children's well being and development, please refer to our Promoting Positive Behaviour Policy.

SPECIAL EDUCATIONAL NEEDS AND DISABILITIES

We are committed to providing a childcare place, wherever possible, for children who may have special educational needs (SEN) and/or disabilities according to their individual circumstances, and the nursery's ability to make any reasonable adjustments in order to provide the necessary standard of care. All children will be given a full settling in period when joining the nursery according to their individual needs. Please refer to our Inclusion and Special Educational Needs and Disabilities Policy.

EVENTS BEYOND OUR CONTROL

If an event beyond our reasonable control (for example a fire, flood, E-Coli outbreak, act of terrorism etc) occurs, for which we have business interruption insurance, we may close the nursery without liability to you and we will not charge you the fees for the time the nursery is closed. We will endeavour to keep you informed, in such an event.

If it is, in our reasonable opinion, necessary or in the interests of the child to do so, we may close the nursery even if our business interruption insurance will not cover us for the closure. In these circumstances, we will charge fees as normal for the time that the nursery is closed. For example, we may close because of severe weather conditions, outbreak of flu, swine flu or other illnesses etc.

POLICIES AND PROCUDURES

We have a comprehensive range of policies and procedures which are displayed in our reception area.

NOTICE PERIODS

We require a period of four weeks' notice for children leaving nursery; this period of notice also applies for any reduction in the number of days you require.

EXCLUSION

The nursery reserves absolutely the right to refuse admission to a child or to exclude a child from the nursery without charging fees in lieu of notice.