



BRENTWOOD DAY NURSERY

Terms and Conditions

Child protection

If nursery staff are concerned about a pre-existing injury on a child they have a duty to talk to the parents about it. If there are continuing grave concerns about a child's welfare the nursery reserves the right to contact the local safeguarding team without permission of the parents in line with our statutory responsibilities to maintain the health and welfare of each child.

If you have any other concerns about the safety of your child in relation to contact with other persons outside of the nursery setting, you must tell the manager at the nursery

First aid

Trained first aiders are on site at all times to ensure the safe and appropriate treatment of the inevitable minor cuts and bruises that are part of childhood. Every accident that needs treatment is recorded and staff will ensure you are informed of the circumstances and treatment at the end of the day. If a child has any injury to the head you will be informed immediately as it may be necessary to collect your child early. Consent for administering emergency first aid needs to be indicated in the consent section.

Sickness and Medication

Children should not be brought to nursery whilst they are suffering with sickness, diarrhoea or any other infectious illness until their symptoms have been clear for **48 hours**. If a child becomes ill whilst at Nursery, a member of our team will contact you by telephone to ask you to collect your child immediately. If we are unable to contact, you or other parent/guardians we will call the emergency contacts. If serious and required, we will call the child's doctor. Although not a requirement, staff are happy to administer medication with written permission but it must be in the original container labelled with your child's name and an appropriate medication form completed. In addition, certain types of non-prescribed medication can be given at nursery, such as: to reduce temperature (e.g. Calpol) or offer relief for an allergic reaction or sting (e.g. Piriton) if necessary. All medication must be given to the manager or key person. A child's attendance at nursery while on medication is solely at the discretion of the manager in keeping with our medication protocol. For children who have ongoing medical conditions (e.g. asthma) the parent will be asked to complete a care plan with the Key person or Manager to support staff if an emergency situation occurs. Consent is sought on the EYLog.

Sun care

During the warmer months, we ask that all children have sun cream applied before coming to nursery. Please could parents also provide sun cream for their children so that it can be applied while they are at the nursery to ensure a suitable level of sun protection. Sun hats must also be worn when the children are outside, please provide a sun hat for your children. We do have spare sun hats which the children can wear. If you do not want them to wear a nursery sun hat and do not provide one they will not be able to go outside. Consent is sought on the EYLog.

Special requirements

If your child has an ongoing medical condition or allergic reaction to certain textures or food you must inform staff and complete the appropriate nursery medical forms. It is your responsibility to keep staff informed and updated so that relevant and appropriate action can be taken where necessary.

Social media and Facebook

Brentwood Day Nursery takes photographs of the children as part of its programme, business activities, children's portfolios and training activities. We may display these pictures in the nursery, use them in individual children's progress/development records, email them to you or post them on the nursery Facebook page*. We will only use them for the above purposes and additional consent will be sought for photos to be used in any other marketing or promotion. We do not save any photos or videos, once uploaded to Facebook, the photo or video is deleted. When a child has left the nursery, we delete all photos of the child off the nursery Facebook page. Keypersons are responsible for ensuring that photos are deleted. Consent for photos needs to be indicated in the consent section on the EYLog.

Please see a member of staff if you would like to join our Facebook page. *

*The Nursery Facebook page is set to private, only current parents who we have agreed to will have access.

Online journal – EYLog / children art journals

In order to keep you updated with your child's development, we use an online application called 'EYLog'. Through a secure log in method it enables us to share information and photographs of your child's development. This will enable you to follow your child's progress and achievements at nursery and share home experiences too. Each observation will be linked to the Early Years Foundation Stage profile and the level they are working at.

We will also be creating an art journal from for children's masterpieces and regular writing and drawing progression. We will regularly monitor their cognitive development during play activities which will be recorded on assessment sheets in their journals. Children's developmental progression can be accessed anytime via EYLog. An overview copy will also be kept in children's journals, updated half termly. These are stored on the green registration table in the nursery and can be viewed any time.

The information we share online via EYLog will be stored electronically in their own personal journals, and this information can be downloaded from your account. Alternatively we can email the document to you (this will be password protected).

We do not save any photos or videos, once uploaded to EYLog, the photo or video is deleted. EYLog consent is sought in the permissions section of the EYLog.

Fees/Registration/Enrolment

Full completion of the registration documents is necessary. All registration information will need to be submitted prior to the first settling in session and the information will be discussed with the nursery Manager prior to your child's admission. This includes mutually agreed sessions (which are subject to availability) and a registration fee of £40. All children joining the nursery will be on a three month probation period from their first day. This will be reviewed at the end of the three months.

Nursery fees are invoiced at the start of each term and the final date fees should be paid are highlighted in red. These can be paid either by bank transfer, cheque, childcare vouchers or by cash. Please see our 'nursery fees' document for full details on our nursery fees.

Changes to sessions or cancellation of your nursery place

If you would like to arrange additional or change sessions at any stage please contact the manager for availability and agreement. We require one month's notice in writing if you wish to terminate your child's place otherwise fees will be charged in full.

Late collection

If your child is still at nursery after the closing time you will be contacted, along with authorised collectors to make emergency arrangements for your child's collection. Staff will remain on site with your child for a reasonable time until collection. However, if we cannot contact you or the authorised collectors staff may be required to contact the local Social Care team and follow the procedures (see attached policy). If you are continually late to collect your child, there will be a late fee applied to your next terms invoice. This is charged at £5 per 5 minutes and £1 every minute thereafter.

Notice of termination

We reserve the right to terminate a child's place with immediate effect if a serious breach of the parental contract has taken place, for example, unacceptable behaviour towards another parent, child or staff member, frequent late collection without permission or non-payment of fees.

In the event that a child is not settling at the nursery, despite various methods to support this transition, as outlined in our policies and procedures, we reserve the right to ask that you find an alternative setting for your child.

Fees and Payments

Invoices shall be provided to parents and it is their responsibility to pay on time each month. Please refer to **Nursery Fee Policy** for details of non/late payment procedures.

Refund for non-attendance

While the management team will at all times seek to keep the nursery open during the year to promote continuity of care for the children we will not refund any fees if a child is absent due to sickness or on holiday. In addition the nursery will not refund fees if the nursery has to close due to "acts of God" infectious diseases, pandemics, environmental factors (such as snow or flooding), emergency repairs or any other situation outside of the nursery control.

Jurisdiction

These terms and conditions are governed by English law and are subject to the jurisdiction of the English courts.

Complaints and concerns

Please put your complaint in writing in the complaints book situated in the basket on the parent information table. Any further complaints or concerns should be addressed to the manager. Should your complaint remain unresolved please contact Ofsted.