

# Smisby Day Nursery

## Policy



### **Subject: Terms and Conditions**

#### **Opening Hours**

We are open from 8 AM until 6 PM Monday to Friday. A number of early admission places are available from 07:45 each morning but these are strictly limited and must be booked in advance.

The nursery is closed on all bank holidays and also between Christmas and New Year, including Christmas Eve.

#### **Fees**

All fees are due monthly in advance. Standing Orders are the favoured means of payment and can be set up on request. Alternatively we welcome payment by one of many nursery voucher schemes or by cash, cheque or electronic payment.

Fees are reviewed annually in July for The After School and Holiday Club and in September for the nursery.

For after school care your placement, once confirmed is an ongoing placement and payment has to be made if your child does not attend through illness or holidays. This is the only way we can guarantee that your child can retain their place in the club.

Any payment made for which there is insufficient funds to meet and result in a charge to Smisby Day Nursery Limited will result in any additional charges being passed on to yourselves. We also reserve the right to charge additional charges for payments made which are late at a rate of £5.00 per day for each child and any discounts may be removed retrospectively for up to six months. This is necessary as our largest bill is our staff and we will NEVER pay our staff late for caring for your child—even if you pay us late. Your co-operation and understanding in this matter is greatly appreciated.

#### **Security**

To enable us to keep the children secure we ask that you ring the bell at the door to gain access to the Village Hall. If someone else is collecting your child in an emergency notify the nursery of the arrival of this person and please ensure that they bring some clear identification with them for verification. This will allow the staff to check before allowing your child to leave the premises. We are sure you appreciate our caution in this matter as we will only hand over your child if we are sure that the person collecting them is both the right person and authorised to do so. **Please note.** We will not, under any circumstances, release the child into the care of a minor. Please do not send older siblings or friends into the nursery to collect your child.

#### **Accident Forms**

For all injuries, however minor, you will be shown a report detailing the accident. You will be requested to sign the form to assure Senior staff that all relevant information has been passed on to you.

#### **Medication and Illness**

If your child needs medication for any reason you will be requested to complete a consent form for us.

If your child has any infectious illness you are requested to check our exclusion policy to ensure that appropriate action is taken. Should a child be left at nursery and we later discover that they have an illness that is covered in our exclusion policy we will contact you immediately and ask you to collect your child. If you are in any doubt about your child's health please consult your GP before bringing your child to the club.

#### **Further Information**

It would be helpful if all spare clothing and footwear for your child is clearly marked with their name or initials.

Newsletters are sent out every quarter containing information about the club, closure dates, any special events which may be happening or any changes to nursery policies or routine.

## **Mobile Phones**

Children of all ages have mobile phones these days. Whilst they are a useful tool for children in many circumstances, they pose a risk to children in the club when they are in our care because we do not know who they may be ringing, or who may be ringing them. Therefore we ask you to not allow your child to bring a mobile phone into the club. Should a child bring a mobile phone into the club it must be turned off and stored somewhere safe. Should we find a child with a mobile phone then we will remove the phone from the child until they are collected.

## **Staffing**

The Nursery employs over half its staff with a level III qualification, or equivalent, and staffing Ratios are maintained in accordance with OfSTED requirements as part of our registration compliance.

All other staff have skills relevant to the children. All are expected to undertake training courses to develop new skills, and keep up with the changes in the field of child care.

Every single member of staff of the organisation, including ancillary staff and temporary staff are cleared to work with children by OfSTED. These checks include an enhanced Criminal Records Bureau clearance, which includes police checks, and Social Services checks. Until the organisation receives confirmation by OfSTED that all of these are complete no member of staff is allowed to work unsupervised with children within the organisation.

All staff are expected to attend First aid courses to ensure we are able to deal with an emergency and all staff involved in the preparation of food for the children hold a relevant Food Hygiene certificate.

## **Induction**

On your child's first day you will be shown everything relevant for the care of your child and a member of staff will complete the induction form contained within the centre section. We will then ask you to sign that you have received all of that information to ensure that you have complete confidence in our records and information that we need to care for your child.

## **Health and Safety**

### **General Statement**

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of health and safety matters and the particular arrangements which we will make to implement a proper Health and Safety Policy are set out clearly and sufficient resources will be made available to honour our commitment.

All staff are familiar with this policy and have a duty of care to ensure that everyone follows it at all times for the safety of everyone

This policy is reviewed regularly as the nature and size of the business changes.