

Lake View Nursery Ltd

Terms and Conditions



Age of admittance

We welcome children from **5months** to **5years** into the nursery.

Session Times and prices—5 months to 5 years (From January 2024)

		Main Session Prices	With tax free discount
Early Bird	07:00am-08:00am	£4.40 per half hour	£3.52 per half hour
Morning Session	08:00am-12:00pm	£37.80* + £7.15 with lunch & 30mins extra	£30.24 + £5.72 with lunch & 30mins extra
Afternoon Session	1:00pm-5:00pm	£37.80	£30.24
Full Day Session	08:00am-5:00pm	£64.90 (incl lunch)	£51.92 (incl lunch)
School Day Session	08:45am-3:45pm	£52.80 (incl lunch)	£42.24
Long Day Session	07:00am-6:00pm	£77.00 (incl breakfast, lunch and tea)	£61.60 (incl breakfast, lunch and tea)
Late	5:00pm-6:00pm	£4.40 per half hour	£3.52 per half hour

Please note your child must be booked to start before 07:45 for breakfast and until 5:30pm for tea (children starting at 07:45 will not receive breakfast). All sessions include snacks, milk and water.

*Please note: Lunch is included in main session prices **only** but can be requested on top of a morning or afternoon session for an additional £3.30 per 2 course lunch plus £3.85/£7.70 for the additional half an hour/hour.

Our fees are fully inclusive! (Unless opted out) All session prices include any food (breakfast, mid-morning snack, hot lunch, pudding, afternoon snack, and high-tea) prepared fresh on site. Personal care items such as nappies, wipes, creams and suncreams will be provided. Any events and extra curriculum activities such as music sessions, forest schools and nursery outings will come at no extra cost to families.

Any extra hours on top of your usual booked session will be charged at £7.70 per hour. Any additional days will be charged at the above session prices.

Early drop off/late collection will be charged at £5 for every 5 minutes.

Due to the high fixed costs involved in operating the nursery, we have to charge for a full session, even if you decide to collect your child early or if your child cannot attend a session including illness

All nursery fees are payable in advance, on or before the 10th of each month.

Any fees not paid by the **10th of the month** will incur a **10% penalty charge**. Please be aware that late fees will automatically be added to the account and will continue to be added for every week the fees are late. This will be processed automatically on the 15th and a further 10% for every week thereafter. Persistent late fees may result in your space being cancelled.

We require a non refundable **£100.00** deposit for new bookings. This deposit will be taken off your first months invoice. Please note that a space will not be secured until we receive your Entry Form and deposit.

Terms and Conditions

Fees continued

Fees are **not** payable when the nursery has planned closure i.e. bank holidays or the time between Christmas and New Year. We follow the same UK Bank Holidays as everyone else and will let you know of any extras e.g Kings Coronation. We are usually closed for 2 weeks from around the 23rd December until the 7th January. Please keep an eye out on our termly newsletter and posters for the exact dates. Regrettably no allowance can be made for any absences as these are **booked sessions** as part of your session contract. This includes time off for illness or holiday.

- **Four weeks** written notice is requested for any amendments of your booking including termination of place. New bookings require 8 weeks notice, see further on for more details.
- If you request any **amendments** or changes to your contract they will not be reflected until the following month and will be agreed in writing. E.g. if you decide to reduce or increase your hours on 12th November the new hours will not take effect until a month later on the 12th of December.
- If you want to change your contract from all year round to term time only, changes will take place from the following term. For example, if you request to change in February, your changes will take place from the start of the Summer term in April.
- When booking your sessions with us for new children, we require **8 weeks notice** of any changes. This is because we need to arrange the correct staffing for our child ratios and book your child in for settling in sessions. Any reduction in hours from your initial booking after this notice period will result in you losing your deposit. Last minute reductions in sessions can result in financial disruption to our staff wages and not leave us with enough time to fill the space.
- We welcome you to ask for extra sessions anytime, even if they are one-off's. We will always try to be flexible. Any extra sessions will require four weeks' notice if you choose to cancel them. This is because we need to arrange the correct staffing for our child ratios and staff may have been asked to work extra for you.

Holiday Discount

From 2024, we are re-introducing holiday discount. You will be given **1 week per year** that you can take with 50% discount. Individual sessions cannot be taken over the year as the week must be taken in one block. Please notify the office of your request to use your holiday discount and your child's absence with as much notice as you can give. We understand that you may wish to have a last minute holiday which is understandable. However, if your invoice has already been issued, your discount will be reflected on the next months invoice.

Sibling Discount

We offer a 10% discount for siblings when both children attend the nursery on a full time basis (this equates to 3 full day or school day sessions or more).

Tax free childcare discount

Please take advantage of the government's support for childcare fees. Once you have signed up you will receive 20% towards your fees each month.

Please find more information and how to sign up at:

<https://www.gov.uk/tax-free-childcare>

If any parent does not comply with these terms and conditions, the nursery reserves the right to withdraw the place offered to the child.

Our fee structure and rates will be reviewed on an annual basis. If we feel the need to increase nursery fees, you will be notified in the October and any proposed changes will be made at the start of the following year.

Terms and Conditions

Sickness

Any child with a cold, high temperature, doubtful rash, sore throat, or sickness and diarrhoea should be kept at home until they are well. There may be occasions on which we recommend that you seek the opinion of a doctor. Should a child become sick at the nursery, every effort will be made to contact parents. Please make sure we know where to contact you during nursery hours. We reserve the right to remove the child to hospital in an emergency.

Medicines are not administered at the nursery unless the parent is prepared to provide clear instructions for dosage etc. You will need to notify your child's class teacher so that the relevant forms can be filled out prior to the administration of medicine. Paracetamol/ibuprofen may be given for temperatures which are caused by illness such as a common cold or teething. We will only administer one dose of this during a day at nursery. If the child's temperature does not return to normal after 30 minutes or if they show signs of any other symptoms you will be called to collect your child and care for them at home. You may be advised to seek advice from your GP before they return.

A temperature over 38 can cause convulsions and is extremely unsafe for the child therefore, we have a legal responsibility to contact you for collection.

Exclusion Periods: (For a more detailed policy of Exclusion periods please see the next page)

You must notify the nursery staff if your child has been unwell prior to their session. If they continue to be unwell, nursery staff will assess their condition and have the right to exclude the child until they make a full recovery.





Common Infection Illnesses

When do I need to keep my child off nursery?
Birth to age 18 years (As of Oct 2024)

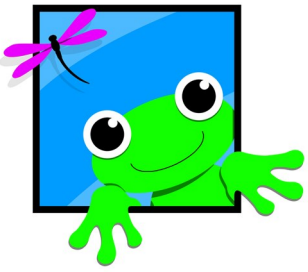
Disease, Illness or organism	Incubation period *How long after contact does illness develop?*	How is it spread?	When is child most contagious?	When can child return to Nursery?	Report to county health department?
Cold sore (Herpes simplex virus)	2 days to 2 weeks	Direct contact with infected lesions or oral secretions	While lesions are present	No exclusion. Nursery discretion to exclude for extreme cases	NO
Conjunctivitis (Pinkeye)	Variable, usually 24 to 72 hours	Highly contagious; contact with secretions from eyes of an infected person or contaminated surfaces	During course of active infection	No exclusion. Nursery discretion to exclude for extreme cases	NO unless a cluster/outbreak occurs.
Diarrhoea and vomiting (Gastroenteritis)	Varies from person to person	Contact with infected individual or with contaminated surfaces	During course of vomiting or diarrhoea and up to 48 hours after the final episode of either	48 hours after the last event of diarrhoea or sickness	NO Unless it has been caused by food poisoning or e-coli is present
Flu (influenza)	1 day before to 3 to 5 days after symptoms appear	By breathing in droplets coughed out into the air by infected people or by the droplets landing on mucous membranes	Between 1 to 5 days	Dependant on individual. A child should remain off nursery until they are recovered and well in themselves	YES—report to local HPT
Hand foot and mouth	3 to 6 days	Contact with faecal, oral or respiratory secretions	Usually 1 to 2 weeks before onset of infection	No exclusion period as long as child is well enough without fever. Nursery discretion to exclude for extreme cases.	NO



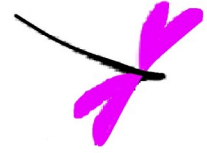
Common Infection Illnesses

When do I need to keep my child off nursery?
Birth to age 18 years (As of March 2023)

Disease, Illness or organism	Incubation period *How long after contact does illness develop?*	How is it spread?	When is child most contagious?	When can child return to Nursery?	Report to county health department?
Head lice	Eggs (nits) hatch in 7 to 12 days	Direct contact with infested individuals' hair and sharing combs or brushes	When there are live insects on the head	No exclusion, though we strongly advise that treatment is given ASAP	NO
Impetigo	7 to 10 days	Direct skin contact (especially through contaminated hands), nasal discharge or contaminated surfaces	When lesions are open	After at least 48 hours of antibiotics	NO
Chickenpox	10 to 21 days	Airborne or direct contact with droplets from nose, mouth or skin lesions of infected individuals or freshly contaminated objects	2 to 5 days after the onset of rash	Minimum of 5 days and when all lesions are crusted over	NO
Covid-19	2-14 days (Look at gov website for up to date advice)	Airborne or on contaminated surfaces	Whilst unwell and coughing	Children should stay off nursery for 3 days after the test, and remain off until they are feeling well	NO



LakeView Nursery



Terms and Conditions

Collection of your child

At Lake View we understand that most parents and families have very busy lives. If you are going to be late collecting your child then please let the Nursery Manager know as soon as you can so we can ensure that sufficient staff are available. Should you wish your child to be collected by a person previously unknown to us, please contact the Nursery Manager or speak to another staff member who will explain our procedure for this. We may ask that you send in a photo of the person collecting (via email or Tapestry) or give them a password.

Please be aware that late collection will result in a charge. Please see fees for more details on this.

Safeguarding your child

The welfare of your children is of paramount importance to us. We have a strict safeguarding policy that explains our responsibilities to you as a parent or carer, and also explains our responsibilities to your child. Our staff have frequent training so that they are up to date on all local legislation and procedure. You are welcome to read this policy at any time.

Clothing and personal items

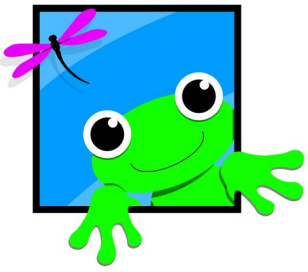
As part of the all inclusive fees, personal care items such as disposable nappies, wipes, and creams are provided so as parents you do not need to bring any of this.

Lake View will provide a high rated, factor 50 sensitive suncream but can purchase alternatives if this does not suit your child, please let us know.

You may wish to leave a bottle of Calpol, or if easier the smaller sachets if we ever need to administer this during their session.

Please bring sufficient weather-appropriate clothing for your child's daily needs and a spare set of clothing in case of accidents, messy play and water play. The nursery cannot accept responsibility for loss or damage to personal items.





LakeView Nursery



Terms and Conditions

Promotion and Nursery Records

In accordance with the Early Years Foundation Stage Curriculum (EYFS) we will need to obtain consent from you for the right to photograph your child to record their development. This will be used to create their 'Learning Journey'. Photos may be used for promotional material such as monthly newsletters to parents or our website. Consent will be sought before images of your child are shared on any public platform.

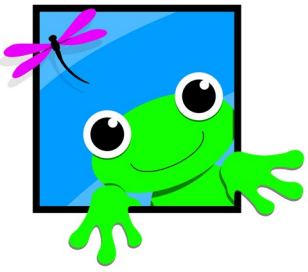
Healthy Eating

- ✦ Breakfast (Served from 07:00—07:45) *See fees for costs
E.g. Cereals, fruits or toast
- ✦ Mid-Morning Snack (served around 10:00am) *Included in all fees
E.g. Selection of fresh fruits and/or vegetables plus breadsticks, crackers, rice or oatcakes etc
- ✦ Hot cooked lunch with pudding (served at 12:00pm) *included in main session fees or when requested for extra charge
E.g. Chicken and pasta bake (v Quorn & pasta bake) with fresh broccoli and sweet corn followed by blackberry and apple crumble with custard. Lunches are prepared fresh on site each day.
- ✦ Mid-afternoon snack (served at 14:30 / 15:00) *Included in all fees
E.g. Plain biscuits and fruit, cream cheese and crackers, vegetable sticks
- ✦ Evening Meal (Served from 17:00 to 17:30) *See fees for costs
E.g. Toasted crumpets and butter, homemade pizza, fresh fruit and yoghurts
- ✦ Drinks and refreshments are available throughout the day including milk. *Included in all fees
- ✦ Staff ensure children have plenty to drink each day with fresh drinking water always available. Children are offered milk at snack times.

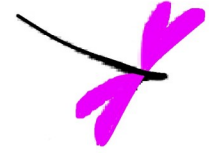
Special Dietary Requirements-

Medical, special or vegetarian diets are catered for and children's individual dietary needs are carefully monitored and planned with the families preferences.





LakeView Nursery



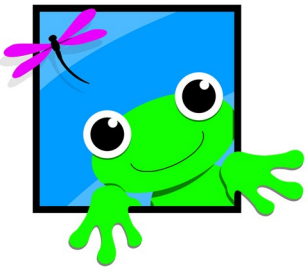
Terms and Conditions

Building a partnership with parents and carers

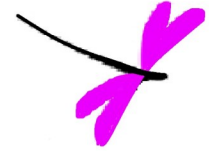
We hope our parents will:

- ◇ Feel welcome at all times
- ◇ Work in partnership with the us to provide the best possible care and education for their child
- ◇ Read all of our information and be aware of our policies and procedures
- ◇ Take an active part in the activities to support the care and education of their child
- ◇ Inform staff promptly of any changes to personal details
- ◇ Participate in meetings and daily communications to informally and formally discuss their child's development
- ◇ Be involved with shared record keeping
- ◇ Feedback on all aspects of the nursery so we can monitor the services we provide
- ◇ Make use of opportunities to learn about the nursery curriculum and about their child's learning in nursery and at home
- ◇ Take part in nursery events throughout the year





LakeView Nursery



Terms and Conditions

Online Learning Journeys

We love our **online learning journeys** and have been using them for many years now! We use a piece of educational software called **Tapestry** as our provider for online learning journeys. Tapestry enables you to log in with a secure username and password so that you can view the observations, photographs and videos of your child during their time with us at nursery. You will receive an email telling you when a new observation or piece of work is available for you to view. This will enable you to follow your child's individual progress closely wherever you are on either a computer, tablet or phone. Children's profiles are private and secure between nursery key staff, management and family members whom you chose to have access. To promote a consistent partnership, you can add comments/replies to every observation.

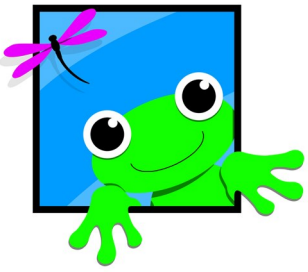
Tapestry enables you to:

- ◇ Log in and view your child's learning journey 24 hours a day
- ◇ Work in partnership with your child's key person by uploading your own photos and videos
- ◇ Leave comments on any observation
- ◇ Help your child's key person to track your child's progress closely, enabling them to plan tailor made activities

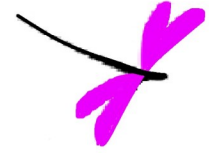
Staff will reference your child's learning to the EYFS, which will enable them to keep track of their development and progression as well as identifying any potential areas of concern. All of this information is stored on the highly secure server which is monitored closely.

If you have any questions or queries about the online learning journeys, please do not hesitate to ask a member of staff from your child's room or any of the management team. Staff will be on hand to give you any additional information about Tapestry.





LakeView Nursery



Terms and Conditions

Social Media Policy

Lake View Nursery realises that social networking/media has become an integral part of our everyday lives and that a large number of people are enjoying the benefits of social networking sites such as Facebook or Instagram. However, we are also well aware that these sites can, and as often has been seen in the news lately, become a negative forum for complaining or gossiping and care must be taken in order to not breach our confidentiality policy, safeguarding procedures and the Data Protection Act 1998. The following policy has been designed to give parents/carers clear guidelines as to what we at Lake View expect when accessing these sites.

The absence or lack of explicit reference to a specific site does not limit the application of this policy. Where no policy or guideline exists, you are asked to use your own judgement and take the most prudent action possible. Consult with a member of management if you are uncertain or have concerns.

When using social networking sites parents/carers and extended family members should be aware that any disrespectful comments or comments that can be seen as defamation of the nursery, its staff or any of the children may be seen and taken as libellous. In accordance with this, parents/carers and their extended families must NOT:

- ◇ Discuss the nursery, its staff, other parents or any of our children on social networking sites.
- ◇ Upload photographs that have been taken at nursery without the express permission of the manager. Photos containing other children must never be shared on social media.
- ◇ Befriend any members of staff on social networking sites, unless already friends prior to meeting at nursery.
- ◇ Discuss any happenings, situations that may have happened/developed at nursery, in regards to your own children, staff, parents or any other children.

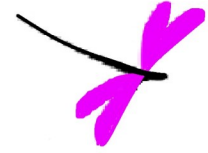
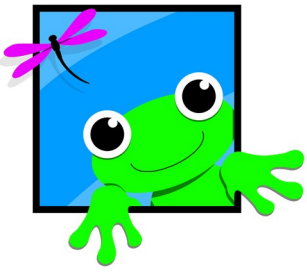
As well as this it should also be noted that:

- ◇ Parents/Carers and extended families must respect copyright laws, and reference or cite sources appropriately.
- ◇ Nursery Logos and trademarks may not be used without written consent from a member of the management team.

All of the above points lie in accordance with the Data Protection (1998) and our Confidentiality Policies and Procedures, failure to adhere to this policy may result in immediate exclusion from the nursery without given notice and further to this court action may be taken in reference to the revised Defamation Act 2013.

We are compliant with the General Data Protection Regulation (GDPR) All staff are fully trained and we have updated our policies to protect the personal information we hold on our families. For a full list of the data we collect and how we store it, please ask a member of management.

From May 2018 this legislation will replace the Data Protection Directive.



Terms and Conditions

2, 3 & 4 year old funding terms and conditions

2 Year funding

Depending on your current circumstances, you may be able to access funding for your 2 year old. This is 15 hours over 38 weeks or 11 hours over 51 weeks. You are not required to pay towards these hours as the government adequacy fund for 2 year olds, but, you will be required to pay for lunches and any additional hours. To check your eligibility please visit the Hereford council website.

3 Year Funding

Your child will be eligible for funding provided by the government once they turn 3 years old. Funding will begin from the term after their 3rd Birthday.

The table below outlines the dates for funding eligibility.

Born Between	Funding Commences From
1 January to 31st March	Summer Term
1st April to 31st August	Autumn Term
1st September to 31st December	Spring Term
*Please note term dates vary slightly	

15 hours funding

Every child will be entitled to 15 hours funding per week over 38 weeks per year or 11 hours funding per week over 51 weeks, from the *term after their 3rd birthday*. They will receive this funding until they go to school.

Extra 15 hours funding (up to 30 hours)

During the term before your child is eligible you will be required to fill in a form on the HMRC/GOV. website. You will need your details including your national insurance number. Once you have processed your registration you will be given a **unique code**.

When your child becomes entitled to publicly funded childcare, there are two options that we offer on how the funding is applied, as follows:

Option A) Additional Services Charged During Funded Hours (currently £2.70 per funded hour)

This fully meets DfE and OFSTED requirements but offers greater parental choice, flexibility and continuity.

Option B) Funded Hours Only

This fully meets DfE and OFSTED requirements

Regardless of the option chosen, a child's experience whilst in the provision will still cover all EYFS requirements and they will have the same opportunity of access to 'extra-curricular' activities all in accordance to DfE and OFSTED regulations.