
Thank you for your enquiry regarding our Nursery. I hope the enclosed will be of help to you.

Orchard Lea Nursery is situated in quiet surroundings with a large garden. Our catchment area is the North/East and East Bristol area, with good access roads to the city centre of Bristol - approximately two miles away.

The Nursery was established in 1990 and enjoys an excellent reputation. We are set away from the main road with pedestrian entry via a private lane from Burchells Green Road.

The Nursery is open Monday to Friday 07:30am - 6.00pm. We close for a week at Christmas and all Bank Holidays.

We accommodate children from 6 months to school age, grouping children into age ranges which promotes learning through play with others of comparable skills. Each group has a mix of free flow activities at group time ensuring that every child has the opportunity to participate in all activities our nursery offers - some of which are:

art and craft	water play	music/singing
register time	construction	story time
outdoor physical play	gardening	indoor physical play
imaginary/role-play	circle/review time	problem solving

Our gardens are both secluded and secure with plenty of space for outside play. We have a large open area with a variety of outdoor equipment including a play house, water play and covered area. Adjacent to the building is our decking allowing free flow choice for our children. There is a section reserved for children to gain 'hands on' nature experience and their own vegetable garden. We have a number of pets both inside and out that are cared for by the children.

Our dedicated staff team are either qualified or working towards a qualification. We are a mixture of ages ranging 19-70 many of us having between 1 and 22 years employment at Orchard Lea.

We believe that it is important that staff skills are regularly updated by attending workshops and courses organised in-house or externally. All staff hold certificates in Paediatric First Aid, Food Hygiene, Manual Handling and Safeguarding Children.

At Orchard Lea we provide a stimulating and caring environment that develops each child's social and intellectual skills, helping them to achieve their full potential. Our team encourages all children to develop their own individuality with confidence and independence planning activities which promote and support this.

With a mix of spontaneous child led and keyperson planned activities we fulfill all standards set by the Early Years Partnerships and Ofsted with whom we are registered.

Please see explanation note in purple book. Our most recent Ofsted report is available online at <http://www.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/CARE/EY375497>

We follow the Early Years Foundation Stage Statutory Framework and Practice Guidance which combines Curriculum Guidance for the Foundation Stage, The Birth to Three Matters Framework and the National Daycare Standards. www.education.gov.uk

Parents meetings

We hold parents evenings twice a year for each group and open evenings around particular transitions. The Nursery door is always open for parents to drop in. Parents are very welcome to speak informally to staff during the day – but should lengthy discussion be necessary, please make a formal appointment through the office.

Under 2's

The working child to staff ratio for this group is 3:1.

Our under 2's are divided into Babies (6-17 months) and Toddlers (17 – 24 months). They have separate play rooms but share a quiet sleep area and fully equipped bathroom. Each room leads onto decking with access to the main outdoor area at quieter times for free flow play.

Under 2's are staffed by full time staff who are supported by lunch time helpers thus establishing a high degree of continuity of care, which is particularly important with under 2's.

Baby room

Babies are given every opportunity to develop at their own rate whilst participating in a loosely structured day which introduces them to, art and craft, water play, music, singing etc. This is flexible enough to allow for their individual routines with relevant levels of stimulation.

Toddler room

Activities are planned to introduce the foundation skills. Once again, we feel it is important to have a loosely structured day allowing our toddlers to maintain their individual routines yet still participating in our active day.

Over 2's

Each child will have a self-registration peg coloured appropriate for their group: Blue = Butterfly, Yellow = Rabbit and Red = Fish. These are stored on boards situated in the lobby area. Please encourage your child to find their own picture when they arrive and return at end of session.

Butterfly Group

The Butterfly group caters for children from 24 months to 36 months. Their play rooms are divided into role play, floor play, creative play and free flow place which is used for snacks, sleep and dance plus many other physical activities. The session activities are planned around our children's individual needs and interests, and establishing basic foundation skills in all areas of learning. The working child to staff ratio for this group is 4:1. During your child's time in the Butterfly group a 2 year progress check will be carried out which you can share with your Health Visitor.

Over 3's area

This area has large and bright playrooms that are used by these groups. During a daily routine there are free flow times in each session where children can decide what and where they want to investigate, then returning to their base rooms for group time. We believe that it is important children are encouraged to tidy away after each session.

Rabbit Group

The Rabbit group caters for children from 36 months and their planned activities continue to build upon each child's individual skills and interests. Learning at their pace, giving them confidence and enjoyment in all activities. The working child to staff ratio for this group is 8:1.

Fish Group

The Fish group is for pre-school children whose structured day is very similar to reception class. This group is usually more readily prepared for school making this transition easier. They are always confident and motivated to learn having acquired all the necessary pre-school skills. The working child to staff ratio for this group is 8:1.

As your child moves groups in the main nursery they will be given an information sheet which explains the differences in the new group and who their new Key Person will be.

Daily Routine

Our daily routine is not "set in stone" and may change to accommodate other activities at Nursery, new learning opportunities, weather, visits etc.

Sessions

4, 4½, 5, 5½ hour - half day sessions, am or pm

Half day sessions start – 8:00, 8:15, 8:30, 8:45, 9:00 (a.m. Sessions) and 13:30, 13:45 and 14:00 (p.m. Sessions).

Lunch session: 12:30pm – 1:30pm (stand alone lunch session that can be added to half day sessions to make a 5 or 5½ hour session). Nursery sessions cannot start or finish during our lunch period. They must either start or finish at 12:30pm or 13:30pm.

Full day sessions - 8, 8½, 9, 9½, 10 hour days

Full day sessions start – 8:00am, 8:15am, 8:30am, 8:45am or 9:00am

Session Examples:

Half day Session:

AM Session – 4 hours:

8:00am – 12:00pm

8:30am – 12:30pm

AM Session – 4.5 hours:

8:00am – 12:30pm

AM Session – 5 hours:

8:30am – 13:30pm

AM Session – 5.5 hours:

8:00am – 13:30pm

PM Session – 4 hours:

13:30pm – 5:30pm

PM Session – 5 hours:

12:30pm – 17:30pm

Full day Sessions:

8 hours:

08:00am - 16:00pm

08:30am - 16:30pm

09:00am - 17:00pm

8.5 hours:

08:00am - 16:30pm

08:30am - 17:00pm

09:00am - 17:30pm

9 hours:

08:00am - 17:00pm

08:30am - 17:30pm

09:00am - 18:00pm

9.5 hours:

08:00am - 17:30pm

08:30am - 18:00pm

10 hours:

08:00am - 18:00pm

Charging Structure – per session effective September 2019

Cost per session			
	Under 2's	2 – 3 Year olds	Over 3's
Breakfast Club (07:30am – 08:00am) Including breakfast meal charge	£5.50	£5.25	£5.00
4 Hour Morning or Afternoon	£24.60	£24.12	£23.60
4.5 Hour Morning or Afternoon	£27.68	£27.14	£26.55
5 Hour Morning or Afternoon including Lunch	£32.20	£31.60	£30.95
5.5 Hour Morning or Afternoon including Lunch	£34.78	£34.12	£32.43
8 Hour day including Lunch	£48.00	£47.00	£46.00
8.5 Hour day including Lunch	£49.00	£48.00	£47.00
9 Hour Day including Lunch	£50.00	£49.00	£48.00
9.5 Hour Day including Lunch	£51.00	£50.00	£49.00
Tea Club (17:30 – 18:00) Including tea meal charge	£5.50	£5.25	£5.00
10 Hour Day including Lunch and including tea club	£56.50	£55.25	£54.00

Meal charges:

Hot two course lunch = £2.52

Discounts

10% discount on fees when 40 hours or more are purchased per week at nursery (Excluding meal cost)

5% discount on fees when 30 hours or more are purchased per week at nursery. (Excluding meal cost)

5% Sibling discount. This being allocated against the eldest child. (Excluding meal costs)

Children are entitled to take four weeks no charge holidays per year, pro rata if part time (one months notice is required please). Our holiday year runs in line with an academic year (1st September – 31st August).

No charge is made for Nursery closure between Christmas and New Year (excluding bank holidays, usually 3 days).

Bank Holidays are charged at full rate, but can be taken from your holiday entitlement or swapped for an alternative session if we have the availability. We know that trying to balance a busy life of work, home and family is hard, we will try to swap or extend regular sessions should the need arise, subject to availability.

We are registered for the Nursery Education Grant (applicable for children the term after their third birthday) and accept Salary Sacrifice Voucher Schemes and the Tax free Childcare government scheme.

Universal Funding & 2 Year Funding

All Children are eligible for the universal funding, which is commonly known as the “15 hours” per week, which is actually 570 funded hours per year per child. The universal funding is available for all 3 and 4 year olds from the term after their third birthday.

Some children may be eligible for 2 year old funding, however parents need to apply for 2 year funding directly with their Local Authority, who will confirm their child’s eligibility.

Universal and 2 Year Funding Delivery

As a setting that is open all year round (AYR), we deliver the 570 hours as 11 hours of Free Entitlement per week over 52 weeks of the year. A full Nursery academic year (1st September – 31st August) will be:

- 11 hours per week for 52 weeks of the year. (570 hours total)

Extended Funding

Some working families may be entitled to the extended funding commonly known as “30 hours free childcare”, which is actually 1140 funded hours per year, from the term after their child’s third birthday.

Extended Funding Delivery

As a setting that is open all year round (AYR), we deliver the 1140 hours as 22 hours of Free Entitlement per week over 52 weeks of the year. A full Nursery academic year (1st September – 31st August) will be:

- 22 hours per week for 52 weeks of the year. (1140 hours total)

If you would like to apply for the extended funding you can do so on the following link: (you will need to apply when you child is three and before of the start of term.) Once applied you will receive an 11 digit code from HMRC which you will need to renew every 3 months.

<https://childcare-support.tax.service.gov.uk/par/app/applynow>

Funding Delivery

We have three ways in which you can use your funding with us at Orchard Lea

- 1) A purely funded (free place) – Subject to availability.

- a. **Universal funding (11 hours per week)**

A purely funded place will consist of 1x 3 hour & 2x 4 hour half day sessions. A maximum of 1 morning session is available per week subject to availability. I.E: 1 morning (09:00 – 12:00) and 2 afternoons (13:30 – 17:30). Please note a 3 hour half day session is only available to children assessing a universal purely funded place and is not a regular session. Sessions are subject to availability on Tuesday, Wednesday and Thursday mornings.

- b. **Extended funded (22 hours per week)**

A purely funded place will consist of 4x 4.5 hour & 1x 4 hour half day sessions. A maximum of 2 morning sessions are available per week. I.E. 2 mornings (08:00 – 12:30) and 3 afternoons (13:30 –

18:00 excluding Tea). Sessions are subject to availability on Tuesday, Wednesday and Thursday mornings.

2) Up to and including 6 hours funded per session.

You can claim up to 6 hours funding per session. For day sessions of 8, 8.5, 9, 9.5, 10 or 10.5 hour days (6 hours are funded leaving the remaining hours chargeable at £6 per hour, plus meals costs.)

3) 9.5 or 10 hour fully funded day – subject to a consumable charge.

You can claim 9.5 hours (08:30 – 17:30) or 10 hours (08:00 – 18:00) funding per day and only pay for a consumable charge of:

- 9.5 hours (08:00 – 17:30) = £5 plus meals (Lunch - £2.52) Total of £7.52 per day
- 10 hours (08:00 – 18:00) = £5 plus meals (Lunch & tea - £4.52) Total of £9.52 per day

Using your child's full hours

You can use a combination of our funding delivery methods to fully utilise your child's funded hours.

I.E. if your child attends (assuming you qualify for the extended funding):

2 day sessions a week - 2x 10 hour fully funded days.

3 day sessions a week - 6 hours on 2 days plus a 10 hour funded day.

4 day sessions a week - 6 hours on 3 days and 4 hours on the 4th day, or 5 hours on each day.

5 day sessions a week - 4.5 hours on 4 days and 4 hours on the fifth day.

Consumable Charges

If your child is claiming a 9.5 or 10 hour fully funded day there will be a consumable charge of £5 per day. This is due to the rate we receive from the local Authority, which is only intended to cover the fixed costs involved with providing basic care. The consumable charge covers items such as (but not limited to) snacks and drinks, arts and craft resources (paper, paint, glue, glitter, clay, pencils etc) sun lotion, online learning journals etc.

Please see visit www.orchardleachildcare.co.uk/early-years-funding for more information. Or see our [funding policy](#) for more information

General Information

Learning at Nursery

At nursery the needs of the group/individuals within the group will dictate the role of the room at the time. We find that this varies from day to day/season to season etc. We believe that Nursery, although developing firm foundations for future learning, should be fun, dynamic, caring and above all able to change, modify and adapt to the needs of those who use its services.

Sometimes for learning to be effective our planning is a combination of our children's interests and a variety of activities that will help with their development needs.

We use an online application or app to monitor and record the children's routine and development at nursery. The monitoring app keeps a detailed record of a child's learning including observations made at Nursery with photographs, pictures, mark making and creations from them. Parents are able to download the app and access and contribute to the information that we record. The aim is for this app to support, not replace verbal communication between nursery and home and vice versa.

Under two's also use the app to record each child's routine such as sleeps nappy changes, bottle feeds. These two-way communication tools help us to get a fuller understanding of their interests and needs and we hope that you enjoy contributing to them too.

Individual learning is reviewed during planned activities which support children's learning. Termly assessments are completed using the Early Years Foundation Stage areas of development as a guide. Input is gained from the child, family and key-person to inform these assessments which help plan for progression onto the next stages of development.

Nursery Outings

Nursery organises outings to complement our activities for learning. Parents will always be sent home written details for the outings/staffing ratios and a consent form that needs to be completed, participation is at the parent's discretion.

Food and drink

Our lunches are provided by Early Years Catering www.earlyyears catering.co.uk who specialise in food for the under 5's. They provide nutritional balanced meals using organic and locally sourced produce. These main meals are complimented by two healthy snacks during the day and a late tea if needed. All dietary requirements can be catered for. We offer organic fruit and milk or water to drink.

The menu is displayed on the notice board in the inner hall. This is a 4 weekly cycle and changed with the seasons.

All children have free access to drinking water throughout the day. Frequent drinks/ice lollies are given during warmer weather.

At meal times we try to promote a relaxed environment with compatible levels of conversation and eating, this is also a good social skill that children use to encourage independence. A simple grace is said and signed before eating – 'thank you for our dinner'. The children are encouraged to try their dinner – even if just a small taste. This is followed by pudding. Second helpings are always available.

We usually find that even poor eaters will try their dinner during the sociable nursery dinner time. Good table manners are always encouraged.

Individual warm face clothes are handed around at the end of lunchtime so that children can clean their own face and hands.

Bathroom routine

Hand Washing, all children are encouraged to wash their hands during the day particularly after using the toilet, before meals and cooking and after feeding/handling our pets.

Toilet time, we are working towards greater levels of independence, - help is always at hand and younger/potty training children are fully supervised.

Soiling of clothes, accidents can happen at any age and are part of our day. Children are dealt with in a reassuring manner and Nursery has a supply of spare clothes.

Illness/Medications/Accidents

Obviously Nursery is not the best environment for an ill child and parents/carers will be contacted in the first instance. A child will not be accepted at Nursery with any contagious childhood illnesses e.g. conjunctivitis, impetigo or diarrhoea and sickness. Please see Illness policy.

<https://1drv.ms/b/s!AofwH13V1VrM3mDpJ1QLhJhgrGL>

Medications can be administered at Nursery providing a consent form and the medicine log has been completed. Ask staff for help if needed. Please hand over all medicines directly to staff so that they can be

stored safely and details entered on medicine board. Please see Medication policy.

<https://1drv.ms/b/s!AofwH13V1VrMoR4E7pEb6BpwNe1E>

Accidents, all staff have taken a paediatric first aid course and their certificates are updated regularly. All accidents once dealt with are entered into the accident book which you will be asked to sign and given a copy of confirming that you have been informed. In the rare case where we feel that a child may need further medical attention, you will be notified immediately. Should you be unobtainable, any other contacts given on your registration form will be notified immediately.

Discipline

Is very age related and children should be beginning to understand differences between right and wrong and acceptable behaviour. An explanation will always be given and your child will be engaged in a more absorbing activity elsewhere in the room. Should the same problem re-occur we immediately adopt “a warning and then time out” philosophy – sitting by a staff member for a few minutes – on reflection circle. Allowances are made for out of the ordinary behaviour or occasional off days. Should any minor upsets occur during their day you will always be told – major incidents are recorded in the Incidents Book which you will be asked to sign on collection and given a copy of. Please see our Behavioural policy.

<https://1drv.ms/b/s!AofwH13V1VrMukfIPi5XQDXcUOfz>

Orchard Lea promotes a respect of/for ourselves, each other and our environment.

Child protection

We have a duty of care to protect our children, therefore we will record unusual occurrences and marks seeking explanations from parents/carers.

Clothing

Nursery has a supply of spare clothes that can be used in case of accidents etc but it is always useful for you to pack your child’s bag with their own spare.

Belongings

To avoid loss all belongings should be clearly labelled with your child's name.

Toys/Comforters, we do not encourage toys from home being brought into Nursery as things can easily get lost amongst Nursery toys.

However, should your child be particularly upset or need a comforter, it is helpful if items are placed in their bag or shown to staff so that we can identify items later. (Please SEN policy regarding the use of comforters during the day).

Lost property

Lost property basket is located in main lobby – please check for missing items.

Staffing

Staff – Photos board is situated inside the main hallway, all staff can be clearly identified by their uniform. A Key Person system operates throughout the Nursery and staff will introduce themselves to you.

Thorough references and DBS checks are completed for all staff. We are very fortunate that we do not have a high turnover of staff. Many of us have been here for over ten years.

Students - we believe that the Nursery should be involved in the future training of staff and throughout the year students from varying courses are placed here. Students are always directly supervised and can be identified by their name badges or t-shirts.

The childcare team is supported by part time lunch assistants, kitchen staff, office administration, handy person, gardener, and domestic/cleaning staff.

Garden

We use the garden/decking areas throughout the year and ask that children bring in a coat in the winter and a hat in summer.

All carers must complete a sun cream consent form and we assume all children have sun cream applied when they arrive at the setting.

Communication with Nursery

We start our communication process by arranging introduction sessions for your child before they start as well as a home visit during their first few weeks. This gives us all the opportunity to get to know each other.

It is important to update Nursery with any changes that may be happening at home, something we feel is of little consequence, may greatly affect a child's behaviour.

On our Parents Notice Board you will find Nursery policies, Ofsted report and current information and updates for your reference.

As there are so many Policies, we do not photocopy and send to all, but please ask for a copy if there is one that you particularly want to see, we can email it to you.

We also have an Information Board which you will be able to find out what daily activities/ special events/ visits and "things happening" at Nursery.

Star moments

These stars contain information about something they have done well or tried hard at or anything good. Blank stars are available for you to take home and write on; these can then be brought in and shared at circle time before attaching to the board.

All stars will be stuck in your child’s Learning Journey at the end of the week.

News bubbles

A plain sheet of paper will be placed into your child’s Learning Journey (purple book) on the last session of the week. It would be lovely to find out what they have been doing whilst not at Nursery. This could be at another setting, with you or member of your family, parties or special events.

We can then share this information at circle time and plan activities from your child’s experiences. The bubble can then be dated, cut out and stuck into purple books.

Please do not feel pressured into writing lots, as you would be amazed at the conversations and discussion which start from a simple sentence of just a single word.

We are a linked setting with Speedwell Nursery and Children’s Centre and are a Sure Start Centre.

There are many other things that we could mention: here are just a few - outings, bought in workshops for music, dance, yoga and baby massage. Educational Display Companies and visitors who offer a range of hands on experiences and/or resources to enhance children’s learning.

Why not drop by and meet us all. Appointments are not necessary but please avoid our busy lunch time – 12.00pm to 2.00pm.

Further information can be viewed on our website at www.orchardleachildcare.co.uk

Hope to see you soon. **Orchard Lea**

Please detach and return slip below or email Kingswood@orchardleachildcare.co.uk to request a registration form.

I would like to reserve a place at Orchard Lea Nursery & Preschool Kingswood following a recent visit. Please send me registration forms.

Name: _____

Date: _____

Email Address: _____

Postal Address: _____

Are there any Policies you would like emailed a copy of?

Terms & Conditions

Orchard Lea Nursery believes that as an Early Years setting we should work in partnership with it families. These terms and conditions, along with our policies, set out the agreement between Orchard Lea Nursery Ltd (the nursery) and our parents/ families as part of this relationship. Please do not hesitate to contact us if you would like to discuss them further. By registering your child with Orchard Lea Nursery Ltd and allowing and paying for Orchard Lea Nursery Ltd to provide childcare for your child or children you agree to the terms set out below:

1. Trading Hours

- 1.1. Our Nurseries are open between 8.00am – 6.00pm Monday to Friday (Kingswood) and 7:30am – 18:00pm Monday to Friday (Keynsham), excluding Bank Holidays and Christmas closing.
- 1.2. Children will not be released to any persons unknown to nursery staff. Please give Nursery notice of changes in collection details or complete a “permission to collect slip”. **(Strictly adhered to).**

2. Late collection

- 2.1. We ask you to collect your child promptly at the end of their session. Should you be delayed please telephone us to advise. Please see our Late Collection Policy.
- 2.2. A charge of £1 per minute will be levied for **continual** late collection. Late collection without notification will be charged at £2 per minute. Your child’s place may be suspended for continual late collection. Continual late collection is defined in our late collection policy.

3. Admissions

- 3.1. The nursery reserves the right to withhold or withdraw any child’s place. Failure to fully complete the required registration forms may result in your child’s place being withdrawn or suspended.
- 3.2. Once an agreed start date has been confirmed we will allow one postponement of up to 4 weeks from the agreed start date. Any further and or additional postponement past 4 weeks will incur chargeable fees at our current fee structure.
- 3.3. Nursery Admissions are on the 1st September each year. Any admissions for newly registered children requesting a start date after this date will be subject to our waiting list availability. Orchard Lea Nursery Ltd reserves the right to charge a session retainer fee of 50% of the current fees for any requested sessions starting after the 1st September of the subsequent academic year, in which the sessions have been requested/ a completed registration form received. (An academic year is defined as the 1st September – 31st August) Unless specifically agreed with ourselves.
- 3.4. Subject to availability an immediate start, four weeks from the date of receipt of a completed registration form and deposit, maybe available.
- 3.5. All nursery sessions and children’s places that are offered are subject to receipt of the deposit and completed registration form within 2 weeks from the date of offer.
- 3.6. If the requested sessions are not available the nursery operates a waiting list procedure, on a first come first served basis. Once you have been offered a place/ session we will hold that place/session for a period of two weeks. If you do not confirm whether you would like the place/session within that two week period, you may potentially lose the place/ session as it may be offered to another child.

4. Early Education Funding for 2, 3 & 4 year olds

- 4.1. Your child will receive funding the term after their third birthday. Some children qualify for 2-year funding which will start the term after their second birthday. Parents will need to apply to 2 year funding directly with the Local Authority.
- 4.2. Funding is subject to a completed and signed Funding form from the corresponding Local Authority and a copy of your child’s birth certificate.
- 4.3. As a setting that is open all year round (AYR), we deliver 11.5 hours of Universal Entitlement per week over the 50 weeks of the year or 22.5 hours of Extended Entitlement of 51 weeks of the year.
- 4.4. If your child is accessing a fully funded place of 3 half day sessions (maximum 11.5 hours per week) a deposit is not required, please see our funding policy.
- 4.5. If your child attends more than 11.5 hours per week (AYR) your child’s funding will be allocated evenly across the number of days/ sessions, they attend per week, up to a maximum of 4 days. Please see our funding policy.
- 4.6. If your child attends more than 11.5 hours per week (AYR) any hours purchased, after the Free Early Education Entitlement hours have been deducted, will be charged at the corresponding half day hourly rate. Unless 8 hours or more are purchased then the rate will reduce to our full day rate. As per our charging structure.

4.7. If for any reason we are unable to claim funding for your child(ren) from the Local Authority, full fees will be incurred for any and all sessions they have attended at nursery, including any notice period given.

4.8. Please see our Funding Policy for further information on funding delivery.

5. Fees

5.1. Deposits – a non-refundable deposit of 25% of the expected monthly fees is required to guarantee your child's place at the nursery along with the completed registration form. This deposit will be deducted from your first invoice.

5.2. Invoices are sent out before the 1st of each month via email, (with password protection) covering that subsequent month's fees. This is payable on receipt. Balance to be cleared funds received in our bank account by 14th of each month. Please be aware that salary sacrifice vouchers/ Childcare Vouchers schemes can take up to 5 working days to reach our account.

5.3. We reserve the right after the 14th of each month to add a late payment charge of 2% per week of the total amount outstanding on your account (the specific late payment charge dates are on the 15th, 22nd & the last working day of each month, or the first working day following these dates) Your child's Nursery place/ regular sessions may be suspended until the full amount outstanding is paid or a repayment plan arrangement is agreed. (If you are experiencing problems with payment, please contact the office to discuss further). Please note that childcare voucher payments can take up to five working days to be received into our bank account. Working days are defined as per our trading hours set out in 1.1 above.

5.4. Late payment reminders emails will be sent out weekly after the 14th of the month to any family account that has a balance over £10.00. The reminder email will include any late payment charges that have been added as per of section 5.3 above. The specific dates that late payment reminders will be sent out are on the 15th, 22nd & the last working day of each month, or the first working day following these dates.

5.5. If a repayment arrangement plan is unsuccessful in recovering the full amount outstanding, we will pass your account details onto our debt collecting agency for recovery.

5.6. Extra sessions will be charged the following month and in arrears. If possible, seven days' notice is required for extra or extended sessions and can only be granted to those accounts that have no arrears.

5.7. The Nursery's fee structure is subject to an annual increase which will take effect from the 1st September of each year. One month's notification via email will be given to parents prior to the increase.

6. Discounts

6.1. Only one discount is applicable per child. The highest percentage discount available will be applied to your child's invoice, subject to eligibility. Discounts are defined in our details pack and on our website.

6.2. Discounts are applied to hours that are purchased, not to hours that your child(ren) attend at nursery.

6.3. Discounts are not applicable to meal costs.

7. Absences

7.1. Our children attend All Year Round (AYR), we do not offer Term Time Only attendance.

7.2. For children where absences are notified in writing, via email or a completed holiday form, giving one calendar months' notice, a reduction in fees to zero rate is made for the session(s) that have been requested as holiday.

7.3. Our Annual holiday allowance is four weeks per academic year running from 1st September – 31st August. Holiday allowance is pro-rata if your children attendance is part time and if they joining part way through the academic year.

7.4. Public/Bank Holidays are charged at full rate and Nursery is closed. Bank holidays can be booked out as part of your holiday entitlement.

7.5. No charge will be made for Nursery closure between the Christmas and New Year Bank Holidays (usually 3 days).

7.6. All other absences incur payment at full rate.

7.7. When children take short notice holiday (whether over quota or not) giving at least one weeks notice a credit for meals will be given.

8. Attendance Changes & Cancellation of Your Childs Place

8.1. All changes in attendance /regular nursery sessions require one calendar month's notice, including cancelation of your child's place at nursery. We may be able to bring forward any increases or additional session subject to our availability.

8.2. The Nursery will assume that your child will leave nursery, to go to school (year 0 reception), on the 31st of August following their 4th birthday. We require one month's notice to bring their leave date forward from this date.

9. Disruptions to Our Service

9.1. On very rare occasions where the nursery may need to close or reduce its service due to reasons out of its control (Force Majeure), full fees are payable. These include, but are not limited to; bad weather, disruptions to utilities, disruption to public transport and the road network, industrial action.

10. Medical

- 10.1.** Medication forms should be completed and accompany any prescribed medicines or inhalers to be administered at Nursery. Prior consent forms for medication and emergency treatment must be completed. All items must be clearly labelled with Child's name and dosage to be given. All medication should be handed over to staff - not left in children's bag. Please see our Medication Policy.
- 10.2.** Failure to comply with our Illness Guidelines may result in suspension of your child's place at Nursery (e.g. 48 hours exclusion for sickness and diarrhoea). Please see Sick Child Policy. Health Updates are regularly posted on Parents Notice Board and doors.
- 10.3.** In the event of an incident that requires further medical attention should parents/carers or other emergency contacts be unavailable Nursery will take any appropriate further action (e.g. visit to doctor / hospital). Please see Sick Child Policy.
- 10.4.** It is your responsibility to inform the office in writing, an email or via a notification of change form, of any changes in your child's circumstances i.e. dietary, medical needs etc.

11. Accidents & Incidents

- 11.1.** All staff whether care or administration will be pediatric first trained.
- 11.2.** The Nursery team monitor and supervise your child as much as possible, but accidents can happen at nursery. Please see our accident policy.

12. CCTV

- 12.1.** The Nursery uses CCTV recording equipment throughout the nursery and surrounding grounds, except for bathroom and child changing areas. Images are not available to the public or for viewing outside of the nursery. Recordings can be viewed in the office by parents and families upon request.

13. Personal Information.

- 13.1.** Orchard Lea Nursery Ltd is registered with the Information Commissioners Office (ICO) as part of the Data Protection Act. All personal data is stored securely and not passed on to any third parties for financial gain. Please see our GDPR Data Protection policy for further information.
- 13.2.** It is your responsibility to inform the office of any changes to your contact details or change of address. Failure to do so will mean that we may be unable to contact you in cases of emergency.

14. Personal belongings

- 14.1.** Please ensure that all articles of clothing are clearly named. Unclaimed property will be disposed of after 30 days. Nursery cannot accept responsibility for loss or damage to children's belongings.
- 14.2.** Please supply nappies for your child. If Nursery nappies have been used, please replace on next session. If you fail to provide nappies for your child, Orchard Lea Nursery Ltd will add a nappy surcharge to your account for providing nappies.
- 14.3.** Orchard Lea Nursery Ltd does not accept any liability for loss or damage incurred to any items that are left or bought into nursery. Any items left or bought into nursery are done so at the owner's risk.

15. Cars and Parking

- 15.1.** Vehicle access to the Kingswood Nursery is restricted to Disabled badge holders only. Please do not park in the driveway or lane.
- 15.2.** Please park sensibly, remembering that the Nursery is located in a residential area. Consider our neighbours when setting down and collecting children and do not park in or obstruct the access lane, side roads or pavements, anyone continuously reported as parking irresponsibly will be suspended from Nursery.

16. Notes:

- 16.1.** Nursery has a statutory legal obligation to report to Social Services, Ofsted and RIDDOR various incidents and occurrences including: concerns for a child's welfare, unexplained and recurrent historic injuries, accident / injuries requiring further medical treatment, notifiable diseases and late collected / uncollected or lost child. Please see Specific Policies / Procedures.
- 16.2.** Should you have any comments or complaints, please contact the Managers at the Nursery. Should you feel that your concerns are of a serious nature or have not been resolved fairly please contact: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. Telephone: 0300 1231231. Please see our Complaints Policy.

These Terms and conditions are subject to change with one month's notice from Orchard Lea Nursery Ltd.