

Child’s Details PLEASE PRINT CLEARLY IN BLOCK CAPITALS.

|  |  |  |  |
| --- | --- | --- | --- |
| First Name: |  | Middle Name(s): |  |
| Surname: |  | Date of Birth: |  |
| Gender: |  | If unborn, expected Date of Birth: |  |

Attendance Pattern (Please tick as required)

|  |  |  |
| --- | --- | --- |
|  | Mornings (8am – 1pm) | Afternoons (1pm – 6pm) |
| Monday |  |  |
| Tuesday |  |  |
| Wednesday |  |  |
| Thursday |  |  |
| Friday |  |  |

Preferred Start Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parents Details

|  |  |  |
| --- | --- | --- |
|  | Parent/Carer 1 | Parent/Carer 2 |
| Relationship to Child: |  |  |
| Title: |  |  |
| First Name: |  |  |
| Surname: |  |  |
| Email Address: (Our preferred contact for updates such as newsletters) |  |  |
| Mobile Telephone Number:(We will add this to our text alert system when your child starts) |  |  |
| Students:(Please give details of course and whether you are funded or not) |  |  |

We use a nursery software system called Nursery In A Box. On receipt of your application and payment of your registration fee we will register your child on our system and send you an email to create your account. We are unable to start your child until this process is fully completed so we have a complete record on our system.

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**OFFICE USE ONLY**

**BIRTH CERTIFICATE RECEIVED AND COPIED**

**COUNCIL TAX BILL/BANK STATEMENT/UTILITY BILL RECEIVED AND COPIED **

**PRE-SCHOOL FUNDING PACK GIVEN OUT (2.5 YEARS AND ABOVE) **



**Waterfront Nursery Terms and Conditions**

1. **General**

**Age of admittance** - 4 weeks to 5 years of age.

**Hours of opening** - The Nursery is open Monday to Friday from 08:00am to 6:00pm, 50 weeks a year.

**Settling in** - It is our aim to allow all children time for settling in, so that the child can form relationships with their carers and become familiar with the nursery surroundings. Each child and their needs differ so the length of time for settling in varies from child to child.

We find this normally consists of 3-4 sessions over a two week period. We request that a parent attends the nursery with the child for settling in until he or she is happy to be left and so that parents can read all policies and procedures and staff can obtain the relevant child related information and consent to ensure a smooth transition into nursery.

**Changes and amendments to terms and conditions -** We reserve the right to make amendments to the terms and conditions of your childcare contract without notice. The current terms and conditions are published online.

**Change of details -** You must immediately inform us of any changes to your registration details by sending a notification email with the updated details via our online system.

**Court order -** You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

**Nappies -** We request that parents bring in a supply of nappies, wipes and cream for their child. These are labelled with your child’s name and stored in individual boxes at the nursery. Staff will inform you when replacements are required.

**Off premises visits -** Staff will occasionally take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained.

**Mobile Phone -**To ensure the safety and wellbeing of all children who attend our nurseries we enforce a no personal mobile phone usage within our settings. Should you be on your personal mobile phone as you arrive at the nursery we please ask that you conclude your phone call before entering the building.

**Equal Opportunities -** We are an equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

**Nursery Closure -** The Nursery is closed on Good Friday, Easter Monday, May Day Bank holidays and Monday of the September weekend. During the Christmas period the Nursery will close on Christmas Eve or the Friday before at 6p.m. and re open 10 working days later at 8am.

If the nursery has to close or we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you.

If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed in excess of 3 days.

**Complaints or Concerns -** If you have a concern or complaint, please speak to the nursery manager or alternatively you can email the nursery manager. If you have any concerns regarding the services we provide, please discuss these with your child’s key worker. If these concerns have not been resolved to your satisfaction, please contact the nursery manager. We have a full complaints policy available in the parent area.

**Employment or Solicitation of Staff -** If, during this childcare contract and for a period of 6 months after the termination of this contract, you (directly or indirectly) employ or otherwise engage the services of any member of our staff who has had contact with your child under this contract then you will be liable to pay a recruitment charge, and you will be invoiced a fee of £2,000.00 as payment to us recruiting and training a suitable replacement member of staff.

1. **Medical**

**Emergency Treatment -** Any child who attends Nursery and has an accident whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps or bruises.

Any emergency treatment or medical advice will be permitted unless a parent states in writing otherwise. The Nursery does not accept any responsibility for treatment given against parent's wishes if we have not been informed otherwise.

**Accident Forms -** All Parents will be informed and required to sign an accident form of which they will receive a copy. In the case of a more serious accident or incident a child will be taken immediately to a doctor or the nearest hospital and parents will be informed.

**Sickness -** The Nursery will make every effort to notify parents should their child become ill at the Nursery. Senior staff reserves the right to remove the child to hospital in an emergency. Please note minimum exclusion periods apply and must be adhered to. Our policy and guidelines are available from the nursery manager. We follow the NHS guidelines for exclusion periods which are available from the link below:

<http://www.documents.hps.scot.nhs.uk/hai/infection-control/guidelines/infection-prevention-control-childcare-2015-v2.pdf>

**Contagious Disease** - For the benefit of the other children in the nursery, you must not allow your child to attend the nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the nursery.

The Nursery reserves the right to refuse to accept children until the Nursery is satisfied they are not infectious. This is to protect other children, staff and parents from cross infection. You are still responsible for paying nursery fees whilst your child is off sick.

If your child is suffering from a doubtful rash, sore throat, discharge from the eyes, nose, diarrhoea or any similar symptoms; please keep the child at home until the doctor has certified that the symptoms have disappeared. Children with sickness and diarrhoea will not be permitted to return to nursery until 48 hours after the last episode of either condition.

**Allergy or intolerances** - You must inform us immediately in writing, if your child is diagnosed with any allergy or intolerance and how this is to be managed.

**Antibiotics** - If your child is prescribed antibiotics, please keep them at home until 24 hours dosage has been administered in case of adverse reaction to the medication. Antibiotics and medicines will only be administered by Nursery staff after the child has been taking them for more than 24 hours at home, and only then with written authorisation from their parent. All antibiotics must be prescribed by a doctor and be presented to the nursery with the prescription label clearly legible, showing the child’s name, date of birth and the dosage to be given.

**3. Child Protection**

**Child Protection -** Any child who attends the Nursery, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background has a right to protection from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care.

The Nursery has a full written policy on child protection which is available in the policy folder in the parents’ area.

**Daily drop off of children at Nursery** - Children should be delivered by parents/carers into the care of a Nursery Staff Member and parents sign the attendance register at drop off. The nursery requires children to be at nursery by 10am for a morning session and 2pm for the afternoon session. One-off appointments are exempt from this with prior notification to the nursery. The nursery reserves the right to refuse entry to children dropped off out with these times and all fees due for the session will still be payable as usual.

**Daily collection of children** - Children will not be released into the care of anyone other than those named on the childcare registration form unless authorised by the parents personally, by telephone or in writing. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.

In addition, a personal visit of introduction by the parents, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity.

You are required to inform us immediately if you are unable to collect your child from nursery by the official collection time. All collections must be by an adult over 18 years of age. Anyone between the ages of 16-18 will require written parental consent to collect a child.

**Social Services -** It is our obligation to require or seek professional advice or actions from the local social services team if we suspect a child is suffering from harm. We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

**Behaviour Management -** The Nursery has a policy on behaviour management which is available from the nursery manager. The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at the Nursery.

**4. Property and Premises**

**Personal Property -** The Nursery does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents.

**Clothing -** Parents are requested to send children in easily washable, and their name clearly labelled on all items of clothing, and ensuring the clothing is appropriate to the nursery environment and weather conditions. Please discourage your child from bringing items of value to the Nursery. Please provide a spare set of clothing for your child in case of an accident or the need for change of clothing.

**5. Food and Drink**

**Water** - Fresh drinking water is available to all children throughout the day.

For the older children water is available for them to help themselves when thirsty, this promotes independence and self-help skills. For the younger children water will be available and offered throughout the day alongside designated snack and meal times in either beakers or cups depending upon the age and stage of development of the children.

All children will be encouraged by the staff to drink water throughout the day as part of our commitment to offering healthy food and drink options.

**Meals and Snacks -** Children will be provided with drinks and snacks at regular morning and afternoon snack. A daily, hot, nutritious, lunch is provided for children attending morning and full day sessions only. Menus are displayed on the parents display board; these include vegetarian options. We will make every effort to cater for special dietary requirements.

For Health and Safety reasons we do not accept children bringing in their own packed lunch, unless there are dietary reasons and arrangements have been agreed with the Nursery Manager, the lunch box policy must be adhered to at all times in these circumstances.

**Milk Feeds -** We will use whichever formula your baby uses, we will be happy to use expressed breast milk given in accordance with your written instructions and our Health and Safety guidelines.

**Nut Allergy -** As the number of children with nut allergies is increasing, with parental support we aim to endeavour to keep the nursery **NUT FREE**. Parents are requested not to send food or empty food packaging materials into the nursery that may contain any trace of nuts.

**Food Allergies or intolerances** - You must inform us immediately via notification on our online system if your child is diagnosed with any food allergies or intolerance and how this is to be managed going forward.

**6. Fees**

**Schedule of Fees -** Fees are calculated on a monthly booking pattern, dependant on the number of weeks in each month. The current schedule of fees is available from the nursery office staff and published on our website.

**Absence -** Fees remain payable for periods of absence (Holidays and Sickness) as the child's place is kept open and staff and associated costs continue to accumulate and be met by the nursery.

**Registration Fee -** We charge a non-refundable registration fee of £50 to reserve your childcare place.

**Reserving a Childcare Place -** We are able to reserve a childcare place and booking pattern no more than 6 months in advance of your child's start date.

Should you wish to extend this 6 months period then you will be required to pay your childcare fees in full from the 7th month onwards to keep your childcare place open.

**Confirmation of Your Childcare Place -** We will confirm your childcare place within 7 working days as this is subject to childcare place availability.

**Sibling Discount -** Where parents have more than one child at the Nursery, a 10% reduction in fees is allowed for the second child only, there is no discount available for subsequent children. The discount is applicable only on the second child’s booking pattern and does not include extra sessions or additional hours.

**Government Subsidised Childcare Hours –** Government subsidised childcare is available for all 3 and 4 year old children, regardless of parental income, from the term AFTER a child's 3rd birthday.

Children aged 3 and 4 are entitled to 16 hours, we have a range of booking patterns which allow parents to take advantage of this subsidised childcare. If you choose to access any additional child care hours, these will be charged as usual. At this time we are unable to accept funded 2 year old places.

Please see the Preschool Funding Information sheet given to you as part of the funding pack, when your child becomes eligible to receive this funding. This details how this money is given to you and your responsibilities and obligations for managing it.

**7. Contracts and Booking Patterns**

**Annual Contracts - the** nursery operates a 50 week annual contract.

**Edinburgh College Students -** a 41 week contract is available whilst attending a course at Edinburgh College this will run from August to June within term time. Once your course has ended and if you wish your child to remain at the nursery you will be required to transfer over to an annual 50 week contract.

**Edinburgh College Staff working term time only –** a 40 week term time contract is available for anyone working at Edinburgh College. If you no longer work at the college but wish to keep your child in the nursery you will be required to transfer to an annual 50 week contract.

**Regular booking patterns –** The minimum booking we accept is 2 days, we also can accommodate booking patterns of 3 days, 4 days and 5 day weekly booking pattern subject to availability.

* Full days are calculated from 08:00am to 6:00pm,
* Half day sessions are calculated from 8am to 1:00pm or 1:00pm to 6:00pm.

**Changes to your Booking Pattern -** To increase your booking pattern, we require 24 hours' notice subject to availability.

**To decrease your booking pattern -** you must provide us with thirty (30) days' notice in writing or by email to the Nursery Finance Officer.

Should insufficient notice be given then you will be invoiced for the full childcare fees for thirty (30) days' notice from the date of any change as if the hours had not decreased.

**Additional Sessions -** If additional days have been booked, the must be paid for at the time of booking and an invoice will be sent to you via Nursery in a Box. If you book and then cancel you will still be charged for the day/session booked.

**8. Payment of Fees**

**Fees** - Fees are due monthly in advance in accordance to your booking pattern by the 7th day of each month.

* We accept payments by Credit Card, Debit Card at the nursery reception desk or by phone
* We do not accept payment by cash or cheque.

Childcare Vouchers - We accept payment by most voucher companies in the UK. The childcare voucher company must pay the nursery direct by the 7th day of each month in line with our payment schedule.

If your voucher payments is not received by the 7th day of each month a late voucher payment charge will be allocated to your account. Please ensure you allow time for your voucher to clear into our account.

If you wish to pay part of your nursery fees by child care voucher please ensure you register this with the Nursery Finance Officer accordingly.

We are also registered for the Government Tax Free Childcare scheme if you are eligible to use it, please liaise with the Nursery Finance Officer accordingly.

**Late Payment Fees** – if you have not paid your nursery fees by the 7th of each month, the nursery will give one courtesy phone call on the day of the 7th or the nearest working day to remind you. If the fees are not paid by 10am the following day, a daily administration charge of £25 will be added to the account until payment is received up to a maximum of 14 days as per section 10.

**Late Pick Up fees** – if you are late to collect your child the nursery reserves the right to charge a late pick up fee to cover staff costs. This will be charged at £5 for every 5 minutes or part thereof after the first 5 minutes. This charge is at the manager’s discretion.

**9. Childcare Bursary Funding**

Students that are applying for childcare bursary funding are required to pay their first month’s fees in full by the 7th working day of the month, and are required to pay monthly fees thereafter, until their funding is agreed and is be paid direct to the nursery. Once funding is being received and if your account goes into credit, you will be refunded the credit balance at the four weeks after the end of your study period or in July at the end of the acadenmic year (whichever is the soonest date).

You must give us four weeks notice if you intend to leave your course before completing it or you will be charged for your notice period.

If you do receive student funding, it will be paid directly to the nursery in arrears. If we have not received your funding, we will immediately contact you to inform you of this and request you visit student services to sort out any funding issues. We will not allow your child to attend nursery for more than 1 week after not receiving your funding. If the issue has not been resolved within a week we will have no option but to terminate your nursery place and you will be responsible for clearing any outstanding fees. If funding does stop, you do have the option of paying the fees yourself until any issue within funding is sorted out, to ensure you keep your child in the nursery. Non-payment of fees will result in your child’s place being terminated.

Students are reminded that their contract is between the nursery and themselves and they remain liable for all nursery fees incurred. Non-payment of outstanding fees could result in your debt being passed to a debt collection agency for full recovery. In addition, you will be liable for all associated debt collection fees and court costs.

**10. Cancellation**

**Termination of Contract -** If you no longer wish to maintain your child's place at the Nursery you will be required to give thirty (30) days' notice in writing or by email to the Nursery Finance Officer.

Waterfront Nursery reserve the right to exclude a child from Nursery for any breach of the childcare contract. We may terminate your childcare contract if your child’s or your behaviour at the nursery is deemed by us to be unacceptable or endanger the safety and well-being of other children/staff at the nursery.

**11. Non Payment of Fees**

If the payment of nursery fees is outstanding for more than 14 days after the 7th of the month this will result in the termination of your childcare contract and the loss of your childcare place. (Unless prior agreement has been made with the nursery management).

Upon termination of this contract the child shall not be permitted entry to the nursery. This shall be regarded as a formal demand for all outstanding monies and we will issue a final invoice. Non-payment of the invoice could result in your debt being passed to a debt collection agency for full recovery. In addition, you will be liable for all associated debt collection fees and court costs.

**12. Edinburgh College Student/Staff Customers**

The nursery accepts Edinburgh College students on a 41 week contract, and Edinburgh College staff on a 40 week term time only contract. These contracts will automatically end at the end of the college summer term in June, you must inform the nursery before June if you wish your child to return in the August if you do not do this you may lose your child’s nursery place and you will need to pay the £50 registration fee again.

Student customers will be required to provide proof of their place at Edinburgh College in the form of an acceptance letter or email from the admissions department.

Staff members will be required to produce their staff card to be photocopied.