

Terms & Conditions

1. General

Age of Admittance 3 months up to and including 4 years

Hours of Opening The Nursery is open Monday to Friday from 07.30am to 6:00pm, 50 weeks a year excluding bank holidays.

Settling In It is our aim to allow all children time for settling in, so that the child can form relationships with their careers and become familiar within 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 2-3 sessions. 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 We reserve the right to make amendments to the terms and conditions of your childcare contract, giving one month's notice of any such changes to the current terms and conditions published online.

Change of Details To ensure we comply with Data Protection legislation you must immediately inform us of any changes to your registration details.

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 will keep a stock of Pampers nappies and sensitive skin baby wipes. If parents require their child to have a different brand of nappies or a particular brand of wipes, these should be provided by parents at their own cost.

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 can we please ask that you conclude your phone call before entering the premises or stay within the mobile phone friendly Zones within the Nursery.

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 public Bank Holidays. We will also close for one week in August and one week over the Christmas period. We will give 30 days' notice of these dates.

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 person. If these concerns have not been resolved to your satisfaction, please contact the Nursery Manager. Please see our complaints policy available on the nursery website.

2. Fees

Schedule of Fees Fees are calculated on a 50 week booking pattern. The current schedule of fees is available from the nursery manager and is 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 £85 to register your child.

Reserving a Childcare Place We are able to reserve a childcare place and booking pattern no more than 3 months in advance of your child's start date. We will require a £200 acceptance fee deposit to reserve your child's place at the Nursery. This deposit is refunded when your child leaves the nursery, or, if they continue into the Prep School and then Senior School, when they leave the School providing the required notice has been given. Should you wish to extend this 3 months period then you will be required to pay your childcare fees in full from the 4th month onwards to keep your childcare place open.

Confirmation of Your Childcare Place We will confirm your childcare place within 10 working days of your child starting with us, as this is subject to childcare place availability.

Free Childcare Hours The Lodge Day Nursery currently takes part in the funded places scheme which allows parents up to 15 hours free early education entitlement each week, during term time, for children between 3 and 5 years of age and for certain entitled families age 2. We will also be offering up to 15 hours of funding from September 2024 for eligible children aged 9 months+.

For qualifying children, sessions may be taken from 8.30 – 11.00am and / or from 12:45 - 3:15pm (Discoverers and Explorers) / 1.00 – 3.30pm (Adventurers and Pre School) each day, up to a maximum of 15 hours. Nursery provision outside these funded hours is payable at the full session rate. We do not offer 30 hours free funded places.

3. Booking Patterns

Booking patterns are 50 weeks per year. Term time only booking patterns are available to children who have siblings at the Ipswich School / The Ipswich Prep or for children attending our funded only sessions.

Sessions Full days are calculated from 07.30am to 6:00pm, Morning sessions are calculated from 07.30am to 12.30pm, Afternoon sessions are calculated from 1:00pm to 6:00pm.

Regular Pattern We require a minimum of three attendances per week, or a minimum of 15 hours, to allow your child to settle, unless otherwise agreed prior to booking sessions.

Morning sessions include breakfast, snack and a cooked lunch. School day sessions include morning and afternoon snacks and a cooked lunch. Afternoon sessions include afternoon snack and a cold tea. Full day sessions include breakfast, morning and afternoon snacks, a cooked lunch and cold tea.

Nappies, wipes etc. and formula (limited brands) are included in the fees. You are also welcome to provide your own should our chosen brands not be suitable for your child.

Changes to your Booking Pattern To increase your booking pattern, we require 24 hours' notice subject to availability. This can be done on a permanent basis or as extra sessions for that particular week.

To decrease your booking pattern, you must provide us with thirty (30) days' notice in writing or thirty (30) days' notice by email to the nursery manager.

Should insufficient notice be given then you will be invoiced for the full childcare fees to equate to thirty (30) days' notice from the date of any change as if the hours had not decreased. If Early Years Funding is unable to be claimed then you will be charged the full amount for these sessions.

Additional Sessions If Additional Days have been booked, these will be invoiced on the following month's invoice. If you book and then cancel, subject to the thirty (30) days'

notice, you will still be charged for the day/session booked. We are unable to swap sessions.

4. Payment of Fees

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

We accept payments by BACs, Standing Order , Childcare Vouchers and Tax free Childcare. We do not accept cash or cheque payments.

Childcare Voucher Payments The voucher company pays the nursery directly. We accept payment by most voucher companies in the UK.

Please ensure all voucher payments are made before the 7th of each month as a late voucher payment may be charged.

5. 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 thirty (30) days' notice by email to the Nursery Manager. If the required notice is not given then fees in lieu of notice will be charged.

Exclusion We 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 behaviour at the nursery is deemed by us to be unacceptable or endanger the safety and well-being of other children at the nursery. We are not required to give notice of any such exclusion. If your child is excluded fees will be payable up to the date of their exclusion.

6. Non Payment of Fees

If the payment of nursery fees is outstanding for more than 14 days after the invoice was sent this could result in a late payment fee being applied. Please be aware that if you do not contact us within 14 days of the invoice being sent, we will have to consider putting your child's place on hold until the balance is paid, or a payment plan is agreed. We would like to assure you that this is not an option we favour, however, it is our responsibility to collect fees due, to ensure the nursery remains sustainable.

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 and pass this to a debt collection agency for full recovery. In addition, you will be liable for all associated debt collection fees and court costs.

7. 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.

What happens if your child needs urgent medical attention? If your child requires urgent medical attention while under the Nursery's care, we will if practicable try to obtain your prior consent. **However, if it is not practicable to contact you we will make the decision on your behalf if, for example, consent is required for urgent treatment recommended by a doctor or other medical practitioner (including anesthetic or operation, or blood transfusion (unless you have previously notified us you object to blood transfusions)).**

Accident Records All Parents will be informed and required to sign accident forms which will be sent via EyLog once the child's session has ended. 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 reserve 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.

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 from cross infection. The Nursery's exclusion policy is guided by the relevant local Authority.

If in doubt 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.

You must inform us immediately if your child is diagnosed with any allergy or intolerance.

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 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. Other medication will be administered once it has been administered to the child for 24 hours.

Other Medication This will be administered when required and in accordance with written

parental consent. Permission to administer paracetamol and ibuprofen is sought on registration and verbal permission is always sought before it is administered.

8. 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 Safeguarding & Child protection which is available from the Nursery Manager.

Delivery of children Children should be dropped off by parents/carers into the care of a Nursery Staff Member and entered into the attendance register on arrival.

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. A password system will be put in place to confirm the identity of the person collecting your child.

You are required to inform us immediately if you are unable to collect your child from the nursery by the official collection time. All collections must be by an adult over 18 years of age.

Social Services It is our obligation to require or seek professional advice or actions from the local social services team and other advisory agencies 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 written policy on behaviour management which is available from the Nursery manager. The use of any form of corporal punishment, verbal humiliation, or aggressive handling of a child is not acceptable at the Nursery.

9. 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, clearly labelled clothing which is appropriate to the 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

10. 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 & Snacks Children will be provided with drinks and snacks at regular morning and afternoon snack times along with three nutritious, balanced meals daily (for those attending for a full day). Menus are displayed on the parents display board; these include age and stage applicable meals and vegetarian options. Special dietary requirements will be catered for where reasonable.

For Health and Safety reasons we do not accept children bringing in their own food, unless an arrangement with the Nursery Manager has been made.

Milk Feeds We will provide Aptamil - First Infant Milk powder and Cow and Gate First Milk powder for children 12 months and under. If you require your child to have a different formula this should be provided by parents at their own cost., We will be happy to use expressed breast milk given in accordance with your written instructions. For any child over 12 months, we will provide whole cows milk

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.