

Stepping Stones Nursery School

Terms and Conditions

Admissions Policy

Every endeavour will be made to provide you with the start date and hours you require. Acceptance of children in the nursery is subject to the nursery's Terms and Conditions.

Determining factors when offering a child place at Stepping Stones Nursery School:

- Availability of spaces taking into account the staff/child ratios, the age of the child and the registration requirements.
- Priority will be given to children residing in Milford who are eligible for the government Early Years Free Entitlement.
- Next priority would then be given to children residing in surrounding villages who are eligible Early Years Free Entitlement funding.
- When the application is received consideration is given to those who have been on the waiting list longest.
- The nursery's ability to provide the facilities for the welfare of the child.
- A child requiring a full-time place will usually have preference over one requiring a part-time place.
- Extenuating circumstances affecting the child's welfare or his/her family.
- Children who are siblings of those already attending.
- Children in descending order of age.
- In the event that Stepping Stones is full a waiting list will be operated.

Stepping Stones Nursery School operates an Inclusion and Equality policy and ensures that children have access to nursery places and services irrespective of gender, race, religion, colour or creed.

Choosing Your Hours

We strongly believe that all children should attend at least 2 sessions each week to help them to form firm friendships with staff and children, however this is not compulsory.

Your sessions will remain as referred to in our confirmation letter until such time a written confirmation of change is received and confirmed.

Half a terms written notice is required if you wish to reduce hours or withdraw your child.

Please notify us if your child is likely to be absent for any reason by 10am on each day of absence.

Opening hours

As we are not registered or insured before 9.00am and after 3.00pm, we are unable to accept children into the nursery before 9.00am. Children must be collected promptly at the end of their allocated session. If any person other than a parent/carer is collecting your child we must be informed prior to collection and password given. Children under 16 years of age will not be allowed to collect children.

Fees

Stepping Stones fees are £5.50 per hour (£16.50 per 3hr session, 9am-12pm or 12pm-3pm) for three and four year olds and £6.00 an hour (£18.00 per three hour session, 9am-12pm or 12pm-3pm) for two year olds.

Invoices are sent out monthly with a 14 day payment term. Children turning three will revert to the three year old fee rate in the month proceeding their 3rd birthday. We are happy to receive payment through a Bacs payment, Cheque, or childcare vouchers. The Nursery will only accept cash through prior arrangement. It is not possible to carry forward any outstanding amount to the following month.

The Nursery is always fully staffed for the number of children attending therefore we regret that no refunds can be given because of absences, including holidays, sickness and statutory bank holidays. No refunds will be given should the nursery have to close in the event of adverse weather conditions, acts of god and/or on government department's advice. Stepping Stones Nursery School reserves the right to review its fees annually.

Non-Payment of Fees

Stepping Stones Nursery School reserves the right to withdraw your child's nursery space due to unpaid fees.

If full payment of fees is not received after three weeks your child's place will be suspended. If the fees are not settled in full after One month the nursery will terminate the contract and Legal action may be taken to collect the outstanding amount.

Early Years Free Entitlement

Stepping Stones Nursery School provides free places for ALL three to five year olds for 15 hours per week as detailed in the Early Years Free Entitlement code of conduct. Stepping Stones also provides the additional 15 hours funding for three and four year olds that qualify for the additional funding. In addition Stepping Stones offer 15 hours free education for 2 year old children that qualify for FEET funding.

Parents can choose how to use their funding flexibly throughout the week. There is no additional charge unless you wish to use more than your funded hours.

Collection of Children

Children must not be taken from the building by anyone other than parent/carer or named persons authorised by a parent/carer. Any unknown persons collecting children without identification and

prior arrangement will not be allowed to collect a child. Persons under the age of 16 years or persons under the influence of drugs or alcohol cannot collect a child.

Sickness

If your child is showing signs of illness, they should not attend the Nursery. It is unfair on them, the staff and other children.

Should your child become unwell at Nursery, every attempt will be made to contact a parent/carer for collection. If your child contracts any contagious illness they must stay at home for the period advised by your doctor or as set out within the nursery's policies which follows the Health Protection Agency guidelines. Notices will be placed in the nursery advising you as required.

If your child shows signs of rashes, sickness, discharge from eyes, ears or nose or diarrhoea he/she should be kept at home for 48 hours after the last symptoms. If your child receives bumps or bruises at home please inform a member of staff who will complete a Home Accident Record. For those received at nursery the parent/carer will be asked to sign the Accident Book.

Stepping Stones Nursery School reserves the right to refuse entry to a child suffering from sickness and Diarrhoea on a daily/weekly basis.

Administering Medicines

All medications must be in their original containers. All prescribed medicines must have the pharmacist's details and notes attached to show the dosage needed and the date the prescription was issued. This will all be verified, along with expiry dates, before staff agree to administer medication.

Children prescribed antibiotic medicine must wait at least 24 hours from the first dose before returning to Nursery.

Non-Prescribed medication - Staff at Stepping Stones will not administer ANY Non-Prescribed medication.

The Nursery holds on site a stock of Calpol; however this is only used in an emergency for example when a child's temperature cannot be controlled. In order for the Nursery to administer this medication you must have completed a consent form prior to joining the nursery. We will also obtain verbal consent and you will be asked to sign a medication form when you collect your child, which must be no later than 1 hour after the dose has been given.

Emergencies

Day- time contact numbers of parent/carers or other agreed emergency contacts are required on the registration form. If they change at anytime please inform the manager immediately.

Basic first aid will be administered at the Nursery for any minor injuries. If outpatient treatment is required parents/carers will be contacted and it will be their responsibility to take the child for treatment.

In the event of a major injury or illness, an ambulance will be called and the parent/carers will be contacted. A staff member will remain with the child until a parent/carer arrives. The Nursery is not responsible for any illnesses caused by attendance at nursery. All accidents will be recorded and signed by the parent/carer.

Non Accidental Injury

It is the duty of all staff to be aware of signs and symptoms of physical, emotional, sexual abuse or neglect. Any injuries to a child that is unaccounted for and that is causing concerns to staff at Stepping Stones will be observed, recorded and reported to the Manager.

Behaviour Management

Sanctions will be applied in line with the child's stage of development and care will be taken to ensure that it is made clear the 'action' rather than the 'child' is considered unwelcome. Parent/carer and staff will implement a plan of action to modify a child's behaviour in ways that sustain the child's self-esteem and promote positive expectations of the child's future behaviour.

Dismissal

Stepping Stones Nursery School policy is to provide the best child care possible for all n registered children. To do this, however, it may become necessary for Stepping Stones Nursery School to discharge a child for any of the following reasons:

- Needs of the individual child cannot be served by Stepping Stones Nursery School.
- failure to pay fees
- failure to submit required registration and consent forms
- failure to observe rules relating to arrival and departure
- Behaving unacceptably, we will not tolerate any physical or verbal abuse towards staff.
- Behaviour of child is deemed detrimental to other children and/or staff at Stepping Stones Nursery School. Please refer to our behaviour and sanctions policy.

In the event it becomes necessary to have a child leave the nursery 48 hours notice will be given by a member of the management team.

Clothing and Personal Property

Please clearly label your child's clothing. We ask that children do not bring jewellery, money, food or other valuables onto the premises.

Any birthday/celebration sweets to be shared must clearly state they are nut free and have a clear list of ingredients.

Whilst the staff take every care to ensure belongings are safe, Stepping Stones Nursery School accepts no responsibility for the loss or damage of personal belongings on the premises.

Your Role as a Parent/Carer

Read all the information available to you on the Parent Notice Board and in letters. Ensure that the manager is made aware of any changes to your registration document and adhere to the terms and conditions.

Complaints

If you have concerns regarding an area of your child's care, please let us know immediately. Your key person and or the nursery manager will endeavour to resolve the matter quickly and to your satisfaction. If the matter remains unresolved a formal meeting will be held between the manager, parent and chair of the committee to ensure that it is dealt with satisfactorily.

If the problem cannot be resolved you have the right to contact Ofsted on 0300 123 1231 or by writing to them at Ofsted National Business Unit, Royal Exchange Building, 5th, 6th and 7th Floors, Piccadilly Gate, Store Street, Manchester, M1 2WD.

We will;

- Inform you as soon as possible whether your application for a nursery place has been successful. You must confirm within one week of receiving notification that you still wish to take up the place. If you do not the place will be withdrawn
- Provide the agreed childcare facilities for your child at the agreed times (subject to any days when the nursery is closed). If we change the opening hours of the nursery, we will give you as much notice of the decision as possible and if necessary work with you to agree a change to your child's hours at the nursery.
- Make every endeavour to accommodate requests you may make for additional sessions and/or extended hours.
- Provide you with regular updates as to your child's progress.
- Notify you as soon as possible of any days on which your child's nursery will be closed.

Parents/Carers Obligations

You will;

- Complete and return to Stepping Stones Nursery School the registration and signed terms and conditions forms prior to your child attending and immediately inform us of any change to the information provided in those forms.
- Complete a medicine consent form daily if you require our staff to administer to your child prescribed medication only.
- Immediately inform us if your child is suffering any 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.
- Immediately inform the manager of any changes to your contact details.
- Keep us informed as to the identity of the persons collecting your child.
- Inform us if your child is the subject of a court order and provide us with a copy of such order upon request

- Immediately inform us if you are unable to collect your child from nursery by the official collection time.
- Inform us as far as possible of any dates on which your child will not be attending nursery.
- Provide us with a half terms written notice of your intention to decrease the amount of hours your child attends or to withdraw your child from our Stepping Stones Nursery School. If in sufficient notice is given you will be responsible for the full fees for your child for half a term from the date of change.

These terms and conditions govern the basis on which we agree to provide childcare services to you.