

## Child Admission Agreement

The terms and conditions of Little Munchkins Montessori Ltd. (LMM Ltd.) are set out as below. Parents or the person(s) signing the "Enrolment form" is requested to read the following conditions carefully before signing the Enrolment form. For any clarification/queries please do not hesitate to contact management at the nursery.

To reflect the changing needs of the nursery from time to time there may be changes to the terms and conditions of admission. You will be notified of any such changes as soon as we can. If you do not wish to accept these changes then you will be required to give the nursery 4 weeks written notice of withdrawal to terminate your child's admission at this nursery.

### **Nursery Fees, Admission & Withdrawal**

1. Upon submission of the Enrolment form with the non refundable enrolment fee of £50.00 (paid in cash) your child's name will be placed on the nursery's waiting list. This will not confirm a place for your child.
2. At the time of registration, you will be required to pay a deposit. The amount of the deposit will depend on the number of sessions your child attends. Upon receipt of the deposit, if the place is not taken up, the deposit will not be refunded and one month's fee will be owed. However, if the place is taken, the deposit will be refunded in full when your child leaves the nursery provided you have given at least 4 weeks written notice of withdrawal and final disbursements have been settled. Failure to do so will result in loss of the deposit and payment of one full month's fees in lieu of notice. Your child has to attend the nursery for a minimum period of 6 months before the notice of withdrawal can be given to the nursery. If this notice of withdrawal is given before a child completes six full months of continuous attendance, your deposit will not be refunded by the nursery. Written notice of withdrawal must be given to the Manager/deputy manager by hand at the nursery or sent by registered post to the nursery's address as below. Kindly retain proof of posting until final disbursements have been settled. Notice of Withdrawal via e-mail or via Eylog is not acceptable.
3. All monthly fees are payable in advance in full on the 1<sup>st</sup> of each month. Monies must be transferred direct transfer into the nursery's bank account and/or by childcare vouchers via electronic payment on the 1<sup>st</sup> of each calendar month. Kindly use your child's full name as payment reference. It is the parent/carer's responsibility to ensure that the monthly fee is deposited into the nursery's bank account in advance in full maximum by the 7<sup>th</sup> of each month. All overdue fees will be subject to a late payment charge of £5.00 per day from the 8<sup>th</sup> day of the month including weekends and bank holidays. Kindly note that cash payments will not be accepted by hand at the nursery or deposited at the bank. There will be a charge of £30.00 per transaction if cash payment is made at the bank to pay the monthly fee.
4. Fees are non refundable. The director/manager reserves the right to strike off a child's name whose fee has not been paid in time. All over payments of monthly fees will be subject to a charge of £20.00 per transaction.
5. All meals (for fully funded children lunch has to be paid for) and local outdoor trips are included in the monthly fees. Parents will be required to provide nappies, wipes and formula milk for their child.
6. Fees are generally reviewed annually. The company reserves the right to increase the fees when deemed necessary. Parents will be given at least 4 weeks notice of any changes.
7. We are registered with most of the childcare voucher agencies. If your employer uses an agency we are not registered with, we will try to register with the agency as soon as possible.
8. No reduction of fee is made for temporary absence, holidays, illness or for when the nursery organises a group outing once a year ie. should your child not take part in the outing no refund will be given. **We do not allow parents to swap sessions.** Any extra hours or sessions have to be requested in writing in advance by email. A place will only be offered depending on availability. Once these sessions once confirmed in writing via email, parent/carer must pay for these sessions in advance in full by cash even if the child is not able to attend the session(s) for any reason. A minimum of 2 days notice will be required to cancel any confirmed extra sessions.
9. If a child is absent for over two weeks without any formal written notification, the child's place will only be kept open, upon payment of a full months fee in advance. 2, 3 & 4 year old children who are eligible for the government funding are only allowed to be away from the nursery for a maximum of 2 weeks.
10. Parents wishing to re-admit their child at the nursery will have to follow nursery's admission process again. You will need to re fill all the admission forms and pay the enrolment fee and the deposit.
11. There will be a late collection charge. Please see current charges on our monthly fee list. A late collection book will be signed by the person collecting the child.
12. Any change in marital circumstances will not affect the responsibility of the fee of the person(s) signing this agreement who are jointly responsible for complying with its terms.

### **Attendance**

1. The nursery will remain closed on ALL statutory holidays and also once a year for staff inset training. The nursery runs over 51 weeks. We will remain closed for 1 week (5 working days) over Christmas and New Year period. On the last working day in December, the nursery will close at 1:00 pm for all the children. These closures have been taken into account and a reduction has been spread across the twelve monthly payments. All 12 monthly payments per academic year will be the same.

2. No discount will be offered if a child is away on holiday for any duration of time.
3. When a child is unavoidably absent, parents must inform the nursery by telephone/email at the earliest opportunity.
4. Children must be dropped off promptly at their start time. A child under 2 years of age cannot be dropped off to the setting between the hours of 11:15 am and 2:15 pm as they may disturb the under 2's at the nursery in their sleep. An exception will only be made if the child is being dropped off after an appointment by a health practitioner.
5. Parents/carers must inform the nursery if your child is attending more than one maintained or non maintained nursery or school. This is to have good communication with other settings to ensure that learning and development of your child is effective.
6. At the time of admission parents must inform the nursery if their child has any special educational needs they are aware of and if the child already on SEN register. It will help the staff to assess the level of support your child may need at our nursery.

### **Sickness, First Aid & Emergency Care**

1. Parents must not send a sick child to the nursery, and must inform the nursery as soon as possible, especially if your child's illness is contagious. **Children with contagious diseases, diarrhoea, vomiting, or fever MUST NOT be brought to the nursery for the first 48 hours after the last episode.** They must only bring them to the nursery once a medical doctor has certified that the child is not contagious and is well enough to attend the nursery.
2. Should a child become ill whilst at the nursery, every effort will be made to contact the parents/carers who will be expected to collect the child from the nursery at the earliest opportunity or **within one hour** from the time the phone call is made to the parent/carer by a member of staff. If the child is not collected within one hour then the late collection charge will be applied in all cases. Parents/carers must understand that a sick child can pass infection to other children and staff so they must therefore be collected as soon as possible.
3. In the very unlikely event of a medical emergency, the management reserves the right to seek emergency hospital care and treatment for your child. Every effort will be made to contact parents at the earliest.
4. The nursery will not administer any medicine to your child unless you complete and sign the "Medication Consent" section on the admission form. If a child develops a high temperature whilst at the nursery, we will try to bring the child's body temperature down. We may also take parent/carer's verbal consent to give Calpol (paracetamol) to the child only if needed.
5. Prescribed medication by a registered medical practitioner along with a written signed consent form from the parent can be administered at the setting if the medication is in its original container with the label from the pharmacy, in English, confirming the child's full name and DOB, exact dosage, and time(s) to be administered and length of course. Alternatively, please ask for a copy of the 'Medication consent form'. The printed expiry date should be clearly visible on the medication at all times. **The medicine should never be left in your child's bag.**
6. Non prescribed medicines will only be administered at the management's discretion. Medicines **MUST** be in the original container labelled with the child's name. All labels must be in English. For all non prescribed medicines, the recommended dose and frequency will only be given for three consecutive days or in line with the manufacturer's instructions.
7. Medicines containing Aspirin will not be administered unless prescribed by a registered doctor.
8. Please keep your child at home for the **first 24 hours** of administering antibiotic to ensure no adverse effects develop and enough time is given for the medication to take effect. This also protects other children and staff from unnecessary infection.
9. Staff will never force a child to take medication if they refuse to take it.
10. Prior to your child's admission to the nursery, please let the school know if your child has any food allergies, intolerances or any ongoing medical condition.
11. We wish to advise parents that staff members will not be able to use antiseptic ointment when treating cuts or grazes, as these may stimulate an allergic reaction. However, we will be able to clean any cuts or grazes using soap and water. In certain cases, we may use a plaster to cover the wound. Please advise us at the time of admission, if your child is allergic to plasters. Parents will, of course, be informed immediately should an accident need further attention.

### **Changes to the Contact Details or Sessions**

1. Parents must inform the setting about a change in their address, landline or mobile number(s).
2. Parents must also inform the nursery about a change in the contact details of persons whom the nursery can contact in case of an emergency.
3. 4 weeks notice in writing must be provided to request for additional or reduced sessions.

### **Safeguarding Children**

1. Under no circumstances should any photography or recording devices be used within the setting by parents/carers/visitors.

2. Confidentiality: Parents and Carers must maintain confidentiality in matters relating to the children and staff at the nursery. For the well being of children and staff, under no circumstances should parents, and carers exchange personal details on face book and other social media.
3. Children will only be handed over to parents or any other adult nominated by the parent in writing. Password system will be in use in the absence of the parent. If a child is absent for longer than one week without notification, the management reserves the right to contact social services.
4. "EY Log": Little Munchkins Montessori nursery will be using "EY Log", an online based learning journal. This is used by numerous schools/nurseries across the UK. Parents can use any web browser at home, out and about, or at work to log-in. This system is safe, using the same top security technology as online banking.
5. We ensure the safety of each of our children by safeguarding our environment and offering C.C.T.V cameras both indoor and outdoor areas of the nursery for added security.
6. Data Protection Act 1998: All information about your child will be stored on the nursery's computer or file. It will be available for you to see at any time. This information will only be available to staff at LMM Ltd, London Borough of Hounslow, Ofsted or Local Safeguarding Children Services.
7. Nursery's policies and procedures folder is available to parents upon request. This includes policy on Information Sharing procedures where your child's progress may be shared with other professionals, agencies without parent's consent in cases when it is a matter of safeguarding or in other circumstances when information will be shared with external agencies, for example, with regard to any special needs the child may have or transition to school.

### **Clothing & Personal Property**

1. The company cannot accept any liability for loss, damage or theft of unnamed property, personal possessions nor of money or valuable possession (jewellery) brought to the nursery.
2. The company accepts no responsibility for any loss or damage that may be caused to you or your vehicle while using the nursery's car parking facilities.
3. Parents/carers using the nursery's car parking facilities will be fully liable to pay any costs involved in repairing any damages to the car parking facilities or damaging cars of other users. The management reserves the right to revoke a parent's/carers permission to park on site if they choose not to abide by the company's "Parent/Carer Parking Agreement" (To be signed at the time of registration).
4. Children's pushchairs, scooters etc have to be left in the "Bike Shed" and the door(s) must be secured immediately after usage. These must not be taken in the lobby. Please note that the management is not liable for any loss or damage to your personal items.
5. All clothing including accessories should be clearly labelled as practitioners sometimes find it very difficult to remember each child's belongings. To encourage independence, ensure that your child wears clothes and shoes that can be managed easily by him/her.
6. Children must go outdoors at least twice a day. Kindly ensure your child has appropriate clothing and footwear at all times. Children may get muddy and messy at the nursery by joining in messy play and in the mud kitchen area. Parents will be expected to encourage their child to get involved in such fun activities.

**Major incident policy:** In the event of any unforeseen circumstances such as weather conditions, water leakage, power cuts, outbreak of any epidemic infection or notifiable diseases, loss of heat, extreme weather (both hot or cold) etc parents will be asked not to bring their child to the nursery until further notice or we will ask parents to collect their child if the child is at the nursery at the time of the incident. In case of extreme weather conditions, we will follow the guidance provided by BBC weather warnings. In case of outbreaks of any infections and notifiable diseases we will follow the guidance from the local health authority or Public Health England.

Please note that in any of the above cases we will not be able to waive off or refund the monthly fee partly or fully for the hours or days the child is unable to attend the nursery, due to illness or nursery closure. However, we do assure you that we will take every measure to overcome the problem at the earliest and re-open the nursery as soon as we possibly can.

### **Complaints**

If parents have any concerns at any time, the director/manager is always available to discuss them in person at the nursery. An appointment may be made to discuss more detailed matters with the Principal/Manager and the staff concerned. Details of this meeting will be recorded in the "Complaints log" and every effort will be made to address the problem forthwith. If any matters remain unresolved, an outside mediator from the local authority will be invited, whose decision will be final. In certain serious matters the concern and the measures taken to resolve the concern will be reported to Ofsted.

For your information, the address of **Office For Standards in Education (Ofsted)** is: National Business Unit, OFSTED, 5<sup>th</sup>, 6<sup>th</sup> & 7<sup>th</sup> Floors, Piccadilly Gate, Store Street, Manchester M1 2WD. Complaints contact number is 0300 123 1231.

### **Unacceptable Behaviour**

We take bullying very seriously. Any bullying or similar behaviour or remarks by parents and carers at the nursery and in the surrounding areas will not be tolerated. **The management reserves the right to terminate your child's admission immediately.**