



## **Phoenix Nursery** **Terms and Conditions**

1. Absences – if your child is absent from nursery for a complete week (Monday to Friday), the fees will be charged at 50% of the usual rate.
2. Absence through sickness – if your child is sick or too unwell to attend nursery for a complete week (Monday to Friday), the fees will be charged at 50% of the usual rate.
3. Payments – You will be invoiced your payments due to nursery. Payment is to be made on a weekly or monthly basis. If you are entitled to the nursery grant, this will be deducted from your bill. You will receive a letter at the beginning of each academic term detailing which weeks the nursery grant is payable. We accept childcare vouchers. You will receive one calendar months notice, in writing, of any increase in nursery fees. Nursery is closed for Bank holidays but if it falls on your child's normal day a full fee is still charged.
4. Collection arrangements – If a person other than the primary carer is to pick up your child, written permission will be required or a personal introduction to the nursery manager & a pass word system implemented.
5. Late collection – If you are going to be late collecting your child, please telephone the nursery as you earliest convenience on 01438 352 366. If you are more than 15 minutes late an extra time payment will be added to your bill.
6. Medication – If you wish to allow medication to be administered by staff it must be correctly labelled and the medication folder must be completed by the parent/carers. Any medication must be handed to a senior member of staff.
7. Notice – If you wish to end you agreement with Phoenix Nursery, a notice period of one month will be required.
8. Nursery grant – Your child will become eligible for the nursery grant at the beginning of the term after their third birthday. A copy of your child's birth certificate will be required as evidence of their date of birth and eligibility.
9. It is understood that Phoenix nursery is under an obligation to report to Children's Schools & Families any incident where we consider a child may have been abused or neglected. This may be done without informing the parent or guardian if deemed necessary.