



Address: Phoenix Nursery, Fry Road, Stevenage, Herts, SG2 0QQ

Email: info@phoenixnursery.co.uk **Tel:** 01438 352366 **Website:** www.phoenixnursery.co.uk

Terms and Conditions

1. Absences (holidays) – 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, otherwise a full week will be charged for.
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. The spread of infection must be avoided; therefore a child who is obviously ill on arrival will not be accepted. You should refrain from bringing your child to the nursery if they have had sickness and/or diarrhoea (48 hours after all symptoms have ceased is required). If your child has head lice, please refrain from bringing them to nursery until all lice and eggs are eradicated. If a child becomes ill during the day the parents will be asked to collect their child. All children with a contagious or infectious condition will be isolated from other children until parent's arrival and parents should refrain from bringing any children in running a high temperature.
4. No compensation will be paid or refund given if the nursery has to be closed due to any reason beyond the control of the nursery, such as power failures or weather conditions, especially when weather significantly impairs safe travel to and from the nursery. In cases of severe weather conditions such as snow could you please contact the nursery on our official email addresses or visit our official facebook page. If parents are asked to come and collect their child from nursery during the nursery day due to any of the above events, fees will not be refunded for that day.
5. Payments – You will be invoiced your payments due to nursery. Payment is to be made on a monthly basis and we do accept childcare vouchers. If you are entitled to the nursery grant, this will be deducted from your bill and you will be notified by the nursery which weeks the nursery grant is payable. You will receive one calendar months notice, in writing, of any increase in nursery fees and prices are reviewed annually in January. The Nursery is closed for Bank holidays, however if it falls on your child's normal day a full fee is still charged.
6. Collection arrangements – If a person other than the primary carer is to pick up your child, a personal introduction to the nursery manager will be required or a pass word system implemented.



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7. 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.
8. 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/carer. Any medication must be handed to a senior member of staff.
9. Notice – If you wish to end you agreement with Phoenix Nursery, a notice period of one month will be required. We require a one month notice to reduce the sessions required.
10. Nursery funding – 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 and national health number will be required as evidence of their date of birth and eligibility.
11. 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.
12. Children will be taken outside on a daily basis and so appropriate clothing is needed please. Each child needs to ensure they have a pair of labelled wellington boots kept at nursery at all times. During the winter months please provide your child with warm coats, a hat and gloves (mittens are recommended) to protect them from the cold weather. Sun cream money is billed annually in May.

These terms, conditions and costing are subject to amendment. Please sign below if you agree and understand the terms and conditions of this contract.

Parents/Guardians signature: -----

Date: -----