

## Oaks Nursery terms and conditions

### 1.0 Admissions

- 1.1 Admissions criteria is outlined in the admissions policy.
- 1.2 You will be offered a place once one becomes available in writing indicating a time period for acceptance.
- 1.3 Failure to adhere to this time period may result in the offer being withdrawn.

### 2.0 Fees

- 2.1 Please refer to the pricing and fees policy.
- 2.2 Oaks Nursery is a department of Kent Union and as such all financial references should be identified as 'Kent Union'.
- 2.3 A non-refundable administration fee charged on acceptance of a place.
- 2.4 Fees are paid monthly in advance, within seven days of the invoice date.
- 2.5 Invoices are issued once a month in line with Kent Union's accounting calendar, be aware that the number of child care days each month may vary.
- 2.6 Payments are accepted in the nursery office by credit/debit card or cheque.
- 2.7 Payments can be made by BAC's, details are printed on your invoice.
- 2.8 Cash payments can be made to Mandela building reception.
- 2.9 Payments for extra sessions outside your contracted hours will show on your invoice.
- 2.10 Outstanding accounts are to be settled within each calendar month, failure to make payments on time may result in places being withdrawn. We value partnership working and if at any time you are experiencing financial difficulty please discuss with Kent Union finance department or Nursery Manager.
- 2.11 Kent Union financial procedures will be followed in cases of debt recovery.
- 2.13 If there is a discrepancy regarding your account we aim to resolve this within seven working days.
- 2.14 Fees are charged per session at one of the following contracted rates;
  - All year round
  - Term Time Only
  - Student
  - Holiday club

- 2.15 A late collection charge of £10 per fifteen minutes may be applied for any children who exceed their session time, or uncollected children after 6pm.

### **3.0 Termination, cancellation and session changes**

- 3.1 Notice to terminate a place must be given in writing, either by letter or email addressed to; The Oaks Nursery Manager, [Oaksnursery@kent.ac.uk](mailto:Oaksnursery@kent.ac.uk)
- 3.2 A minimum of three calendar months' notice in writing is required, or full fees in lieu of notice payable with seven days.
- 3.3 To increase or decrease existing sessions, point 3.2 applies. We will endeavour to be flexible, and if possible changes will be made earlier than the required notice period.
- 3.4 Wherever possible changes to sessions will be made at the beginning of each calendar month.
- 3.5 Cancellations for unused 'extra' sessions are not accepted, and will be charged accordingly.
- 3.6 Parents agree at the point of payment of the administration fee, to accepting the sessions offered and therefore are bound by a three month notice period.

### **4.0 Liability**

- 4.1 The nursery accepts no liability for losses suffered by parents arising directly or indirectly, from unplanned nursery closures such as extreme weather conditions or disruptions to utility supplies, and including non-admittance of your child for any reason.
- 4.2 We will not be liable to parent's or children for any economic loss, damage to property or loss resulting from a claim made by a third party.
- 4.3 We accept no responsibility for children whilst in their parent's care on nursery grounds or premises.

### **5.0 Sessions and attendance**

- 5.1 To secure a nursery place parent's must consent to a minimum of two sessions a week.
- 5.2 Sessions are arranged prior to the proposed start date, after the preliminary documentation has been returned and the administration fee has been received.
- 5.3 If parents wish to postpone the start date for any reason, then full fees will be charged to until the child actually starts.
- 5.4 New children are to attend two free settling in sessions of approximately one hour, prior to their start date, although this is flexible as we understand that individual children's needs differ.
- 5.5 Subject to availability parents can purchase ad hoc 'extra' sessions in addition to your contracted hours detailed on Oaks Nursery Childcare Contract.
- 5.6 Session bookings are taken in person, by telephone or email.

## **6.0 Sickness**

- 6.1 If your child is not well enough to attend nursery you are asked to notify us by phone or email as this helps to monitor sickness trends enabling us to pass on important information to vulnerable children and parents.
- 6.2 Exclusion periods apply for most childhood illnesses, and sickness and diarrhoea.
- 6.3 We may ask parents to withdraw a child from nursery if we have reasonable cause to believe that they may be suffering from, or have a communicable disease or infection that may be contracted by other children.
- 6.4 We are mindful of the needs of working parents and will endeavour to provide continuity of care whilst working within the guidelines for childcare settings and schools issued by the Health Protection Agency, by which the nursery is bound.

## **7.0 Personal property and belongings**

- 7.1 The nursery cannot be held responsible for any loss or damage to parents/ carer's or child's property or belongings.
- 7.2 Every reasonable effort is made by staff to ensure that children's belongings are kept in a named location within the nursery building, however it remains the responsibility of the parent to clearly label clothing and personal items.
- 7.3 Parents are advised that large equipment such as buggy's, car seats and bicycles are to remain outside the building for health and safety reasons, and must make their own provision to prevent theft or damage.

## **8.0 Acceptance**

The above terms and conditions for the provision of childcare at the Oaks Nursery, by Kent Union are considered to be fair and reasonable. This agreement shall be considered as a contract made in England and shall be governed by and subject to the laws of England and Wales. The parties hereby submit irrevocably to the exclusive jurisdiction of the English courts.

**Full name of child**

**Parent/guardian name & signature**

**Date**