

Oaks Nursery terms and conditions

Regular Childcare contract

This contract is for childcare provision all year round

1.0 Admissions

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 Failure to adhere to this time period may result in the offer being withdrawn

2.0 Fees

- 2.1 Please read the additional information contained within our 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 is 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, please be aware that the number of childcare days each month may vary
- 2.6 Payments are accepted in the nursery reception by credit/debit card, cheque or telephone
- 2.7 Payments can be made by BACs; details are printed on your invoice
- 2.8 Cash payments can be made in the Mandela building on central campus. Ensure your child’s name is taken as reference
- 2.9 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accounts are to be settled within each calendar month, failure to make payments on time may result in places being withdrawn.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 KUnursery@kent.ac.uk or Head of Nursery C.Comper@kent.ac.uk
- 2.10 Kent Union financial procedures will be followed in cases of debt recovery
- 2.11 If there is a discrepancy on your account we aim to resolve this within seven working days
- 2.12 Fees are charged all year round. We do not charge for full day closures in relation to; Bank holidays, staff training or the Christmas holiday shutdown
- 2.13 A late collection charge of £25 per fifteen minutes may be applied for any children who exceed their session time of 1pm, or uncollected children after 6pm

- 2.14 Extra sessions outside your contracted hours will show on your invoice retrospectively
- 2.15 If you are employed by the University of Kent and want to participate in the **Salary Sacrifice scheme** please ensure that;
- You have read and understood the scheme information booklet 'Our people practices: Family friendly workplace nursery scheme staff guide'
<http://www.kent.ac.uk/hr-staffinformation/policies/family/>
 - The scheme is offered by the university to its employees and needs to be taken in conjunction with Kent Union's financial procedures and contracted payment dates which are independent of any agreement with the University

3.0 Sessions and attendance

3.1 Your place is contracted all year round

- 3.2 Parents are offered a minimum of two sessions a week as we feel this is in the best interests of the child's wellbeing
- 3.3 Sessions are arranged prior to the proposed start date, after the preliminary documentation has been returned and the administration fee has been received
- 3.4 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
- 3.5 If parents request to postpone the agreed start date for any reason, then full fees will be charged until the child actually starts
- 3.6 Subject to availability parents can purchase ad hoc 'extra sessions' in addition to your contracted hours. Session bookings are taken at Reception, by telephone or email

4.0 Termination, cancellation and session changes

- 4.1 Notice to terminate a place must be given in writing, either by letter or email addressed to; Oaks Nursery Manager, Oaksnursery@kent.ac.uk
- 4.2 A minimum three calendar months' notice in writing is required or full fees of in lieu of notice payable within seven days
- 4.3 To increase or decrease existing session the above point applies and is subject to availability
- 4.4 Parents agree at the point of payment of the administration fee, to accepting the sessions offered and therefore are bound by the notice period

4.5 Session patterns cannot be changed without due notice, or temporarily exchanged for a different session

4.6 Wherever possible session changes will be made at the beginning of each calendar month

4.7 Cancellations for unused 'extra' sessions are not accepted and will be charged accordingly

5.0 Free Early Education Sessions

5.1 Oaks Nursery is registered with Kent County Council to provide free early education sessions for children aged 2,3, and 4 years (explained in our leaflets; Nursery Education Grant Information for parents, and 'you could get 30 free hours')

5.2 Places subject to availability following receipt of a registration form

5.3 Funding is for 48 weeks of the year (stretched funding model); September –August annually

5.4 Free Early Years Education sessions for 3 and 4 year olds are; 9am-1pm and 1pm-5pm Monday – Friday and are subject to availability. Children receive 12 hours, or if eligible for the extended entitlement- 24 hours a week

5.5 Parents will receive a monthly statement listing the free education sessions as £0 charge

5.6 Parents requiring extended daycare have the option to purchase 'wrap around hours' either side of the free education session. 8am-9am, or 5pm-6pm

5.6 Wrap around hours are charged at an hourly rate, and are subject to the booking criteria 4.2 and 4.3

5.7 Additional sessions exceeding the 12/24 hours' entitlement are charged at the full sessional rate, all year round

5.8 Late fees may be applied as detailed in section 2.13

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 monitor sickness trends enabling us to pass on important information to vulnerable children and parents

6.2 Exclusion periods apply for most childhood illnesses, 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 or adults

6.4 We are mindful of the need of working parents, and students, and will endeavor 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 children's property or belongings
- 7.2 Every reasonable effort is made by staff to ensure 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 Lost property clothing boxes are located throughout the nursery; any uncollected items at the end of each academic term will be re-cycled via the 'Recycle Michael' charity clothing bank
- 7.4 Parents are advised that large equipment such as buggy's, car seats and bicycles/ scooters are to remain outside the building for health and safety reasons. Parents must make their own provision to prevent theft or damage

8.0 Liability

- 8.1 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
- 8.2 We will not be liable to parents or children for any economic loss, damage to property, or loss resulting from a claim made by a third party
- 8.3 We accept no responsibility for children whilst in their parents or authorised persons care, on nursery grounds or premises

Acceptance

The above terms and conditions for the provision of childcare at 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 signature

(On entry)

Date:

NB: T & C revision updates will be circulated periodically to existing parents, where no further signature is required

