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## **TreeTops Day Nursery Terms and Conditions**

Welcome to TreeTops Day Nursery. We hope that you and your child will be very happy with the service provided.

When accepting a place, we ask you to **sign two copies of this agreement. Please return one copy to the Centre and keep the other copy for your records. Your child's place will not be confirmed until a copy has been returned.**

The agreement states the Terms and Conditions set out by TreeTops Day Nursery. Please read them carefully before you sign and if you have any queries, please speak to the Childcare Manager. Our aim is to support your childcare needs and we trust you will understand that the following terms and conditions are necessary for the efficient running of the day nursery. We reserve the right to update / amend these Terms and Conditions at any time. You will be informed of any changes, in writing, one month prior to the change.

### **Paperwork**

- Parents/carers must complete and sign these terms and conditions and complete the consent & declaration form and return it to the Childcare Manager, before the child's first session.
- To verify the child's full name and date of birth, the child's birth certificate has to be provided.
- It is the responsibility of parents / carers to inform the Childcare Manager if any details on the consent & declaration form change.

### **General information**

- The Nursery hours are 8.00am to 5.00pm, Monday-Friday.
- TreeTops Day Nursery is closed on bank holidays, these closure days will be discounted from your monthly invoice.
- If TreeTops closes due to unforeseen circumstances, we will take reasonable adjustments to ensure we contact parents to inform them. In cases of bad weather, please listen to local radio school closures. On such days, the cost of the closed day will be discounted from the following months invoice.
- Medication – TreeTops will only administer Calpol or prescribed medication. Medication must be supplied in the original container with the GP's label clearly displayed – stating the child's name, dose and time and date prescribed.

### **Fees and invoicing**

- A £5.00 registration fee must be paid by all parents/carers. The registration fee does not have to be made if you are only accessing government funded hours. If hours are increased at a later date and exceed the funded hours, the registration fee will then be added to the invoice.
- Invoices will be processed at the beginning of the month for the month in question. The invoice will include all sessions booked for that month and any sessions that were not charged for the previous month (extra sessions booked after the last invoice was processed).
- Parents are expected to pay their invoice by 15<sup>th</sup> of the month. If you have any issues making full payment please speak to the Childcare Manager or a member of the Finance Team.
- Nursery fees can be paid using cash, cheque (made payable to Trinity Children's Centre), standing order or by childcare vouchers.
- A 10% discount is given to siblings; this is deducted from the older sibling's monthly bill. This only covers paid sessions by the parent/carer and excludes all meals and lunch club.
- Children must be collected promptly at the end of their booked session. Late collection fees will be charged at a rate of £5.00 per every part of or full 15 minutes period. This will show on the

following month's invoice. Please note, regular lateness may result in your child losing their place.

- Full fees are payable at all times, including days not attended due to family holidays and sickness. We are also unable to offer session swaps.
- Fees are reviewed by the Finance Committee bi-annually and any agreed increase implemented following a full months prior notice to parents.

### **Two and Three year old funding**

- TreeTops Day Nursery accepts children accessing 2 year government funding. As we are an all year round setting for children under 3 years (who are not yet entitled to their 3 year funding), we can claim reduced weekly hours which are all year round, the amount varies per term. Funded sessions are available from 8am until 5pm, Monday to Friday.
- TreeTops Day Nursery accepts children accessing the 3 year government funding, which can be claimed the term after their 3<sup>rd</sup> birthday. Families can claim up to 15 hours per week (term time only), which if needed can be split between one or two eligible settings. If families require more than 15 hours of childcare the additional hours can be paid for. Funding can be used over the school holidays, but this will usually reduce the number of hours available during term time.
- Families eligible for two and three year funding will receive a letter from the Childcare Manager showing how they are using their free entitlement. If hours exceed the free entitlement parents will either have to reduce the hours or pay difference.

### **Making changes to sessions**

- To permanently change the sessions attended, it is advised that you discuss this with the Childcare Manager. Changes are subject to availability and require four weeks' notice in writing.
- If you no longer require all or any of your sessions four weeks' notice in writing must be given, to cancel any booked sessions. Parents/carers will be charged for the full notice period even if the child is not attending.
- Hot lunches have to be ordered on a monthly basis. Changes must be given in writing at least one week before the start of the next month.

### **Safeguarding**

- Parents are expected to inform the nursery of any absences. To safeguard children, the Nursery will contact parents / carers with regard to any unexplained absence.
- TreeTops do not accept responsibility for vehicles or children's possessions and clothing.
- TreeTops operate a 'No Smoking Policy' inside and outside the building; this must be adhered to at all times.
- TreeTops Day Nursery and Trinity Children's Centre operate a 'No Mobile Phone and Camera Policy'; parents are asked to refrain from using phones whilst on site.
- Parents / carers are asked to read and support the nursery's policies and procedures, copies of which are available on request.
- For information on how to make a complaint, please refer to our complaints policy.

This agreement is personal to TreeTops and is not assignable.

Signing below confirms that you have read and understood the terms and conditions set by TreeTops Day Nursery regarding your child's place at TreeTops Day Nursery and that you agree to abide by them and that you accept responsibility for requesting the policies to read.

Name of child \_\_\_\_\_ D.O.B. \_\_\_\_\_

Name of parent / carer \_\_\_\_\_ Signed \_\_\_\_\_

Name of parent / carer \_\_\_\_\_ Signed \_\_\_\_\_

Signature of Childcare Manager \_\_\_\_\_ Date \_\_\_\_\_

**Data Protection:** In compliance with current UK Data Protection legislation, any information you provide here will be kept secure and treated confidentially. The data collected will only be used by Trinity Sure Start Children's Centre on a need to know basis and will not be disclosed to any external sources without your prior consent.