



## PARENT'S AGREEMENT

### Terms and Conditions

***Please read this document carefully and contact us if you require any further information.***

#### **Refundable Deposit and Nursery Fees**

In signing this Agreement parents are agreeing to pay a refundable deposit equivalent to four weeks nursery fees and monthly nursery fees in advance by standing order to reach our bank account on 1<sup>st</sup> of each month.

To secure a place for your child a refundable deposit will be charged and this becomes payable when sessions are confirmed. The places will be held for two weeks and if the refundable deposit is not paid the places will be released to another child on our waiting list.

Fees are calculated on a weekly basis for the sessions attended, including meals, and are then multiplied by 52 weeks and divided by 12 months to give a fixed monthly figure. A payment schedule will be given to parents showing the fees and the above illustration.

Hartley House Montessori accept childcare vouchers from some providers. Please call the office to obtain appropriate Carer ID numbers. It is the responsibility of the parents to ensure that all childcare voucher payments are made to Hartley House within an appropriate timeframe. Vouchers issued with a pay packet at the end of the month will be offset against the next month's fees.

If fees remain unpaid at the end of the calendar month an invoice for a late payment charge of £15 will be issued. Fees are also payable if there is any delay in taking up the place once the nursery sessions have been confirmed.

We understand that many families encounter financial difficulties at some stage. Please feel free to speak to the Director or Office Manager to discuss alternative financial arrangements if this is the case.

In the case of a long standing non-payment of nursery fees Hartley House Montessori Ltd reserves the right to refuse entry and will take appropriate measures to recover the outstanding debt.

The nursery is unable to refund fees for any cause of absence unless circumstances have prevented the nursery from being opened. Fees are payable during periods of absence from the nursery and holidays.

Should you decrease the number of sessions your child attends, one month's notice will be required in writing. A new payment schedule will be issued to cover the revised fees.

All requests for changes to sessions should be made in writing to the Nursery Manager.

## **Notice**

If a parent wishes to withdraw their child from the nursery they must notify the nursery in writing at least one month in advance or forfeit the refundable deposit. Where one month's written notification is provided the refundable deposit will be refunded to you once all outstanding nursery fees have been paid.

## **Health and Safety Policy**

Hartley House puts the health and safety of the children first at all times. All possible efforts are made to ensure that the nursery is a safe and healthy learning and working environment. Fire drills are held at regular intervals following the procedures posted on the notice boards. Staff have had First Aid training and an Accident and Incident book is kept in which details of accidents are recorded. We expect you, as parents, to notify us of any medical or other condition affecting your child and to provide us with emergency contact numbers. If your child is ill he/she should not be brought to nursery.

If your child has had an accident/incident at home whereby they have incurred an injury, please inform a member of staff on arrival at the nursery so that staff are aware that the accident has already been seen to and recorded.

In signing this Agreement you are consenting to your child receiving First Aid at nursery and/or to be treated by a doctor should an emergency arise. Every effort will be made to contact parents before such action is taken.

Hartley House Montessori Ltd and its representatives cannot be held liable for accidents arising outside the nursery premises during dropping off or collection time. Your child is handed over at the door on entry/exit; it is therefore your responsibility to care for your child's safety from there.

## **Sickness Policies**

In order to prevent further spread of infection within the nursery:

1. Children who have an incidence of vomiting or diarrhoea should not return to nursery until 24 hours have passed since the last occurrence.
2. Children who start a course of antibiotics should stay at home for 24 hours and can return to nursery providing they have no other new symptoms.
3. Children who have been vaccinated (including the pre-school vaccination) can return to nursery the next day, however, children often feel uncomfortable and can become feverish so are best kept at home in a restful and quiet environment.

## **Medication Policy**

If a child needs to take prescription medication during the session s/he should be sent with the medication clearly marked with their name, the GPs instruction label showing the correct dosage and the frequency together with any special storage instructions. This should be given to a member of staff at the start of each session and the parent will be required to sign giving consent for staff to administer the medication and again at the end of the day to acknowledge it having been given. This arrangement does not apply to inhalers used to control asthma although these should also be clearly marked with the child's name.

For the protection of your child, we are not able to administer non-prescription medicine.

### **Drop off/Collection of your Child**

We have 'flexible' drop off and pick up times between 8 am to 9 am in the morning and 5 pm and 6 pm in the evening. The 1 pm door is a static door and will be opened between 12.55 pm and 1.10 pm. To minimise disruption and maximise security collection and drop off of children must be made during these specified times.

The nursery requires an introduction to any third party bringing or collecting your child/children to or from nursery, eg, visiting grandparents. We also require written notice of any change of person collecting a child. This applies to regular arrangements such as a new childminder or the one off occasion of a friend or neighbour coming to collect a child. Please ask the staff for a Permission Form.

If an unexpected person arrives the child will not be released until permission has been obtained from a parent, photo ID is produced confirming identification and a prearranged password is provided.

### **Late Collection**

To ensure that we comply with staffing ratios and our insurance policy we need parents to pick up their children promptly at the end of each nursery session. Please note that our 'late collection policy' states that a fee will be charged if parents or other authorised carers are late to collect their children. We will use our discretion for genuine reasons but for all other reasons late pick ups will incur a fee of £1 per minute, with a minimum charge of £5.

The 'late collection fee' is so that Hartley House can pay two staff to stay with your child as per our procedure for Parent/Carer failing to collect child.

In the event of an unavoidable delay we ask parents to contact the nursery as soon as possible.

### **Procedure for Parent/Carer failing to collect child**

Two members of staff will remain with the child at all times. Parents will be contacted using available telephone numbers. If contact is unsuccessful the specified third party will be contacted. If a person not known to us arrives to collect the child, the child will not be handed over until a parent can give us a password, if necessary by telephone. The person must produce photo ID and the password.

This procedure applies even if the person is very well known to the child. The incident will be recorded.

Please note, a member of staff will not leave the premises with the child without proper authorisation from a parent.

### **Personal Possessions**

Please ensure that all your children's possessions, including shoes, slippers and clothing, food containers and baby bottles, are clearly marked with your child's name. We would encourage children in the 3 to 5 year age range to leave toys at home.

**Opening Dates**

The nursery is closed over the Christmas and New Year period and all Bank Holidays. Please refer to our published opening dates on the notice board.

**Equal Opportunities**

Hartley House Montessori Ltd respects and actively promotes the right of all individuals to develop to their full potential irrespective of their ethnic origin, cultural background, religion, linguistic background, life experience or disability. Through our Equal Opportunities policy we aim to value difference and diversity and benefit from them.

**Complaints Procedure**

In the first instance, a complaint should be addressed to the Nursery Manager who will arrange a meeting to discuss the matter and try to resolve the issues. In the event that the matter remains unresolved the details should be communicated in writing to the Director who will also endeavour to reach a solution. If the matter still remains unresolved, an Ofsted professional unconnected with the school will be appointed as an arbitrator to reach a decision. The address for Ofsted is Freshford House, Redcliffe Way, Bristol BS1 6NL.

Please sign below, detach and return this slip to the Nursery Manager. This slip will be kept in your child's file.

**Updated June 2007**

*[Handwritten signature]*

**To: Hartley House Montessori Ltd – Casa dei Bambini**

I/We have understood the Parent's Agreement and agree to all the conditions as stated.

Child's Name:	Date:
Print Name:	Signed:

**Parent's Agreement Form - Updated June 2007**