



## PARENT'S AGREEMENT

### Terms and Conditions

Please read this document carefully, signing and returning the slip at the bottom.

The following document is a brief overview of some of our key policies. Our Policies and Procedures are available for you to look at and refer to at any time. Please ask a member of staff.

### **Health and Safety Policy**

Hartley House Montessori puts the Health and Safety of the children first at all times. All possible efforts are made to ensure that the school is a safe and healthy learning and working environment. There are many ways that we try to do this for example the staff have high standards of personal hygiene and practice in particular hand washing, and maintaining a clean environment. Fire drills are held at regular intervals following the procedures posted on the notice boards. Members of staff have Paediatric First Aid training and this is regularly updated. An Accident book is kept in which details of accidents on nursery premises 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 necessary we will provide you with a 'Health Care Plan'. We realise that all children have minor illnesses that do not prevent them from attending nursery but we do also realise that all children are vulnerable and can contract illnesses from each other. If your child is ill and you are unsure whether he/she should be brought to school or not please call or see our Health Protection Agency Posters for more information. An Out of School Incident Report slip should be completed if an accident occurs off nursery premises.

In signing this Agreement you are consenting to your child receiving First Aid at school 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 school premises during dropping off or collection time. Your child is handed over at the signing in sheet on entry/exit; it is therefore your responsibility to care for your child's safety from that point.

### **Medication Policy**

Children may receive prescribed medicines in the setting, administered by members of Nursery staff. Details must be given and recorded in the Medicine Record book. If it is an 'on-going' prescription medication such as an inhaler to control asthma, a 'Health Care Plan' should be completed by the child's Key Person, alongside parents. Medicines are stored in their original containers, clearly labelled (prescription label) and inaccessible to children. Medicines are not administered unless a doctor has prescribed them for that child. The parent gives prior written permission to administer any medication \*(this is a mandatory requirement in regulations). Written records are

kept of all medicines administered to children and parents sign the record book to acknowledge the entry.

If the administration of prescription medicines requires technical/medical knowledge then individual training is provided for staff from a qualified health professional. Training is specific to the individual child concerned.

We are unable to administer non-prescription medicine. An exception to this is that if a child has a temperature (above 37.5) Calpol can be administered (a permission form is included in the induction pack when a child starts). This permission must be given. Additionally, before it is administered parents must give verbal permission again over the phone and the child has to be collected ASAP (within 2 hours.)

At Casa dei Bambini Day Nursery an 'Out of School Calpol Report Slip' should be completed if your child has had Calpol administered that morning/evening previously before that child attends Nursery for their session. Parents also need to inform why they gave their child Calpol for instance for teething or a temperature. Please note it is the Nursery's discretion whether they can permit that child to attend their session as usual.

### **Equal Opportunities**

Hartley House Montessori 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. Hartley House Montessori is committed to providing equality of opportunity for all children and families and will take positive action to eliminate discrimination in all areas of their work. The nursery works in accordance with all relevant legislation, including

- Equalities Act (2006)
- Disability Discrimination Act 1995
- Race Relations Act 1976, Race Relations Act (Amendments, 2000)
- Sex Discrimination Act 1986
- Children Act 1989
- Protection of Children Act (1999)
- The Children Act (Every Child Matters) (2004)
- Data Protection Act (1998)
- Human Rights Act (1999)

### **Timing**

It is the parent's responsibility to ensure that his or her child is on time for nursery. For Children in receipt of the Early Years Nursery Grant, please ensure that you drop off or collect your child at the appropriate time.

<b>Casa dei Bambini</b>	
<b>Drop off Times</b>	<b>Pick Up Times</b>
8.00	1.00
8.30	5.00
9.00	5.30
1.00	6.00

The Lido	
Drop off Times	Pick Up Times
8.00	1.00
8.30	4.00
9.00	5.00
1.00	5.30
	6.00

### Collection of your Child

The school requires an introduction to any third party, bringing or collecting their child to/from school, 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 or the parent arrives.

### Procedure for Parent/Carer Failing to Collect Child

Two members of staff (one must be trained to level 3 or above and have Paediatric First Aid training) 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.

The person collecting the child **MUST** be over 16 years of age to collect a child.

If all above attempts fail and an hour passes Hartley House Montessori will contact the Local Safeguarding Children's Board.

### 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 school session. If a child remains uncollected, two members of staff (one must be trained to level 3 or above and have Paediatric First Aid training) will remain with the child at all times.

Please note that our 'late collection policy' states that '*A fee will be charged if parents are late in collecting 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 Montessori can pay the 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 school as soon as possible.

## Refundable Deposit and School Fees

In signing this Agreement parents are agreeing to pay a refundable deposit equivalent to four weeks nursery fees to secure a place for their child. This becomes payable when sessions are confirmed.

At Hartley House Montessori Ltd we use **GoCardless** in order to take all of our payments. You will receive a set up email from **GoCardless** which we need you to complete as soon as possible. Payment will be taken via **GoCardless**.

Invoices for subsequent monthly invoices will be issued on the **1<sup>st</sup>** of every month and payment will be taken in the form of a 'Direct Debit' via this system by the **10<sup>th</sup>** of each month.

Please note that fees are due on receipt of invoice and if they remain unpaid after the 10<sup>th</sup> of the month a late payment charge of £15.00 per week will be levied.

Hartley House Montessori accepts childcare vouchers from some providers and the GoCardless facility is solely for any additional payments that need to be taken. 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 and that payments are clearly identified with your child's name. Vouchers issued with a pay packet at the end of the month will be offset against the next month's fees.

Fees are also payable if there is any delay in taking up the place once the school sessions have been confirmed.

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

In the case of a long standing non-payment of the refundable deposit or school fees Hartley House Montessori reserves the right to refuse entry.

The school is unable to refund fees for any cause of absence unless circumstances have prevented the school from being opened.

Should you wish to increase or decrease the number of sessions your child attends, one month's notice will be required in writing.

## My Montessori Child

At Hartley House Montessori Ltd the Montessori Teachers observe and record the children's achievements on **My Montessori Child**. These achievements are fed back to parents at Parent Evenings and via the **parents' My Montessori Child** website, which is updated regularly with these same observation notes and photos.

The cost of the parents' My Montessori Child website is **£5.00 per calendar month**. This will be added to your monthly invoice.

If you have more than one child that attends Hartley House Montessori Ltd we offer **'Family Discount'** for the use of My Montessori Child. The cost of this **'Family Discount'** will be **£8.50 per family** per calendar month and will therefore include access to each child's page in the family. *The site enables you to find out all about how your child is getting on at school, their latest progress and interests.*

## Notice

If a parent wishes to withdraw their child from the school, they must notify the school 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 school fees have been paid.

## Change of Sessions

If a parent wishes to increase/decrease their child's nursery sessions they must notify the nursery in writing at least one month in advance. Please liaise with the nursery manager/administrator for confirmation of change. We will consider actioning sooner if we can accommodate this.

## Term Dates

The nurseries opening dates are issued to parents annually, posted on the nursery notice board and also detailed in the nurseries newsletters. These dates are fixed and it is at the parent's discretion to take their child out of school during nursery time.

Hartley House Montessori Ltd is closed over the Christmas and New Year period and all Bank Holidays.

Casa dei Bambini closes for 5 days a year over the Christmas Period as specified on the nursery school term dates. The monthly charge is worked out over the year; 51 weeks of the year are charged and are divided into 12 equal payments.

## Nursery Staff

In signing this agreement parents agree not to approach the staff directly or indirectly for any contact details and private booking/employment. The Company asks for a nominal introduction fee for consensual full time or part time employment of a staff member should this situation arise. The fee will be £1000.00 to release a member of staff.

## Complaints Procedure

If you have any concerns about your child or the way the nursery is being run on a day to day basis, please speak to a senior member of the nursery staff.

If it is likely to take some time or be of a confidential nature, please make an appointment so that time can be allocated. Or if you feel it is serious and requires instant attention please call the nursery office: **The Lido:** 01962 856201 **Casa dei Bambini:** 01962 855412

If you are dissatisfied by the response of this initial complaint or your complaint is about a senior member of staff or the way the nursery is being run please put your complaint in writing to: Mrs. Susan Hartley-Raven

The Lido  
Worthy Lane  
Winchester  
SO23 7DZ

If you are still not satisfied or the complaint is of a very serious nature then representation should be made to OFSTED. Contact details can be found on our notice board.

Please sign below, cut off and return this slip to the nursery. This slip will be kept in your child's file.

*Updated August 2015*

✂ \_\_\_\_\_

**To: Hartley House Montessori Ltd**

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

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