



## LITTLE LEARNERS PARENTS/CARERS CONTRACT

### Contracting Parent/Carer:

When you enrol your child one or both parents/carers must sign this contract accepting the company's standard terms, conditions, policies and procedures of the nursery. A copy of the company's **Policies and Procedures File** containing full policy details is displayed in our nursery reception.

If a parent/carers is familiar to the nursery staff members and are nominated collectors of the child we cannot prevent them from collecting the child from the nursery, unless we have sight of a Court Order stating that they should not have contact with the child. If they are unfamiliar to the nursery staff members or their name has not been provided as a nominated collector of the child, they will not be permitted entry to the nursery and the parent/carers will be notified immediately. Please note all persons collecting a child must be 16 years plus.

### Enrolment/Payment:

A Bond of £50.00 is required to secure a place for each child. This fee is non-refundable if this place is not taken up, cancelled or your child leaves the Nursery within a period of 6 months.

On your child's first day at the Nursery we will require the payment of 1 months nursery fees in advance. The Admission bond will be refunded after the completion of 1 months written notice to leave the Nursery and provided that all payments during the period of contract have been made within the agreed terms.

### Payment Methods:

- Nursery fees to be paid by Standing Order each month in advance.
- Personal cheques covered by an appropriate Banker's Card number written on the back, submitted to the nursery in advance.
- Cash paid to the nursery in advance, the onus is on the parent/carers to ensure that you receive a receipt for all cash payments.

### Arrears or late payment:

- Any cheque and cash payments not paid on time, or Standing Order collections rejected for any reason by your Bank or Building Society, become nursery fee arrears. All nursery fee arrears attract a surcharge of £1.00 per every day that the nursery fees are left outstanding until such time as payment is received in full.
- Failure to pay all nursery fee arrears within 1 week will result in your child's place being withdrawn.
- All outstanding arrears not paid by the time your child's place is withdrawn will result in us taking legal action through the courts to recover the amounts outstanding. You will also be liable for our additional costs, if any, our nursery fee arrears surcharge, and all court fees interests and costs.

### LITTLE LEARNERS

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Company Registration No. 525842

Ofsted Registration No. EY 265739



### **Cancellation of Contract:**

We require one month's written notice of withdrawing your child from the nursery. Cancellation without notice will require all outstanding nursery fees and the one months notice nursery fees to be paid. For the sake of clarity and in particular this will apply to children moving from Little Learners Nursery to 'free' places within the Primary School

We reserve the right to terminate this agreement for any reason provided that one months written notice is given. In the case of termination due to payment arrears then termination will be automatic if arrears are outstanding for more than 2 weeks.

### **Registration:**

Each child will be registered for his/her own sessions and these cannot be taken in lieu. If extra sessions are required over the stated registration these may be arranged provided a place is available, please notify Nursery Manager. Nursery fees for these additional sessions are payable on the day or in advance. Payment in arrears is not acceptable. If you require changing your sessions permanently, please put the request in writing to the Nursery Manager who will endeavour to meet these changes.

### **Session Times:**

Please note the session times below, you may drop your child off and collect your child any where between these times. Please notify the staff if you should be arriving late after 9.30am to ensure a lunch is ordered for your child.

Morning session – 7:15am to 12.30pm

Afternoon session – 1.00pm to 6.00pm

Full day session – 7.15am to 6.00pm

Extended Day(Little Learners room only) – 11.30am to 6.00pm

### **Late pick-up:**

For every 15 minutes, or part thereof, after the Nurseries session finishing time we charge an additional £5.00. This charge must be paid within 24 hours and separate from any other payments.

### **Holidays:**

The Nursery will be closed between Christmas Day and New Years Day and no charge is made for this period. Subject to the request form being received by the nursery office by February 28<sup>th</sup>, a refund of applicable sessions will be made by direct transfer. All other holidays will be charged at the normal daily rate. Please note we will be closed on all bank holidays and will not charge for these. A refund payment for bank holidays will be made by direct transfer on the 1<sup>st</sup> December.

The Nursery request that Parents/Carers advise the Nursery at least one week in advance before taking a child out of the nursery for any holidays.

### **Sickness:**

Time off for sickness, regardless of whether your child has been excluded by the nursery as a precaution, are payable in full.



In the case of accident or serious illness and the nursery staff members are unable to contact the Contracting parent/carer, or any of the other nominated contacts, your child will be taken to the local hospital by a qualified member of staff. All registration documents and any other information, such as known current medication, will accompany them. Please see our **Policies and Procedures Manual**, a copy of which is displayed in our Nursery reception.

Your child **must not** attend the Nursery suffering from a fever, diarrhoea, or any other communicable disease. We have a duty under current Health & Safety regulations to try and ensure that all children at the Nursery are not exposed to illness carried by others. We have an exclusion policy detailing communicable diseases and illnesses and the nursery exclusion periods. See our **Policies and Procedures Manual**, a copy of which is displayed in our nursery reception.

#### **Medical / Dietary or Allergy Requirements:**

See our **Policies and Procedures Manual**, a copy of which is displayed in our Nursery reception for our full policy. Please note the Nursery does not provide any medication, this must be provided by the parents / carers and must be prescribed by a doctor. The only exceptions to this rule are if your child is suffering from a fever or teething and appropriate medication has been provided and the child has had the medication before. It is the parent / carers responsibility to inform Little Learners of any known medical, dietary or allergy requirement and of any changes that may occur within this. Please note upon your child receiving medical treatment (including immunisations) for the first time they must not attend the nursery for 24 hours due to allergic reactions.

#### **Equal Opportunities:**

Each child will be protected from all forms of discrimination and their rights observed at all times. See our **Policies and Procedures Manual**, a copy of which is displayed in our Nursery reception.

#### **Behaviour Management:**

See our **Policies and Procedures Manual**, a copy of which is displayed in our Nursery reception.

Expectation is high and follows the Nursery **Behaviour Policy**. Persistent poor behaviour by your child will be addressed in accordance with our policy, taking into account any special needs. Repeated unacceptable behaviour, where no special need is identified, will result in notice being given to terminate the agreement.

Little Learners staff and management will not tolerate unacceptable behaviour from parents / carers and or adults and expect to be treated with the respect and courtesy shown to them by the staff otherwise the parent / carer / adult may be excluded from the site.

Aggressive behaviour from parents / carers is not acceptable. Persistent anti-social behaviour from parents/carers will result in police involvement and termination of your child's place.

#### **Confidentiality:**

Any information and knowledge about any child and their parents/carers will be on a need to know basis and will be kept confidential at all times. See our **Policies and Procedures Manual**, a copy of which is displayed in our Nursery reception.



### **Loss or damage incurred to personal possessions:**

We do not accept any responsibility for any loss or damage incurred to any personal items belonging to a parent/carer, or their child whilst at the Nursery.

### **Prams/Pushchairs/Car Seats/Scooters/ Bicycles:**

Prams, pushchairs, car seats, scooters, bicycles or any other external equipment **should not** be brought into any inside area of the nursery. There is a limited outside area where prams, pushchairs etc. may be left on a daily basis. The Nursery will accept no responsibility whatsoever for any loss or damage to these items.

### **Clothes/Indoor Shoes/Bags etc:**

All children should bring a named bag and a change of clothes. It is our policy that all children over one year old must wear indoor shoes which should be provided by Parents/Carers. If these are not provided by Parents/Carers then the Nursery will provide them out of donated clean indoor shoes.

Parents / carers should provide enough nappies for their child whilst at the Nursery. If nappies are not provided then the Nursery will provide them and a charge will be made per nappy of 50 pence. Please note nappies cannot be stored at the nursery.

### **Car Parking:**

There is a designated car park for Little Learners Staff and Customers only and you will be given a car park permit which should be displayed in your vehicle. Customer parking is for dropping off and collecting your child at little Learners and must not be used at any other times. Vehicles parked in our car park are left entirely at the risk of the owner. For the safety of your child and others do not park within the yellow hatched area outside the car park. Please note there is a penalty system in operation for unauthorised parking.

### **Complaints policy and procedure:**

It is clearly of paramount importance that the Nursery should run smoothly and that parents/carers and staff members work together in a spirit of co-operation in the children's best interests. In the event of complaints from parents/carers every effort will be made to respond quickly and appropriately. Aggressive behaviour from parents/carers is not acceptable. Persistent anti-social behaviour from parents/carers will result in police involvement and termination of your child's place. If Parents/Cares have any issues or concerns these should be raised immediately with the Nursery Manager.

See our **Policies and Procedures Manual**, a copy of which is displayed in our nursery reception.

### **Change of details**

Please note it is the parents / carers responsibility to inform Little Learners of any changes of details regarding the child and their contacts. The change of detail forms can be located in the nursery reception area.



**Parent/Carers signature(s):**

The signing of this contract confirms that I/we have read and understand this agreement and accept all conditions herein, including all company policies and procedures referred to.

Contracting parent/carer signature (1)	Contracting parent/carer signature (2)
Print Name (1)	Print Name (2)
Date	Date

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**For Little Learners Use Only:**

Staff signature	<p><b>Please ensure that both copies of the contract are signed by all parties. One copy for the Parent / Carer and one copy for Little Learners.</b></p>	
Print name & position		
Date		
	Bond fee	Nursery fee
	Start date	Sessions