Terms and conditions -

Please read this section carefully.

***In these Terms and Conditions” the nursery” or “Balgillo Nurseries” relates to, Balgillo Nursery 56 Torridon Road, Broughty Ferry, Dundee and/or Balgillo Nursery Too 164 Queen Street, Broughty Ferry, Dundee, Balgillo Nursery,Turnberry Avenue,Ardler Dundee OR Balgillo Nursery, Langlea Place, Barnhill, Broughty Ferry.***

***“The parents” are the legal parent(s) or guardian(s) for any child attending the nursery.***

Payment of fees

1 weeks deposit is required at Balgillo Nursery.

Balgillo Nurseries require fees to be paid in advance each month. Standing Order is our preferred method of payment but Cash, cheque, childcare voucher and credit or Debit cards are also accepted.

Fees must be paid in full the first day of each week your child attends the nursery or monthly in advance.

Fees are payable all year round whether your child attends the nursery or not .This includes all holidays and public holidays.

Parents will be given 4 weeks notice of any changes to fee charges.

Fees should be paid directly to the Nursery Manager/ supervisory staff.

Your child’s place will be withdrawn if you do not pay his/her fees on time.

A **Late Payment Fee of £20.00** will be added to your account if you fail to adhere to the terms of payment and need to be reminded to pay your fees.

A debt management company may be passed any outstanding debt and they will pursue payment on our behalf. The parent is responsible for any fees incurred by the debt management company.

Cancelation Fee;

If a place is reserved it is assumed in good faith that the parents will enrol their child at the nursery and the days are reserved for the child.

Placements at Balgillo Nursery are only confirmed upon receipt of the required deposit (1 week’s fee).

If for whatever reason the decision is made to cancel the placement after a deposit has been paid then the deposit will be withheld by the nursery.

At certain times it may be possible to allocate extra sessions to families if they request this. This is normally agreed verbally or via telephone call or email.

**If extra sessions have been held in good faith and are cancelled less than 24 hours before they are due to be occupied a cancelation fee of £20.00 per extra session allocated to your child will be applied. The cancelation fee applies regardless of the circumstances surrounding the cancellation.**

Illness

Children attending Balgillo Nursery should be fully immunised.

Please inform the nursery if your child has been in contact with any infectious disease.

Please inform the nursery if your child will be absent and let us know when they will return to the nursery.

Children will not be able to attend the nursery if they are deemed by the nursery to be “unwell”. Please refer to the nurseries Medication policy for further details.

Medicines cannot be given to a child unless a doctor has prescribed them. (Please refer to our medication policy)

If your child becomes unwell during the day you will be asked to collect them from nursery within an hour of receiving a phone call from the nursery staff team.

If your child has suffered from sickness and/or diarrhoea, we regret that they cannot attend nursery until a period of 48 hours has passed. Other exclusion periods apply for other health issues. Please check with the nursery manager if unsure.

**It is imperative that you inform us if your child has or has had any ongoing/ underlying medical conditions or if your child uses any medical equipment such as EpiPens or inhalers. Under these circumstances additional paperwork is required to be completed by each family.**

Collection

**Parents must collect their children on time. Collection times are as follows:**

**Am session – 1pm at the latest.**

 **Pm session -6pm at the latest.**

 **Late collection of a child will incur a £15 charge between 1 minute and 30 minutes past the collection time and £15 for every subsequent 30 minute period**. For example a parent arriving between 1 and 30 minutes late will incur a £15 charge in addition to their normal fee. This is due to two staff having to remain in the building beyond their paid and contracted hours.

**It should also be noted that for morning sessions this also has an impact on staff; child ratio’s which is unacceptable so late fees will also be applied under these conditions.**

 **Penalties for late collection will apply on 3 occasions and thereafter your child’s place will be withdrawn by the nursery due to breach of collection terms.**

Children will not be permitted to leave the building with an unknown adult or a minor under 16 years of age.

Children will not be allowed to leave the nursery with anyone who appears to be under the influence of drugs or alcohol. (Please refer to our child protection policy)

If the parents are not able to collect the child, they must phone the nursery and inform them of who is coming to collect the child. This person should be known to the child to avoid unnecessary upset / distress.

Loss/damage

Property and items of value must be marked with the child’s name.

The nursery cannot accept responsibility for loss or damage to clothing or property.

Children should leave expensive or sentimental belongings at home and should not bring any money into the nursery.

Children may bring comforters to nursery but will be encouraged to store these in their bag when comfortable with their surroundings.

Change of details/clothing

Parents are required to inform the nursery of any change of address, phone numbers and circumstances.

Parents must provide two additional emergency contact numbers for their child. Parents must ensure these people come into the nursery at least once, so the nursery staff recognise the person.

Children should be appropriately dressed for play and the weather conditions.

Children should bring a change of clothing in a bag suitable for nursery.

Any information that is electronically received (i.e. email) regarding the collection of children will be followed up with a phone call / verbal conversation from the nursery management to confirm the change of adult. Emails alone are not acceptable.

Notice of removal/ Termination of placement/changes to placement

Balgillo Nursery requires 4 week’s notice, in writing, if you wish to withdraw from this contract or make any changes to your child’s placement. You remain liable for all fees during the period of notice.

 **We reserve the right to withdraw childcare, without notice, if parental behaviour towards nursery staff is found to be inappropriate, aggressive, harmful, intimidating, or otherwise unacceptable. (Please refer to our dignity policy)

We also reserve the right to withdraw your child’s place, without notice if your child’s presence at nursery is harmful to their own or another child’s well- being.

In either of these circumstances we will waive the required period of notice and provided fees are paid up to date we will return any deposit paid.**

The nursery will also withdraw childcare provision if fees are not paid regularly and on time.

Balgillo Nursery should be contacted if your child will be absent from nursery - If we are not, we will contact you ourselves (please refer to our absence policy). Infrequent attendance or on-going unexplained absences may result in the relevant authorities being contacted (see child protection policy) and childcare being withdrawn.

This concludes our terms and conditions of placement.

Please read and sign below to agree to the Terms and Conditions and to formally acknowledge that you have read these.

If you do not agree or have questions before signing please email Kim@balgillonursery.co.uk or pamela@balgillonursery.co.uk

Or speak with a member of the team directly and we will get back to you.

Signed: Print name:

Date: