

Woodstreet Nursery & Forest School Terms & Conditions



PARENT CONTRACT AGREEMENT

Wood Street Nursery and Forest School

(Hereafter referred to as "*the Nursery*")

This Parent Contract Agreement ("*Agreement*") sets out the terms and conditions under which the Nursery will provide childcare services. By signing this document, the Parent/Carer agrees to all terms contained herein.

1. DEFINITIONS

- "*Nursery*" – Wood Street Nursery and Forest School
- "*Parent/Carer*" – Person(s) with legal parental responsibility
- "*Child*" – The child enrolled at the Nursery
- "*Funding*" – Government early education entitlement
- "*Sessions*" – Booked childcare hours

2. APPLICATION AND ADMISSION

2.1 A signed and fully completed application form, together with any relevant information regarding a child's medical, developmental, educational, behavioural or additional support needs, must be provided before a place can be offered.

2.2 Sessions must align with the Nursery's published schedule. The Nursery will attempt to accommodate individual requests where possible but cannot guarantee changes.

Settling-In Sessions

2.3 All children are required to attend a minimum of four settling-in sessions prior to their official start date. Settling-in sessions are typically two hours in duration and will usually take place on the child's agreed nursery days.

2.3a The Nursery reserves the right to amend the dates, times, duration, frequency, or format of settling-in sessions where deemed necessary to meet the needs of the child, maintain safe staffing ratios, support the effective operation of the Nursery, or ensure the safety and wellbeing of all children and staff.

2.3b Attendance at settling-in sessions does not guarantee that a child will commence their full Nursery placement on the anticipated start date. The Nursery reserves the right to recommend additional settling-in sessions or delay the start of a placement where further assessment, support planning, staffing arrangements, risk assessments, or transition support are required.

2.4 The purpose of settling-in sessions is to support children in becoming familiar with the Nursery environment, routines, staff and other children, helping to ensure a positive and successful transition into Nursery life.

2.5 The Nursery reserves the right to recommend additional settling-in sessions where these are considered beneficial to the child's well-being, development, confidence, safety or successful transition into the setting.

Additional Support Needs

2.6 Parents/Carers must provide the Nursery with all relevant information regarding their child's development, medical needs, diagnosed conditions, support plans, involvement of external professionals, or any additional needs that may impact their care, learning, behaviour, safety or well-being within the Nursery environment.

2.7 Where information shared by parents, carers, professionals, or observations made during settling-in sessions indicate that a child may require additional support, the Nursery reserves the right to discuss these observations with the Parent/Carer before the child commences their full placement.

2.8 The Nursery is committed to providing an inclusive environment and will work in partnership with parents, carers and relevant professionals to ensure that appropriate support strategies, resources, staffing arrangements and transition plans are considered and implemented where reasonably practicable.

2.9 Where additional support arrangements are required, the Nursery may recommend further settling-in sessions, implement a Support and Success Plan (SSP), seek advice from external agencies (with parental consent), or make reasonable adjustments to support the child's successful transition into Nursery.

2.10 In exceptional circumstances, where the Nursery believes that additional planning, staffing, training, risk assessments, support arrangements, or settling-in sessions are required to ensure the safety and well-being of the child, other children, or staff, the Nursery reserves the right to amend settling-in arrangements and/or delay the child's full start date until appropriate measures have been agreed and implemented.

2.11 If information relating to a child's medical, developmental, behavioural or additional support needs is not disclosed prior to admission and this significantly impacts the Nursery's ability to safely meet the child's needs, the Nursery reserves the right to review the child's placement and, where necessary, suspend or terminate the place in accordance with these Terms and Conditions.

3. REGISTRATION, HOLDING FEES AND ADMIN FEES

3.1 A **£120 refundable holding fee** is required when the start date is more than two months away.

3.2 A **£80 non-refundable administration fee** is due at registration.

3.3 The £120 holding fee will be deducted from the first invoice, provided the child starts on the agreed date.

3.4 All payments must use the Child's name as the payment reference.

Please pay to the following account:

Account Name: Tiny Acorns Preschool

Account No: 10944013

Sort Code: 16-20-30

Reference: Child's name

4. FEES AND PAYMENT TERMS

4.1 Fees must be paid **monthly in advance** by cheque, cash, bank transfer, or workplace vouchers by the **10th working day of each month**.

4.2 Invoices are issued on the 10th of each month; if not received, the Parent/Carer must notify the Nursery.

4.3 Payments received after the 10th incur a **£50 late payment fee**.

- 4.4 All booked sessions must be paid for regardless of absence (holidays, sickness, personal reasons).
- 4.5 No refunds will be issued for missed sessions.
- 4.6 Failure to pay fees may result in **immediate termination** of the Nursery place with no refund.
- 4.7 Children on full-year contracts must maintain the same agreed days throughout the year.
- 4.8 Any false or incorrect funding claims leading to financial loss for the Nursery will be charged to the Parent/Carer.

5. FUNDED HOURS

- 5.1 Funding is available for eligible 9 month old children (working parents), FEET-funded children, and children from the term after they turn 3.
- 5.2 Funded hours apply **08:00–15:30 for 38 weeks per year**.
- 5.3 The Nursery does not offer placements solely for funded weeks.
- 5.4 Fees apply during non-funded weeks. Inset days are chargeable.
- 5.5 If funding stops, is delayed, or is withdrawn, the Parent/Carer must pay the outstanding balance.
- 5.6 Funded children require **one full term's written and paid notice** to terminate their place.
- 5.7 Stretched funding ends in August for children leaving.
- 5.8 A **£1.50 per hour Forest School fee** applies during funded hours for additional services such as nappies, wipes, Forest school and extra-curricular activities.

Please note: Chargeable extras are not a requirement for accessing a funded place. Exceptions will be made where appropriate, including for families on low incomes. If you are ever experiencing difficulties with payments, please contact us and we will work with you to offer support where possible. You may also choose to opt out of these extras without this affecting your funded place.

6. OPERATING HOURS AND LATE COLLECTION

- 6.1 The Nursery operates **08:00–17:30**.
- 6.2 **There is no grace period.** If a child is collected **more than 10 minutes late**, a **£20 late collection fee** will be charged, **plus £5 for every additional minute** thereafter, per child.
- 6.3 Repeated late collection may result in termination of the Nursery place.

7. NURSERY CLOSURES

- 7.1 The Nursery operates 50 weeks per year.
- 7.2 The Nursery closes for two weeks at Christmas and up to seven inset days annually.
- 7.3 Term-time only places follow Surrey County Council dates unless amended by the Nursery.
- 7.4 The Nursery closes at **12:00pm** on the final day of each term.

8. BEHAVIOUR AND CONDUCT

- 8.1 Staff are trained in child development and behaviour management.
- 8.2 Abusive, threatening, or inappropriate behaviour by parents, carers, or children will not be tolerated and may lead to immediate termination of the Nursery place.

9. PERSONAL PROPERTY

- 9.1 The Nursery accepts no responsibility for lost or damaged items.
- 9.2 All clothing must be clearly labelled.
- 9.3 Personal toys, books or other belongings should not be brought from home.

10. TERMINATION, NOTICE AND CONTRACT CHANGES

- 10.1 A **half-term's written and paid notice** is required to terminate a Nursery place for non-funded children.
- 10.2 Funded children require **one full term's written and paid notice**.
- 10.3 Fees remain payable throughout the notice period, even if the child stops attending.
- 10.4 The Nursery may terminate a place immediately for:
- non-payment of fees
 - inappropriate or abusive behaviour
 - safeguarding concerns
 - other serious breaches of policy
- 10.5 Session changes require **30 days end of month** (for example if a request is made January 1st-30th the change will take effect from 28th February and be reflected on March's invoice) and a completed Change of Sessions Form.
- 10.6 If the Parent/Carer delays the agreed start date, fees may still apply from the original start date.

11. LIABILITY

11.1 The Nursery is not responsible for losses due to sickness, holidays, temporary closure, or Bank Holidays (which remain chargeable).

11.2 The Nursery is not liable for economic loss, damage to property, or consequential loss except where caused by negligence.

11.3 Parents/Carers are responsible for their children before drop-off and after pick-up while on Nursery premises.

12. SECURITY AND COLLECTION

12.1 Children will only be released to authorised adults.

12.2 Any alternative collector must be communicated to the Nursery with their name, address, and telephone number. ID will be required on arrival.

12.3 A password system is also used for security.

12.4 Parents/Carers must ensure the Nursery gate is securely closed upon exit.

13. HEALTH, ACCIDENTS AND ILLNESS

13.1 Staff may administer basic first aid.

13.2 All accidents are recorded and must be signed by the Parent/Carer.

13.3 In serious cases, the Nursery may seek medical treatment if parents cannot be contacted.

13.4 Medication will only be administered with a completed Medicine Consent Form; the first dose must be given at home.

13.5 Children who are unwell or infectious must not attend Nursery.

13.6 Public Health England guidance requires a **48-hour exclusion** after sickness or diarrhoea.

13.7 Parents/Carers will be contacted if their child becomes ill.

13.8 The Nursery is **NUT-FREE and EGG-FREE**.

14. TAPESTRY ONLINE JOURNALS

14.1 Tapestry is used for learning observations.

14.2 Photos are primarily taken during a child's focus week.

14.3 Daily photos are not guaranteed due to the priority of care and education.

PARENT/CARER DECLARATIONS

By signing below, I confirm that:

✓ I have read, understood, and agree to all Terms and Conditions.

✓ I consent to daily outings as part of Wood Street Nursery and Forest School activities.

✓ I give permission for staff to administer basic first aid when necessary.

✓ I will update the Nursery with any changes to personal details, medical information, or authorised collectors.

SIGNATURES

Child's Name:

Parent/Carer Name:

Parent/Carer Signature:

Date: _____

Nursery Representative:

Signature:

Date: _____