

ACORNS EARLY YEARS CENTRE - SCHEDULE AND CONDITIONS

1. The sessions are Monday to Friday as follows:

Full day	7.30a.m.	-	6.00 p.m.
Morning	7.30 a.m.	-	1.00 p.m.
Afternoon	1.00 p.m.	-	6.00 p.m.

Term time only (fully funded) Sessions are available to children from the term they turn three and are subject to availability

30 hours per week :	8.45am - 2.45pm
Morning Session:	8.45am - 11.45am
Afternoon Session:	11.45pm - 2.45pm

A Term Time Calendar will be distributed to parents and found on our website.

2. The Centre will be closed for 5 days over Christmas/New Year, in addition to all Bank/Public Holidays and for one staff development day each year.
3. The minimum age for entry to nursery is 4 months.
4. There is normally a requirement that babies under two years of age attend at least two full days per week. However, in certain circumstances we will accept one day babies but reserve the right, if the baby does not settle well into the nursery, to either ask parents to increase days or withdraw from the setting. Children over two years of age need to attend a minimum of two sessions per week.
5. If any person other than a parent is collecting the child, the Centre must be notified in advance who that person is. This information should be in writing wherever possible. We ask you for a family password when you register which will be used if someone other than yourself is collecting your child.
6. If we suspect parents/carers to be under the influence of alcohol/drugs when they come to collect their children we will not release the children into their care, in accordance with safeguarding policies. We will contact alternative authorized person to collect the children.
7. Parents are required to call before 10am to advise of a child's absence. No refund is made when the child is absent.
8. If the child is suffering from any illness that may be communicable, then the child may not attend the Centre until such time as the symptoms have disappeared. Such illnesses include heavy colds, viruses, doubtful rashes, sore throat; discharge from eyes, diarrhea, vomiting etc. **48 hours free from symptoms must lapse after diarrhea/vomiting.** A list of incubation exclusion periods for contagious diseases as recommended by the Kent Health Protection Unit will be given to you as part of your Welcome Pack.

9. The Centre must be notified in writing if the child suffers from any allergies, requires special medication, or requires a special diet. A Healthcare plan must be completed for any medication held at Acorns.
10. Emergency treatment forms must be signed at the time of registration.
11. The Centre provides all meals (for children 1-5 years attending the full day setting), stimulating and educational activities and, if appropriate, sleeping and normal baby care facilities. Nappies are not provided. Bottles and food to be provided by parents for babies under 1 year of age.
12. The child's clothing must be clearly marked with his/her name.
13. All articles are left at the Centre at the owner's risk.
14. For purposes of confidentiality, staff members are not permitted to baby-sit for any children attending the Centre.
15. There is a policy of 'No Smoking' everywhere on the premises. Parents/carers are also requested not to use mobile phones in the setting.
16. Fees are payable in advance during the first week of each month by standing order.
17. Fees are payable for 51 weeks attendance per year. This takes into account the five working days the nursery is closed over Christmas.
18. Bank Holidays and the Annual Staff Development Day are charged at full rate. Emergency closure days due to extreme weather conditions or environmental factors beyond our control will also be charged at full rate.
19. Our monthly fees are calculated by multiplying the weekly figure by 51 and dividing by 12. In this way all months cost the same. No further reductions are made for any absences, including holidays. For children starting mid-month we calculate the actual number of days multiplied by the daily cost. This amount to be paid by cheque, with standing order payments due from the next full month.
20. Fees are reviewed twice a year and parents are notified at least one month in advance of any increases.
21. Fees will become due from the mutually agreed start date. Notice of no less than 3 months must be given if a start date is to be deferred. Acorns reserve the right to withdraw your space if your start date is deferred more than twice. In this case deposits will not be refunded without appropriate notice.
22. One months notice in writing, needs to be given to any proposed leaving date or change to agreed sessions.

23. A non-refundable registration fee of £50.00 is payable to secure your place along with a deposit of 50% of your monthly fees. The deposit will be refunded upon your child leaving the nursery providing all fees are up to date and the appropriate notice is given.

If your booking pattern changes while attending the nursery your deposit will be adjusted accordingly. Should you decide you no longer require your place at Acorns, no less than 3months' notice should be given. If notice is given within three months deposits will be refunded as follows:

- >3 months - 100% refunded
- 2-3 months - 75% refunded
- 1-2 months - 50% refunded
- Less than 1 month - deposit is non-refundable

The Registration fee is for administration of additional services.

Registration fees and deposits are not required from parents that are accessing fully funded spaces only.

This includes:

30 Hours per week Term Time only

15 Hours per week Term Time only

FF2 15 Hours per week Term Time only

24. Changes to fees due to a child's 2nd birthday will be made at the beginning of the month after their 2nd birthday.
25. There is a Late Fee Payment Management Procedure in place:
- Full fees due first week of the month
 - Acorns reserves the right to charge late payment fees as follows:
 - Any outstanding balance on the 19th of the month will incur a further £10.00 late fee payment charge.
 - If any fees are still outstanding at the end of the month a further £20.00 fee will be applied and the matter will be referred to Acorns Early Years Centre Trustees, which may lead to withdrawal of nursery place or referral to Small Claims Court.
26. Days cannot be swapped under any circumstances. However, additional days can be booked, subject to availability. Any Additional days must be paid for at the time of booking.
27. All children should be collected by 6pm. Please allow sufficient time for a handover with staff. There is a surcharge for parents collecting their children late. This is £10.00 for each additional $\frac{1}{4}$ hour or part-thereof.

28. Fees for our full day care are inclusive of all meals for children aged over 1 year of age. There is no reduction in fees if you decide to provide your own food for your child.
29. There is an opportunity to provide packed lunches for children that attend our term time only setting. More information on this is provided in your term time agreement.
30. Parents are responsible for notifying Acorns immediately of any changes to the information provided on the registration form, including marital status, address or telephone number.
31. Information given on Registration forms will be held in an electronic and paper format, in compliance with GDPR
32. Part of our Business Recovery Plan, is that three senior management staff members are each able to access parent contact details securely via a password protected system. This is in case of emergency closure of the setting. In the event of an emergency closure due to bad weather or any other reason, we will make every effort to contact you via email and SMS. Bad weather closures will also be listed on www.kent.gov.uk on the school closure link. We will also leave messages on our answer phone or website whenever this is possible.

If you wish to admit your child to the Centre, please complete the enclosed **Registration form, Registration fees and Deposit and we will send you an acknowledgement.**