



Kirkley Nursery and Early Years Centre of Excellence

Kirkley street, Lowestoft, Suffolk NR33 0LU

Nursery Lead Manager: Lucy Ruskin

Telephone Number: 01502 273118

Email: office.kirkley@consortiumtrust.org.uk

www.kirkleynurseryschool.org.uk

Terms and conditions

Please note the term 'parent' applies equally to guardians or others with prime childcare responsibilities.

Kirkley Nursery as part of Consortium Trust, treats all children with equal concern and in doing so respects each child's religious beliefs and meets their needs with regard to their ethnic origin, cultural and linguistic backgrounds, gender, additional needs, disability and developmental stage.

Kirkley Nursery's obligations

We will:

- Undertake to provide safe, suitable premises and staff suitably qualified and experienced in childcare and will meet all legal standards including those of the Children's Act 1989 and the requirements of Ofsted, which is the registration body.
- Be open 49 weeks a year. We are closed between Christmas Day and New Year. Exact term times will be published on our website. Our opening hours are 8am - 5.30pm Monday to Friday. Maximum operating hours per week 47.5 hours.
- As part of our commitment to staff's professional development, the Nursery will close to children for various days across the year to enable staff to complete training. You will not be charged for these days. These will be stated on the academic calendar provided.
- Provide the agreed childcare facilities for your child at the agreed times. If we need to change the opening hours, we will give as much notice as possible and, if necessary, arrange a change to your child's hours at the Nursery.
- Notify you as soon as possible of any days on which the Nursery will be closed.
- Try to accommodate any requests for additional sessions. We are unlikely to be able to swap sessions on an ad hoc basis.
- Provide you with regular updates as to your child's progress.
- Liaise with your child's previous and next setting where appropriate to share information about your child's development.

Parents' obligations

Parents will:

- Abide by and adhere to Nursery policies and procedures, which are available on the website.
- Provide nappies, wipes and cream (if applicable).
- Provide sun cream
- To pay nursery fees, nursery meals on time

Registration arrangements

- Registration packs will be given prior to your child's first settling in session. These will need to be completed before this session.
- Registration packs include as a minimum and not exhaustive the nursery terms and conditions, fee structure, admission information, GDPR agreements, all about me documents and parental permission agreement.
- The Nursery will need to see ID (birth certificates, passports, red health records etc.) and evidence of funding where appropriate (e.g.: 'Golden ticket' Government Expanded Offer code or 30-hour code)
- If your child is under 2 a parent/carer will be invited in for a 30 minute induction where an 'All about me' will be completed with your child's key worker. This will take place before your child's 1 hour settling in session.

Fees and invoices

- The Nursery does not charge a registration fee or hold deposits
- The Nursery does not charge a top up fee for funded sessions
- The nursery does not charge a consumables rate
- The nursery does charge for snacks, there is an option to opt out. Further details can be found in snack information on website under fees
- The Office Manager will send out an invoice two weeks prior to the start of the month being billed for sessions.
- Invoices are to be paid by the 1st of the month.
- If payment is not received by the due date a reminder will be issued
- Payment is a calendar month in advance
- If your child starts at Nursery part of the way through the month, then payment up until the 1st working day of the following month is due by the time the child has their first paying session.
- The current list of fees is available in our fee structure and on our website.
- We reserve the right to review the fees from time to time. You will be given at least 2 months' notice of any fee changes
- We are unable to refund any monies paid for sessions not taken due to sickness, holidays or any other reason (unless the Nursery closure is instigated by us)
- If you wish to cancel your contract, you are required to give 4 weeks written notice to the Nursery Manager
- We understand that traffic, weather, etc can sometimes delay parents. Please contact the Nursery to inform them if this is the case.
- Nursery sessions need to finish promptly. Late pick up fees apply. There is a 15-minute window where fees do not apply, however persistent late pickups may also attract a fee. Fees are; £20 per 15 minutes or part of 15 minutes.
- Payment type is via card payment, bank transfer, Arbor (meals), childcare vouchers and the government's tax-free childcare scheme. The Nursery is unable to accept cash.
- We may suspend the provision of childcare to your child if you fail to pay
- Late payments may apply – parents will receive an email reminding them of the outstanding balance a week after invoice is due to be paid. This is expected to be cleared within 48 hours. If the balance remains unpaid a £25 charge will be applied
- At time to time the nursery may ask for voluntary contributions or special events organised by the nursery to enrich the delivery of the curriculum. No child will be excluded if contribution is not received

Funded hours arrangements

- We provide the Government Early Education funding offer of 15 or 30 hours.
- Funded hours can only be claimed between the hours of 09:00 and 15:00.
- Funded children who are using 9 month + Expanded funding are not eligible for the following sessions: 09:00 – 12:00, 09:00 – 13:00 or 13:00 – 15:00.
- Your child's funded hours can be taken solely with Kirkley Nursery or split with another provider. If you wish to claim hours at another setting, it is your responsibility to notify the Nursery of this on the funding form which you are required to sign termly.
- We will work closely with families to discuss and agree how a child's overall care will work in practice where an entitlement is split across different providers
- 30-hour funding can be utilised during term time, or be stretched all-year round, using a maximum of 22 hours per week, this is dependent on availability.
- Funding does not cover the cost of meals, consumables, additional hours, Lunch time or additional services.
- All children accessing funding will receive the same provisions regardless of whether families opt to pay for optional hours, services or meals
- Funding is fixed for the term and parents agree to this when signing the PAF form, however, should a change to additional hours be needed then a request in writing should be made at least 4 weeks in advance and the Office manager will facilitate where possible.

Childcare Vouchers

- These are an accepted method of payment.
- We do also accept the Government Tax Free Childcare Scheme.

Leaving the Nursery or changes in sessions

- We require a minimum of 4 weeks written notice if you wish to remove your child from our Nursery. This must be sent to the Office Manager and will be effective from the date received.
- Full charges will be payable (if applicable) for the notice period and all outstanding debt must be paid prior to your child's last session.

We may immediately end this agreement if:

- You have failed to pay fees
- You have breached any of your obligations under this agreement and issues cannot be rectified within a reasonable period of time.
- You behave unacceptably, as we will not tolerate any verbal or physical abuse towards staff.
- If, after exploring every supportive measure to support your child at the Nursery, their behaviour endangers the safety and wellbeing of any of the children or staff at the nursery.
- We take the decision to close the Nursery. We will give you as much notice as possible of such a decision.

Safeguarding

- If you have any safeguarding concerns, please speak to the following Designated Safeguarding Leads:

Lucy Ruskin – Head of Service Nursery

April Bunn – Office Manager

Natalie Moore – SENDCO/ Squirrel room lead

- Please refer to the safeguarding policy on our website www.kirkleynurseryschool.org.uk
- We have an obligation to report any instances where we consider that a child may have been neglected or abused, to the relevant authorities. Wherever appropriate, we will attempt to get your consent but where this is not appropriate, or we are unable to do so, then we reserve the right to do so without your consent or informing you.
- You must provide a collection password for anybody other than the main parent/guardian collecting your child.
- Anybody collecting must be over 16 years of age and deemed responsible.
- It is important that we have up to date emergency contact and other information for you and your child. Please ensure that the Office Manager is aware of any changes.

Illnesses and Medication

- The Nursery is not able to take care of sick children. If your child becomes ill or has a significant accident, we will contact you and ask you to collect your child.
- We ask you to provide more than one emergency contact number and notify any changes as above.
- For infectious diseases, such as; chicken pox, impetigo etc the Health Protection Agency guidance https://www.publichealth.hscni.net/sites/default/files/Guidance_on_infection_control_in%20schools_poster.pdf must be adhered to.
- For diarrhoea and vomiting, there is a minimum of 48-hour exclusion period after the symptoms have ceased.
- We do not administer non-prescribed medicines.
- For medicines that have been prescribed, we can administer according to instructions on the pharmacy label. If the medicine is an antibiotic your child will need to remain off until 48 hours after their first dose. Parents will be required to fill in a permission form and practitioners will then record when medicine is administered and the dosage, this information will be recorded and shared with parents.
- If your child has an immunisation injection, we ask that you keep them at home for 24 hours following, in case of reaction.
- In the case of asthma, we request that a second inhaler (in the prescribed box) is kept at the setting and a health care plan will need to be completed.
- If your child requires long term medication, we will need to collaboratively complete a health care plan.
- If your child has had a temperature of 38c or above, they must remain away from Nursery until they have had 24 hours clear of a high temperature.

General

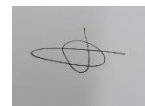
- If the Nursery must close for any circumstances, we are not under any obligation to provide alternative childcare facilities to you. We will credit you for any days/sessions lost due to closure by us.
- If you have any concerns regarding the services we provide, please discuss this in the first instance to your child’s Key Worker and then to the Nursery Lead Manager if not resolved.
- Unless we specifically request otherwise, your child should not bring their toys and equipment into the Nursery. A comforter is acceptable. We accept no responsibility for any loss or damage for items brought in.
- We are a ‘nut free’ Nursery due to the ever-increasing incidence of nut allergies. Please do not send food or empty food packaging into the Nursery which has any nut content or traces of nuts.
- We offer the option to purchase a uniform from Screens www.screensprinting.co.uk, but there is no obligation to do so.
- Children are not permitted to wear jewellery (unless for cultural or religious reasons)

Liability

- We accept no responsibility for any loss suffered by parents, arising directly or indirectly, because of the Nursery being temporarily closed or the non-admittance of your child to the Nursery for any reason, this applies to absence due to sickness or holidays.
- We accept no responsibility for children whilst in their parent’s care on Nursery premises, ie: prior to arrival or after picking up.
- We will not be liable for any economic loss or financial damage to the child’s or parent’s property.
- We will make reasonable endeavours to keep property in good order

Acceptance of these terms and conditions

Signed on behalf of Consortium Trust and Kirkley Nursery:



Name: Lucy Ruskin

Designation: Head of Service Nursery

Date: 1.9.2025

Signed by parent/carer

Parent’s name:.....

For child

Signed.....

Date.....

We reserve the right to update/amend these terms and conditions at any time. Two months' notice will be given of any changes made.

Date to be reviewed: June 2026