

PART B – TERMS AND CONDITIONS

1 Definitions

1.1 The definitions below apply in these terms and conditions.

“**Child**” the child or children who are named in Part A;

“**You**” the person, firm or company who purchases Services from us;

“**Services**” the services of a daycare nursery during the days or half days indicated in Part A (*excluding bank and public holidays) (*delete as appropriate), together with any other services which we provide, or agree to provide, to you;

“**Us**” the nursery named in Part A.

1.2 A reference to **writing** or **written** includes faxes but not email.

1.3 Any requirement in this contract for either party not to do something includes an obligation on that party not to allow that thing to be done.

2 Formation of the contract

2.1. A contract for the Services will be formed between you and us once you have given us a signed, fully completed application form, and an invoice for the £300.00 deposit has been raised. The £50 registration fee and £300.00 deposit must be paid, and we must confirm in writing that your application for a place has been successful. Once the invoice for the deposit has been issued, the place is confirmed, and the contract is formed. Should you decide not to take the place once these fees have been paid, the £300.00 deposit will not be refunded.

If a parent chooses to sign up their child six months in advance of their requested start date, we will grant a two-week grace period in which they may move the start date two weeks further ahead or, if availability allows, earlier if required. To move the start date by two weeks, a minimum of three months' notice is required.

If the child does not start at all, the £300 deposit will be forfeited. If the child attends settling-in sessions, the contract will be deemed to have commenced. Should the parent then choose not to proceed with the placement, they will be liable for the full notice period as per Clause 3.1, which requires one full month's notice. Nursery fees must be paid in accordance with

the scheduled sessions.

The only other grace period for start dates allows for movement within the same week commencing as stated on the application form. Any request to move a secured start date beyond this may be considered at management's discretion. However, an 80% retainer fee will be charged for the sessions scheduled to be attended until the child officially starts.

2.2 These terms and conditions govern the contract between you and us for the Services. No other terms apply unless they are in:

2.2.1 A handbook issued to you by us,

2.2.2 A policy issued to you by us,

2.2.3 A letter that is signed by both you and us.

2.3 In the case of any uncertainty as to which terms apply, these terms and conditions will apply.

3 Duration of the contract

3.1 The contract shall last until it is terminated by either you or us giving to the other, in writing, at least one [full calendar] month's notice (i.e. notice received on the 1st of a month could end the contract on the last day of the month, but notice received on the 2nd of a month, would only be able to end the contract on the last day of the following month). However, the contract can, in some circumstances be terminated immediately under clause 18.

3.2 You are liable for the fee during the notice period.

3.3 In the event that you choose not to take up the place 1 month notice is required. If Fees are incurred during this time they will be taken from the deposit. The deposit is fully refundable, providing 4 weeks written notice are given and fees are settled.

4 Suspension of the Services

4.1 The Services may be suspended (meaning the Child is temporarily not able to attend the nursery) in the circumstances set out in our Critical Incident Policy or in the circumstances set out in clause 19. If the Services are suspended for a period of more than one month, either of us may terminate the contract by giving the other one month's written notice.

5 Our Obligations

5.1 We will use all reasonable efforts to provide the Services to you, in accordance in all material respects with these terms and conditions and any other documents referred to in 2.2 above.

6 Your obligations

6.1 You shall:

6.1.1 Co-operate with us;

6.1.2 Provide to us such information as we may reasonably require about

6.1.2.1. The Child (e.g.

6.1.2.1.1 Any known medical condition, health problem, allergy, or diagnosed dietary requirement;

6.1.2.1.2 Any prescribed medication;

6.1.2.1.3 Any lack of any vaccination which the Child would ordinarily have by their age;

6.1.2.1.4 Any family circumstances or court orders which might affect the Child's welfare or happiness;

6.1.2.1.5 Any concerns about the Child's safety); and

6.1.2.2 Your contact details, and those of your authorised persons who may collect the Child.

6.2 You must (a) ensure that these details are accurate and (b) keep these details up-to-date, by promptly informing us whenever they change.

6.3 As regards arrivals and departure of a child, please refer to the nursery's Arrivals and Departures Policy. Please ask for a copy of it if necessary.

6.4 If our performance of our obligations under the contract is prevented or delayed by anything you do (or fail to do), we shall not be liable.

6.5 You shall not employ (or attempt to employ) any member of our staff without our consent, until six months from the end of this contract.

7 Charges and Payment

7.1 You shall pay the charges as set out in Part A.

7.2 Charges are due even if the Child is absent.

7.3 We will charge if closed, for bank holidays, up to five extra days at Christmas and three staff training days (exact dates to be confirmed each year).

7.4 VAT is not charged on nursery fees (nursery provision is an exempt supply for VAT purposes).

7.5 The quoted charges are per Child, per core day (meaning 11 hours, with 5.5 hours per session) and include breakfast, snacks, lunch and tea.

7.6 Extra hours (or parts of an hour) will be charged for (at the ruling rate) and must be booked and paid for at least 24 hours in advance.

7.7 The charges must be paid weekly every Monday or monthly in advance, by the first day of the month.

7.8 All payments must normally be made by direct debit or childcare vouchers. We may agree to

	payment by cash, cheque or major credit/debit card, but it is your responsibility to obtain a receipt from the Nursery Manager as proof of payment. No payment shall be deemed to have been made until it is cleared into our bank account. If a cheque bounces, or payment fails, we may charge a reasonable administration fee (currently £35.00).	9.2	required to complete and sign a Parental Declaration on a termly basis, detailing how and when you will take up the free sessions. Our charges will not be made in respect of the free sessions as detailed in the Parental Declaration, but we are entitled to make a reasonable charge for meals or additional activities provided during any free session.	11.3	manager. Please refer to the illness/communicable disease list supplied in your information on minimum periods of exclusion from the nursery. You must notify the Nursery Manager if the Child is absent from the nursery through sickness.
7.8.1	It is your responsibility to control payments made by childcare voucher companies.	10	Welfare of the Child	11.4	If the Child has been sent home from the nursery because of ill health, he/she will not be re-admitted for at least 24 hours. If the Child is prescribed antibiotics, he/she will not be allowed to return to the nursery for 48 hours. As regards medication, and the administration of it to a Child, please refer to the nursery's Medication Policy. Please ask for a copy of it if necessary. Please also see clause 6.1.2 on matters we need to be informed about.
7.8.2	Any overpayments made by childcare vouchers will not be reimbursed directly to the parent. Overpayments will be credited towards the following months fees, or if necessary, at the end of the contract, an arrangement will be made with the voucher company to reimburse fees.	10.1	We will do all that is reasonable to safeguard and promote the Child's welfare and to provide care to at least the standard required by law and often to a much higher standard.	11.5	
7.8.3	Any overpayments of fees paid by you will be credited towards the upcoming fees.	10.2	We will respect the Child's human rights and freedoms which must however, be balanced with the lawful needs and rules of our nursery and rights and freedoms of others.	11.6	
7.8.4	We may charge a reasonable administration fee set at the ruling rate to process any refundable amounts.	10.3	Your consent to such physical contact as may accord with good practice, and be appropriate and proper for teaching and instruction and for providing comfort to a Child in distress, or to maintain safety and good order, or in connection with the Child's health and welfare.	12	Food/dietary requirements
7.9	We may increase our charges once per year. We will give you written notice of any such increase one month before the proposed date of increase.	10.4	Parents of Children who are not potty trained must provide disposable nappies and wipes.	12.1	We will work with you to provide suitable food for your Child, if they have a special dietary requirement or any allergies as diagnosed by a doctor or dietician. All reasonable care will be taken to ensure that a Child does not come into contact with certain foods with support from parents and external professionals should the need arise.
7.10	Without restricting any other legal right that we may have, if you fail to pay us on time, we may:	10.5	Parents should provide sealed formula milk for bottle feeding babies. Bringing in and storing made-up formula milk may increase the chance of a baby becoming ill and should be avoided.	12.2	Menus will be displayed for inspection, and parents and children will be able to feed into the review of these.
7.10.1	Charge late payment fees at a rate of £10.00 per week where the full nursery fees are not received by the 1 st of the month. The late payment fee will continue to accrue weekly until the full outstanding balance, including any accumulated late fees, is fully paid.	10.6	Labelled mother's breast milk will be stored in the fridge and an area will be made available for mothers to breast feed their babies or express milk should they need to do so. As regards behaviour management techniques and sanctions, please refer to the nursery's Promoting Positive Behaviour Policy. Please ask for a copy of it if necessary.	13	Reporting of neglect or abuse
7.10.2	Charge you a reasonable administration fee currently £35.00; and		The nursery uses emergency procedures for accidents, evacuations, incidents and allergic reactions, please refer to the individual policies and procedures and ask for a copy where required.	13.1	We have an obligation to report to the relevant authorities any suspicions we have that your Child has suffered neglect or abuse, and we may do without your consent and/or without informing you.
7.10.3	Suspend all Services until payment has been made in full, which will include the suspension of the Child, or even terminate the contract permanently.			14	Limitation of Liability
7.11	If you are 7 days or more late in paying us, we may also charge you our reasonable costs of seeking to recover the overdue payments. Such costs will be added to your running account and should be paid within 7 days of notification of them to you.	11	Health and medical matters	14.1	This clause sets out our (and our employees', agents', consultants' and subcontractors') liability to you in respect of the contract (including any breach of it, any statement we make to you about it, our termination of it).
7.12	If you owe us any money, and make a claim against us, we may set off what you owe us against what you are claiming from us.	11.1	If the Child becomes ill during the nursery session the Nursery Manager will contact you or the emergency contact indicated on the registration form. You must inform us immediately of any changes to these contact details.	14.2	All terms implied by law are, to the fullest extent permitted by law, excluded or deleted from the contract.
8	Reducing sessions			14.3	Nothing in these terms and conditions in any way limits our liability for fraud, or for death or personal injury resulting from negligence. Subject to this provision,
8.1	You are required to give us one full month's written notice of a reduction in the number of sessions you require.	11.2	If the Child is suffering from a communicable illness, he/she should not be brought to the nursery until such time as the infection has cleared. A full copy of our infection control policy is available from the nursery	14.3.1	We shall not be liable for:
9	Free nursery education			14.3.1.1	Any loss or damage to any toys, equipment or bags, clothing etc. you may bring into our nursery;
9.1	If you wish to take up your free nursery education, you are			14.3.1.2	Loss of any profits, or consequential loss; and

14.3.2	Our total liability (in contract, tort including negligence or breach of statutory duty, or otherwise) shall be limited to cumulative price paid by you for the Services over the course of the contract.	18.1.3	The other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986.	24 24.1	consent, transfer to anyone else any of your rights or obligations under the contract. Rights of Third Parties A person who is not a party to the contract shall not have any rights under or connection with it.
15	Data Protection			25	Governing Law and Jurisdiction
15.1	You agree that details of your name, address and payment record may be submitted to a credit reference agency, and personal data will be processed by and on behalf of us in connection with the Services.	18.2	On termination of the contract for any reason:	25.1	The contract, and any dispute or claim arising out of it or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by the law of England and shall have exclusive jurisdiction to settle any such dispute or claim.
15.2	We may take photographs and/or videos of your Child for promotional or training purposes only. If you do not wish for your Child to be included in such photographs or videos, please inform us by completing the 'permission form' given to you on enrolment, or by writing to the Nursery Manager.	18.2.1	You shall immediately pay all of our outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, we may submit an invoice, which shall be payable immediately on receipt; and	26	Non Solicitation of Team and Babysitting.
16	Security	18.2.2	Any clause in these terms and conditions which implicitly is intended to survive termination shall continue in force.	26.1	The parent/guardian undertakes that they shall not, during this contract of for a period of 9 months following termination of this contract, employ, solicit or entice away from the nursery's employment any person who was employed by the nursery at the date of termination of his contract or in the 6 month prior to the termination of this contract.
16.1	Parents are welcome to visit the nursery, but we will not admit anyone without prior notification. It is your responsibility to ensure that we are aware of who will be collecting your Child. No Child will be allowed to leave the building with any person who has not been notified as an authorised person to collect the Child on your behalf.	19	Events that are beyond our control	26.2	The parent/guardian agrees that in the event that clause 11.1 is breached by them they will immediately pay the nursery the sum equal to 2 months salary of the relevant employee so employed, solicited or enticed away by them, which sum the nursery estimates it will cost to replace the said employee.
		19.1	If any event beyond our reasonable control (e.g. a fire, flood, E-Coli outbreak, strike, civil action, act of terrorism, war etc.) occurs, for which we have business interruption insurance, we may close the nursery without liability to you and we will not charge you for the fees for the time the nursery is closed. We will keep you informed, in such an event.	26.3.	This clause 11.3 shall not apply where the employment or solicitation relates exclusively to the provision of babysitting services by a person employed by the nursery to the parent/guardian, where the babysitting takes place entirely outside the nursery's normal hours. However, where a parent/guardian does engage a person employed by the nursery on such a basis the parent/guardian acknowledges that they do entirely at their own risk and that neither the nursery nor its insurers shall have any responsibility or liability whatsoever in that regard.
17	Complaints and Concerns	20	Invalid clauses		
17.1	Please address any complaint or concern to the supervisor in charge, in the first instance, and if the matter is not resolved within a reasonable period, please refer it to the nursery manager. Please also refer to our complaints and compliments policy.	20.1	If any part of the contract is found by any court or similar authority to be invalid, illegal or unenforceable, that part shall be struck out, but the rest of the contract shall apply.		
18	Termination for breach of contract, or bankruptcy/insolvency	21	Changes to these terms and conditions		
18.1	Without restricting any other legal rights which the parties may have, either party may terminate the contract without liability to the other immediately on giving written notice to the other if:	21.1	We may change these terms and conditions where such a change arises from changes in regulations or legislation affecting us.		
18.1.1	The other party fails to pay any amount due under the contract on the due date for payment and remains in default for 7 days or more; or	21.2	We may change any other terms in these terms and conditions provided we give you at least one month's written notice of our intention to do so.		
18.1.2	The other party commits a material breach of any of the terms of the contract and (if such a breach is capable of being remedied) fails to remedy that breach within 7 days of that party being notified in writing of the breach; or	22	No other terms	27	Inset Days
		22.1	Each party acknowledges that, in entering into the contract, it has not relied on anything said or written that is not written in the contract. This applies unless fraud is established.		The nursery is committed to raising the standards if the nursery childcare and supporting its employees to do this by providing training and development opportunities they need to keep their skills and knowledge up to date. Three days in each calendar year known as an 'inset day' shall be
		23	Assignment		
		23.1	The contract is personal to you. You shall not, without our written		

set aside by the nursery for this purpose. At least a month written notice of each 'inset day' shall be given by the nursery. No deductions shall be made to any fees or charges payable under this contract to take account of the fact the services shall not be provided on such 'inset day', therefore fees are still required to be paid for 'inset days'.