Terms and Conditions

## Policy Statement

Elizabeth House is committed to delivering high-quality childcare and education services. This policy outlines the fee structure and payment guidelines necessary to ensure the nursery's smooth operation and continual maintenance of our high standards. It provides parents and carers with clear instructions on their financial commitments, payment options and the consequences of late or missed payments.

## Content

* Nursery Information
* Admissions Procedure
* Withdrawals and Delayed/Changing Starting Dates
* Termination of Contract
* Fees and Payment
* Discounts and Sibling Policy

# Nursery Information

1. **Opening Hours.** Our Core Day runs from 08:30 – 17:00 Monday to Friday. Additional wrap around care is provided from 07:30 – 08:30 (Early Birds and Breakfast Club) and 17:00 -18:00 (Stay & Play) at an additional cost. Elizabeth House is open 51 weeks a year, fees are payable for 52 weeks of the year including sickness, holidays and other absences. You can find full details of our fees on our website: <https://elizabethhousenursery.co.uk/>.
2. We are closed during all Public and Bank Holidays and the period between Christmas and New Year. At Elizabeth House we value our staff and are committed to providing the best possible standard of care. To help us achieve this we also have two staff training INSET days per year where the nursery is closed to children, you will be informed of these dates well in advance. You will still be charged your standard fee for these days.
3. Christmas closure. The last day before the Christmas closure, the nursery will close promptly at 13:00. There will be no fee reduction and late fees will begin after this time.
4. Unforeseen closure. Elizabeth House cannot be held responsible for any closure due to unforeseen circumstances which impact our ability to provide care. All possible steps will be taken to avoid this, and families will be informed at the earliest practicable opportunity. You will still be charged your standard fee even in the event of an unforeseen closure, such as adverse weather conditions, power and water outages.
5. **Childcare Plan.** We work with parents/carers to agree on a childcare plan that suits your needs. This will include the number of days needed per week and any additional sessions you may require. Elizabeth House offers a minimum of 2 full days per child, per week. This can be broken down into 4 half sessions, depending on our ability to accommodate such a request.

Admissions

1. To register your child please complete the registration form in our Admissions section on our website <https://www.elizabethhousenursery.co.uk/admissions>. We will contact you shortly thereafter with confirmation of registration.
2. **Offer of a place.** Should your child be offered a place at Elizabeth House, you will receive written confirmation via email which will outline the available options. This will include a start date, your weekly sessions, monthly costs, these terms and conditions, and information on how to secure your place. You are asked to confirm acceptance of your child’s allocated place and to make the required deposit. This payment will act as a deposit for your child and is refundable from your final month’s payment should you stay with Elizabeth House until the end of your child’s Preschool year. The deposit will only be deducted from your August fee invoice. If your August invoice is lower than the deposit payment, no refund will be given.
3. **Waiting List.** If we cannot offer you a place at the time of registration your child will be placed on our waiting list. If you decide to leave our waiting list, please inform us in writing. Registration fees are non-refundable.
4. **Settling In.** Elizabeth House will contact you prior to your child’s start date to discuss a settling-in programme for your child that will include two settling-in sessions. This is in order to help your child settle successfully into Elizabeth House and allow them to become more familiar with their room and key persons. Two sessions are generally sufficient to help children settle, but we understand that all children are different and can discuss options with you at the time to create a plan to suit your child.
5. **Increasing days.** For a request to increase your plan Elizabeth House will work hard to accommodate this as soon as possible.
6. **Decreasing days.** All changes need to be made in writing via email with three months’ notice. Changes to your plan are not guaranteed and any change will require a new contract. It is possible you will not be given the same days should you wish to decrease your child’s attendance. For example, for a child who attends Monday-Thursday and wishes to reduce to two days, it may be that we can only offer Monday and Friday. Please do not register your child for additional days as a strategy to obtain the days you require. We cannot reserve days in advance if you wish to increase again in the future.

## Withdrawals and Delayed Starting Dates

## Delaying start dates. Once agreed and the deposit paid, should you wish to change or defer your child’s start date, you must do so with three months’ written notice. You may be placed back on the waiting list if we are unable to accommodate your revised request. We will allow one deferred start per child. Your deposit will not be returned, however we will not request an additional deposit should we be able to make a subsequent offer. Requests must be confirmed by email from a member of Elizabeth House SLT.

## Withdrawing your child before they have started at Elizabeth House. If you choose to cancel your child’s place at Elizabeth House with more than three months’ notice and leave our waiting list altogether, your deposit will not be refunded. Should you provide less than two months’ notice, fees will be charged in lieu of notice. Requests must be confirmed by email from a member of Elizabeth House SLT.

1. **Withdrawing your child after they have started at Elizabeth House.** Cancelling after the agreed starting date requires three months’ written notice. You will be charged for all sessions within those two months, should you use the nursery or not. Your deposit will not be refunded. Requests must be confirmed by email from a member of Elizabeth House SLT.
2. **Leaving in the Preschool year for school.** Elizabeth House assumes that all children in our Preschool will spend their last day at nursery on the 31st August each year or up to their last scheduled session before this date. We refund deposits from the August fee invoice.
3. **Withdrawal procedure.** All cancellations must be made in writing by email directly to the Headmistress at admissions[@elizabethhousenursery.co.uk](mailto:cmunnery@elizabethhousenursery.co.uk). Unless your child is leaving in August for their Reception year in September, your deposit will not be refunded. Requests must be confirmed by email from a member of Elizabeth House SLT.

## Termination of your Contract

1. **Elizabeth House has the right to cancel your child’s nursery place and your contract at any time should it be broken.** Reasons for contract cancellation are outlined in the following list:
   1. You fail to make a payment when it is due and have not rectified the issue by the second week following the unpaid invoice.
   2. Elizabeth House asks for necessary information relating to your child and you have failed to provide the information.
   3. You willingly and knowingly provide false or inaccurate information about your child/children and/or their circumstances throughout the admissions procedure or at any time during your time at Elizabeth House.
   4. You, your child or a family/friend associated with you (and has been nominated to collect/drop off your child) conducted themselves in a manner that is threatening, violent, racist, misogynistic, abusive, rude or disruptive to a member of the Elizabeth House staff or another family.
   5. Parents/carers who repeatedly bring a child into nursery knowing they are infectious or unwell.
   6. Parents/carers who make habitual late pick-ups. What constitutes as habitually late is at the discretion of the nursery.
   7. Your child has complex SEND requirements that Elizabeth House is unable to meet.
   8. Non-compliance from a parent/carer with our Parent Digital Code of Conduct.

Fees and Payment

1. **Payment Method.** Parents/carers are required to pay fees by the first day of each month. Invoices are sent towards the end of the preceding month. Payments must be cleared to arrive on the first of each month to avoid late charges. Elizabeth House accepts the following payment methods: BACS transfer or via the TFC online portal. In the event that the first of the month falls on a Sunday or bank holiday, the funds must be cleared before this date.
2. **Late payment and arrears.** For each day that fees remain unpaid, a daily administration charge of £10 per day will incur. If parents/carers encounter difficulties making timely payments, they should discuss their situation confidentially by contacting the Headmistress at cmunnery@elizabethhousenursery.co.uk to explore potential arrangements. If no agreement is reached and payments remain overdue, Elizabeth House will commence a formal procedure to recover the fees. We have the right to suspend entry to children if an invoice is not paid after two weeks.
3. **Fees for late collection of a child.** Elizabeth House’s core hours run until 17:00 each day. Parents/carers are asked to arrive to collect their child from their room no later than 16:55 to ensure a smooth handover. Any parent/carer who arrives after 17:00 (and has not booked a ‘Stay & Play’ session) will be charged an initial late fee of £10 from this time and an additional payment of £15 every 15 minutes. This is calculated in increments of 15 minutes and will automatically be added to the next month’s invoice. For children who have been booked in for a ‘Stay & Play’ session, we ask that parents/carers arrive at 17:55 for handover. Children will be reassured and appropriately looked after until they are collected.
4. **Fees during absence or nursery closure.** Full fees are required if your child is absent due to illness or holiday, as this ensures their place at Elizabeth House is maintained. In certain circumstances — such as extended absence — we offer specific fee arrangements. However, fees are still payable during periods when Elizabeth House is closed.
5. **Fee reviews.** Fees are reviewed annually, usually in January, and for any changes implemented, two months’ notice will be given. Elizabeth House has the right to change their fees at any time.
6. **Government Funding.** Elizabeth House is compliant with all Government Funding schemes. Contact admissions[@elizabethhousenursery.co.uk](mailto:enquiries@elizabethhousenursery.co.uk) for a full breakdown of costs inclusive of government funding. All children over the age of 3 are entitled to 15 hours of funding from the first term following their third birthday, this will be automatically applied for all families.Any families who are eligible to receive 30 hours funding must note that this can only be claimed in full after 3 full days of childcare in a single week. Those who only attend 2 days can receive no more than 20 hours of funding per week. Parents/carers are responsible for applying for the funding and producing their unique code to Elizabeth House.

## Discounts

1. **Deployed parent/carer military discount.** Any child with a parent who deploys on an Operational Tour/exercise for more than 3 months will be entitled to free wraparound (Breakfast Club and Stay & Play) sessions during the time of the deployment. The purpose of this discount is to support the ‘remaining’ parent with childcare in the deployed parent’s absence.

## Sibling Policy

1. Priority will be given to sibling places where possible. Siblings cannot be guaranteed matching days; however, this will be accommodated as much as possible subject to availability.

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| Signed: | Cressida Munnery |
| Date: | July 2024 |
| Policy review date: | April 2025 |