



Welcome to the beginning of
your little one's story at

*Once Upon A Time
Day Nursery*



Once Upon A Time Nursery

56 Railway Terrace
Llanelli
Carmarthenshire
SA15 2RH

Registration number
W130000376



Website

www.llanellinursery.co.uk

Phone

01554 785 173

Email

enquiries@llanellinursery.co.uk

Welcome

Welcome to Once Upon A Time Nursery, thank you for choosing to start your little one's learning journey through play, here with us.

Please see enclosed our contract, please read it carefully to ensure that you understand the terms and conditions of the contract and to make sure you are comfortable with what we are offering you.

Once you have read the contract and you agree with the terms and conditions, please initial and date **each page** along with signing the final page of the document.

We do need to have the whole document back with **all** pages signed / initialled for our records, once we have received this we will send you an electronic copy of the contract for you to refer to if needed.

Policies and procedures can be found on our website and in a file in the main hall, they must be read and adhered to by all. We will draw your attention to a couple of specific policies within this starter pack.

It is at the managers / management teams discretion to refuse entry or terminate the contract with immediate affect of anyone not adhering to nursery's policies and procedures.

If you have any questions please feel free to ask a member of the management team and they will be more than happy to help.

We are looking forward to watching your little one grow and develop whilst at nursery with us.

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Parent Contract

HOURS OF OPERATION

Monday to Friday 8.00 am to 6:00 pm (7 am and 7 pm available subject to availability)

The nursery is closed on weekends, bank holidays and Christmas week from 24th December – 1st January inclusive. There is no charge for any days that the nursery premises are closed.

FEES / PAYMENT POLICY

It is the policy of Once Upon A Time that all children are booked in for a minimum of 2 sessions per week. All sessions booked must be paid in full whether the child attends or not, as staffing is still required to meet certain ratios within each class due to National Minimum Standards. Refunds and credits will not be given for days when your child does not attend due to sickness. Swapping days (within the same week) / are subject to availability. Fees include all sick days and holidays except **1 week per school year** (details below) which can be taken with no fees due. Fees are based on booked days not attendance.

By signing this contract, parents/ carers agree that all fees will be paid one month in advance, between the 1st & 10th of the month. Weekly payments are expected on the first day the child attends for that week. Direct debit details are available at the end of this contract or upon request.

Unpaid fees will result in a £5 per day late fee for payments after 10th of the month unless arranged otherwise. Extra hours outside your booked sessions (subject to availability) are billed at the session rate or hourly rate. If fees are more than 30 days late (by the 10th of the next month) and no arrangements have been made to clear the debt, we reserve the right to pass the debt on to the debt collection agency. We will also add on a 25% fee to cover the costs of the collection of the debt. Nursery prices will increase at a minimum annually in April.

HOLIDAY WEEK

You are entitled to take 1 week holiday per school year with no fees due. Your free holiday week must be booked in advance, if you need to cancel the holiday week, 2 weeks notice must be given for staff to check the availability of sessions.

Initial:

Date:

DEPOSIT AND REGISTRATION

An administration fee of £20 (per family) is required upon completion of the registration forms to secure your child's placement in nursery and covers the start up costs. If you decide to cancel the child's place before starting, the fee is non refundable. **All notices have to be given in writing.** Places will not be held unless the registration fee is paid in full. If we cannot offer you a place then no registration fee will be taken.

NON ATTENDANCE DUE TO ILLNESS

Please advise the nursery if possible prior to 8:30 am if your child will not be attending due to illness.

Parents/ carers agree following our infection control policy that a child who is ill will be kept at home to protect the well-being of the staff and other children in our care. The parents further agree that should a child become ill while in our care, immediate arrangements will be made to remove the child from the nursery. The nursery cannot undertake the care of sick children, however as shown in our diversity policy, children requiring regular medication will be welcome. Any child appearing to be suffering from any infectious disease or having suffered their last attack of sickness and diarrhoea within the preceding 48 hour period will be refused admittance. Other illnesses can be discussed between you and the nursery's management team as children can contract a range of illnesses and these can be dealt with on a case by case basis. We are aware doctors advise/ can recommend children can attend settings however all nurseries and schools have their own policies and procedures therefore we recommend you check with us after your visit to the doctors/ diagnosis of illness or infection. In some cases, a note from a doctor may be necessary. By signing this contract you are agreeing to staff seeking any necessary emergency medical advice or treatment for your child during their time at our nursery.

At Once Upon A Time we will do our best to look after any child who becomes unwell in our care while keeping in mind the health and welfare of the other children at nursery when it comes to contagious infections and the wellbeing of the child.

LATE ARRIVAL/ PICK UP POLICY

Please advise the nursery immediately if you will be arriving later than the pre-arranged time to pick up your child. It is the parents' responsibility to ensure that children are picked up no later than by the end of their booked session. If you are not able to pick up your child on time alternative arrangements must be made. Please notify the nursery if an unauthorised person will be picking up your child. Written permission must be received before we will release a child to anyone who is not authorised on the registration form and the password system must be used. In the event that a parent cannot be contacted, it is the policy of Once Upon A Time Day Nursery should a child remain in care after their session, to call an emergency contact. A fee of £5 for every 15 minutes late and every 15 minutes thereafter per child will apply unless prior arrangements have been made.

WITHDRAWAL

Parents/ carers agree that a minimum notice of one month (notice to given in writing) will be given for permanent withdrawal, or reducing hours of any child from care or agree to pay one months fees in lieu. It is the responsibility of the parent to ensure that the notice has been received by a member of staff and it has been signed by both parties.

HEALTH AND SAFETY

If you have any health & safety queries please forward them to the Manager. We ask that all parents/ carers make sure they do not go past the gate in the main hall unaccompanied. Gates and doors must be closed and locked when entering or leaving the building and that parents/ carers are mindful of little fingers. We must draw your attention to the main / front door as we are close to a main road it is parents responsibility when leaving the setting at pick up time to be in charge of their child and ensure they are safe. Staff are instructed not to open the door until children are safe with parents and children are either being carried or holding hands.

DIETARY NEEDS/REQUIREMENTS/ PREFERENCES

All dietary needs should be mentioned on the online registration form, through the app and discussed with staff prior to the child starting- they will then be reviewed termly.

MEDICATION

If your child requires medication when at nursery, parents/ carers must sign a consent form for medication to be given and parents/ carers must follow the terms and conditions of our illness policy/ adverse affects of the medication. Our policy is children are to be at home for 24 hours / the first full day dose if there are no side affects and children are presenting well in themselves they will be aloud to return to nursery and we can give the medication with signed consent. The management team reserve the right to send home any child who is displaying illness symptoms/ adverse affect symptoms from medication that they are taking.

Please note we are only permitted to administer Calpol for teething or emergencies for example a child's temperature rapidly increasing. If a child requires Calpol throughout the day it would indicate they are unwell and shouldn't be at nursery.

EMERGENCIES

In an emergency you will be phoned immediately, if you cannot be reached then the next emergency contact will be called until someone has been informed.

ARRIVAL AND COLLECTION POLICY

We have a range of sessions that take place throughout the day, please arrive on time to drop off and pick up your child for the session you have booked. Being late to collect your child or early to drop off your child may place us in breach of the staff:child ratio which compromises the safety of your child. Within your child's booked session you can drop off and pick up at a time convenient to you, please ensure you let us know so we can make sure your child is ready to be collected.

Nursery has a protected lunch hour between 11.50am - 12.50pm therefore if you need to collect your child within this time frame / is not your usual pick up time prior arrangements will need to be made and we will let you know which door to collect your child from.

TERMINATION

Once Upon A Time Day Nursery reserves the right to suspend or terminate care of any child without notice, should it be deemed necessary for the overall safety and well-being of other children and or staff in our care.

POLICIES AND PROCEDURES

It is important that you understand how we run our nursery and how we will look after the needs of your child. By signing this contract you are agreeing to all Once Upon A Time Day Nursery policies and procedures including but are not limited to:

Behaviour Policy
Child Protection Policy
Additional Needs Policy
Complaints Policy
Medication / Illness Policy
Equal Opportunities Policy
Confidentiality Policy

All policies and procedures are available in the main hall and on our website, if you have any questions please ask a member of staff.

NOTE

Registration is not complete, and care will not commence until all the paper work is completed online. Prior to the start date of care the following must be received by us for each child:

- *Online Registration Form and Fee £20
- * Immunisation sheet (online)
- * Parent Contract & Financial agreement
- *Permissions & Consents (online)

PRIVACY NOTICE

I agree to Once Upon A Time Day Nursery's Privacy Notice

You must tick the box and agree to our privacy notice for your child to attend the setting

Our privacy notice can be found on our website or paper copies are available at nursery

Please sign this contract

This contract is between Once Upon A Time Day Nursery and Parents/Guardians of
(child's name) _____.

Parents /Guardians

I / We _____ / _____ have read and agree with the procedures,
statements, policies and privacy notice

Signature _____ Relationship to child _____.

Date _____

Signature _____ Relationship to child _____.

Date _____

Signed on behalf of Once Upon A Time Day Nursery

Signature: 

Position at nursery: Registered Person

Print name: Beverley Alldridge

Date: _____

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General information

You can message us via our **EYLog app** this is monitored most frequently along with our landline if you need a quick answer.

Nursery Mobile Phone

Here is our **mobile phone number** in case you need to send us a text

07541 315284

Direct debit / Bank details

To set up a **direct debit** please use the following details.

Santander Bank

Reference - Child's full name

Account - Once Upon A Time Day Nursery

Account number- 96157352

Sort code - 09 01 27

CIW registration number - W130000376

EYLog app

This is our daily communication with parents about your child's day and photos.

Daily diaries are usually sent at the end of your little one's session with details however it is the main priority of the staff to look after the children while at nursery, which can delay sending the diary and they will send the report at their earliest convenience.

This app also has a messaging function where you can discuss matters or ask questions, we will send newsletters, and upcoming events and alerts here. We will also send invoices and your child's profile which you must ensure is up-to-date with emergency contacts, a password and consents. It is very important that you fill out the forms with as much information as you can and with the correct consents.

It is paramount to us that children have a smooth transition into the setting, therefore we ask that you ensure to fill out the 'my world' part of the app so we have as much information about the child before they start, what settles them and what is important to them. Please speak to a member of staff if you have not received the link.

*Many Thanks
Once Upon A Time Team*