



# Terms and Conditions

Sunflowers at Grafton provide a caring, stimulating and safe place for children and we want our parents to feel secure that their child is happy and well looked after with us. Positive relationships with parents is fundamental and our formal terms and conditions underpin that relationship and outline the obligations and commitments of Sunflowers at Grafton and of parents. You enter into a contract with Sunflowers at Grafton when a start date is agreed and this means that you agree to accept our terms and conditions. If you are uncertain or do not understand any of our terms and conditions please let us know and we will be happy to talk through the details.

## Admissions

When you join Sunflowers at Grafton we need you to complete and return a registration form with your £25 registration fee (please note that this is not refundable).

We operate on a first come first served basis. If we are unable to offer a place straight away then your child's name will be on the waiting list. We will keep to that order and offer places to those at the top of the list as they become available.

## Opening Hours

We are open from 7.50am to 6pm, Monday to Friday, for 51 weeks of the year excluding public holidays. Sunflowers at Grafton is closed for one week for the period between Christmas and New Year.

Very occasionally we may have unplanned closures for circumstances beyond our control when it is deemed unsafe for the setting to be open, for example if we have no water, power or heating. Unplanned closures due to circumstances beyond our control are not refundable, but alternative sessions will be offered to you.

If we schedule a closure for any reason there will be no charge for sessions booked on those days.

## Settling sessions

We offer two 2 hour settling sessions before your start date. Each family is unique and we take this into account when settling your child with us. We consider your needs and agree how the settling time is managed – you may stay as long as you like or you can drop and go. Either way we work out what's best for child and parent.

## Bookings

A place will be booked for your child for the days and times you request. We require a minimum of 1 month written notice to permanently reduce or cancel your child's normal booking. Increasing your booking is subject to availability.

We are not able to swap days unless it is a permanent change and we have availability. Additional hours are booked as whole hours – part-hours cannot be booked.

We do our best to accommodate requests for ad-hoc bookings in addition to your child's normal booking. A minimum 1 week notice is required to cancel an additional booking.

## Child collection

We will only allow your child to leave Sunflowers at Grafton with an appointed person authorised in your child's registration form unless you have informed us otherwise. We may require evidence of their identity on arrival and an agreed password will be required.

If you know you are going to be late to pick up your child please let us know. We reserve the right to charge a late collection fee of £5.00 if you are 5 minutes late and a further fee of £5.00 for each subsequent 5 minutes.

## Health and safety

If you have any health and safety queries please arrange to meet with the Childcare Manager. We ask all parents to make sure doors and internal safety gates are closed when entering or leaving the building. Only members of staff are permitted to open the front door to verify the identity of all those entering the building.

## Sickness

If your child is unable to come in due to illness let us know as soon as you can and your message can be passed on to the relevant room.

Please do not send your child to Sunflowers at Grafton if they are unwell. Keep them at home until any risk of infection has passed to protect the well-being of other children in our care and our staff team. We request that children do not return to nursery until they have been symptom free for a minimum of 24 hours for a fever and 48 hours for sickness or diarrhoea.

Please advise us of any infectious ailment and where necessary we will inform all parents by email and via the notice board.

If children fall ill during the day or it becomes apparent that they are not well enough to stay we will contact you to arrange to collect them. If you are unavailable other authorised contacts will be called.

We reserve the right for a qualified member of staff to administer basic first aid and treatment where necessary. Parents will be informed of all accidents and will be asked to sign an accident form.

In the event of an emergency the child will be taken to the nearest hospital, accompanied by a senior member of staff who will act in 'loco parentis' until you can get there.

Refer to our sickness policy for more information on this topic.

## Fees

Account statements are produced at the beginning of the month for all sessions booked for that month. Fees are payable by mid-month by bank transfer, childcare vouchers, cash or cheque. Additional sessions or hours will be charged monthly in arrears.

Fees are based on booked days not attendance. In the event of missed days due to sickness or holidays we are not able to offer a refund.

We do not charge for public holidays or the Christmas closure days.

If you are unable to settle your account in full by the settlement date please get in touch and we can agree alternative payment terms.

If fees remain outstanding at the end of the month without prior agreement we will give you a gentle reminder. When fees remain outstanding without agreement we reserve the right to levy a weekly charge of £10.00 as long as the account remains outstanding and your place at Sunflowers may be suspended while we wait for payment. If fees remain unpaid after 2 months we may seek to recover payment via legal processes.

## Government funding

Parents who qualify for funding will have this amount deducted from the invoice.

## Notice to leave and termination

1 month written notice is required if your child is leaving us. If this is not possible a normal monthly fee will be charged in lieu of notice.

Sunflowers at Grafton 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 in our care or our staff team.

## Liability

You are responsible for your child when they are on our premises prior to arrival or after pick up.

We will always look after items that you bring in for your child but we cannot be held responsible if items get damaged or go missing, nor compensate for them. Liability for damage of your property is excluded except if caused by our negligence.

## Behaviour and conduct

Sunflowers at Grafton team members will maintain a friendly, courteous and professional approach to children, parents, carers and other team members at all times.

We will support parents and carers in managing children's disruptive or inappropriate behaviour but we may require children to be withdrawn if the Childcare Manager considers this appropriate.

We will not accept abusive or threatening behaviours from parents, carers or children and such behaviour may result in termination of your place with Sunflowers at Grafton.