AGREEMENT
TERMS AND CONDITIONS

Abracadabra Day Nursery's Responsibilities:

We will:

1. Send you written confirmation that a place for you child has been accepted after you have returned the registration form and paid your deposit/registration fee. We cannot hold a space for you if you do not pay a deposit/registration fee.
2. Try to accommodate, where possible and subject to availability, any extra sessions that you may request.
3. Ensure that communication is vital between the nursery and the parents at all times. You will receive a verbal handover every time you collect your child from nursery. In addition to this we will talk to you about your child's progress throughout the year, hold an annual parents evening, send out quarterly newsletters, and communicate via email.
4. Ensure you are aware when the nursery is closed, which can also include the times we close. If the nursery has to close in an emergency e.g. 'act of god' (natural event), such as snow or flooding, no electricity/gas/water etc, we will endeavour to let you know at the first possible instance.
5. Ensure your personal information and data is held safely and securely at all times. We will not share your information with any third parties unless required to do so by law.

Your Responsibilities:

You will:

1. Complete and return all forms provided by the time your child starts at Abracadabra.
2. Ensure that your contact details are kept up to date throughout your child's stay with us.
3. Inform us of any medical conditions, especially contagious illness/disease, or allergies your child may have at any time.
4. Ensure that your child has had 48 hours' worth of antibiotics (cream or medicine) administered to them before returning to nursery. Upon your child's return you must fill out a medicine form for us to be able to continue your child's required doses. (Medicine forms are available on request).
5. Ensure that your child is at least 48 hours clear of any contagious illness, such as sickness or diarrhea, or has passed the contagious period for any diseases, such as chicken pox.
6. Collect your child immediately if we feel they are unwell enough to be at nursery.
7. Inform us by 9am if your child is going to be off sick for the day. The Chef needs to know how many children are being catered for on the day and if any meals for children with dietary requirements need to be specially prepared.
8. Inform us if your child is going to be on holiday as far in advance as possible.

9. Inform us if somebody else is collecting your child, and if we have not met them before to provide both them and us with a corresponding password. We will not release a child from our care to anyone we do not know.
10. Provide us with a month's notice to either increase or decrease your child's sessions.

Payment:

1. In order to guarantee your place we will require a deposit along with your completed registration form and a non-refundable registration fee of £20.00. A deposit of £100 is required for 2 sessions and £150 for 3 or more sessions. This is refundable when you leave Abracadabra. The deposit is NOT refunded if your child does not start at Abracadabra. *Please note if you are accessing free hours only there will be no registration fee to pay.
2. Fees must be paid monthly, in advance throughout the year including bank holidays, family holidays, illness and other periods of absence. If for any reason the nursery needs to close early, or shut for the day due to extreme circumstances, fees will remain payable.
3. You will receive your invoice by email in the third week of every month, which must be paid in the first week of the following month (unless discussed otherwise). Your invoice is password protected, which you will provide us with when your child starts at the nursery.
4. Payments can be made by either cash, cheque, the tax free childcare scheme or via bank transfer (bank details are available on request).
5. You may request extra sessions (subject to availability). If you have booked extra sessions these will be added on to your next month's invoice.
6. If you have two or more children attending the nursery then you will receive a 10% discount on the lowest fee. This deduction is taken off regular sessions, not extra sessions.
7. Free Entitlement is available for children aged 9 month olds+ and two year olds who are eligible for it. The funding is available for your child the term after they turn 9 months old or two years old. We offer the funding in a stretched format, which means you receive up to 11 or 22 hours per week over 51 weeks. This can be used on 5 or 10 hour sessions. Any additional hours/sessions will be charged at full price. Please see our admissions policy for further details.
8. Free Entitlement is available for every three and four year old. The funding is available for your child the term after they turn three years old. We offer the funding in a stretched format, which means you receive up to 11 or 22 hours per week over 51 weeks. This can be used on 5 hour or 10 hours sessions with a meal supplement, or 3.5 hour or 4 hour sessions with no meal supplement. Any additional hours/sessions will be charged at full price. Please see our admissions policy for further details.
9. Fees are reviewed throughout the year and may be increased at any time. We will always provide plenty of notice for any changes to them.
10. If you are having difficulty in paying your child care fees then please speak to a member of the Management Team. A payment plan can be discussed.

Additional Charges:

1. If you fail to make payment in full by the 8th of the month you will be charged a late payment fee of £15.00. This will be added to your following month's invoice.
2. Returned cheques or bank transfers will incur a £15.00 charge. This will be added to your following month's invoice.
3. Session times must be adhered to. Early drop off or late collection of your child will incur a charge of £15.00. This will be added to your following month's invoice.
4. Once an extra session is booked they are NOT refundable if you choose to cancel it or do not attend.

Termination:

You may end this Agreement at any time by giving us:

1. One month's notice in writing. Your deposit will be deducted from your final invoice and if you are in credit then you will receive a BACS payment for the amount owed to you.

You may immediately end this Agreement at any time if:

2. We have breached any of the terms and conditions or any of the policies and procedures.

We may immediately end this Agreement at any time if:

3. You have failed to pay your fees.
4. You have breached any of the terms and conditions.
5. You behave unacceptably towards a member of staff, which includes physical and verbal abuse.
6. Your child behaves unacceptably or endangers the safety and well-being of other children in the nursery.

General:

1. We have a duty to report any incidents to the appropriate authorities if we consider a child may be being neglected or abused. We reserve the right to do this with or without your consent and with or without informing you.
2. If you have any issues or concerns regarding anything to do with the nursery then please speak to your child's key worker or room senior. If you feel that the issue or concern should be dealt with by Management then please speak to a member of the Management Team.
3. As we have so many toys in the nursery we request that children do not bring in their toys from home, unless they are their comforters. We accept no responsibility for any lost or damaged toys.