

Terms and Conditions for Monkey Puzzle Bedford

The terms and conditions set out below reflect the custom and practice of Monkey Puzzle Day Nurseries. The terms are designed to encourage stability and maintain consistent staff ratios and working practices within the nursery. Nothing within these terms and conditions affects the parent/guardian's statutory rights.

To register your child at nursery, a non-refundable registration fee of £50.00 is payable for each child registered. This does not guarantee that a place is available. The nursery may charge a deposit of the first month's fees up front on the basis of the proposed attendance, and a minimum of 1 month's notice* must be given in writing to reduce attendance otherwise the upfront payment will be forfeited.

n All fees are charged a month in advance and must be paid by direct debit and will be collected on or around the 1st of each month to which they relate. Fees will be the responsibility of the person named on the registration form. Fees are payable during any periods of absence from the nursery, including sickness, holidays and during public and bank holidays and on occasions when the nursery may be closed for staff training days (max. 3 days per year)

and on occasions when the nursery may be closed due to circumstances beyond our control.

n The nursery is open for 51 weeks of the year. Full time places are charged for only 50 weeks, otherwise fees are calculated on the basis of the weekly charge for the number of sessions attended, multiplied by 51 (weeks) and then divided by 12 (months) to create a fixed monthly charge.

n Prices quoted per child are for the core day (7.30am-6.30pm), or a session (7.30am-1.00pm or 1.00pm-6.30pm) and include lunch and tea if applicable. Extra sessions or full days (if available) outside the contracted weekly sessions must be paid for on the day. Extended hours are available on request and at an additional cost.

Monkey Puzzle Day Nurseries operate a 'minimum number of sessions' policy to ensure your child/children settle in to the nursery routine and gain maximum benefit from their time there. The minimum is either two sessions or one full day.

One month's written notice is required if you no longer require your nursery place or wish to withdraw your child from the nursery or reduce attendance. Fees are payable during this notice period. Fees are also payable if there is any delay taking up the nursery place once the place has been confirmed.

Monkey Puzzle Day Nurseries reserve the right to charge interest on late fees at the statutory rate calculated daily, or rate of interest set by the court (whichever is higher), plus an administration charge of £25*. By signing this form, you are agreeing to Monkey Puzzle Day Nurseries recovering any costs incurred in the recovery of late or unpaid fees, including but not limited to legal and court fees. Children may be excluded from the nursery if fees remain outstanding more than 14 days beyond their due date and registration may be terminated.

If a member of staff is sick you may be required to remain with your child while an alternative member of staff is deployed.

Parents/guardians collecting children late from nursery will be subject to a surcharge of £5 per 15 minutes (or part thereof) or whichever rate is advertised at the nursery.

Monkey Puzzle Day Nurseries does not accept responsibility for accidental injury or loss of property. Children should not bring their own toys into nursery. Monkey Puzzle Day Nurseries maintain those insurances required by law, copies of which can be seen at the nursery.

Where a member of staff, within six months of leaving Monkey Puzzle Day Nurseries, is employed by a parent/guardian previously registered at the nursery, then the parent/guardian shall be liable to pay a sum equivalent to six months' salary for that employee at the time their employment finished with Monkey Puzzle Day Nurseries.

If your child falls ill during a nursery session, the manager will contact the parent/guardian. If your child is suffering from a contagious illness your child should not be brought to nursery until the illness has passed. Parents/guardians are required to inform the nursery if your child is to be absent due to illness.

On sunny days' sun cream will be applied to your child for protection against sunburn.

You should be aware that from time to time Monkey Puzzle Day Nurseries may take photographs within the nursery setting to be used for training or promotional material.

You should be aware that your child will be taken on regular outings which may be outside the nursery premises. If you do not wish your child to partake in such outings, please inform the nursery manager.

For training purposes your child may be the subject of student observations during their college placements. The nursery will also make observations and keep records on your child. If you do not wish your child to be observed, please inform the nursery manager.

The nursery has a responsibility to contact the local Safeguarding Authority should they have any concern that a child in their care may be the subject of neglect, ill treatment or abuse. This may be done without informing the parent/guardian.