



Booking Terms and Conditions

Age of Admittance

We welcome children from **6 weeks to 8 years old** at Bearhugs Tattershall and **6 weeks to 11 years** at Bearhugs Horncastle.

Opening Times

We are open from **07.30 am to 18.00 pm** throughout the year with the exception of Bank Holidays and Christmas. Our annual Christmas and New Year closure varies from year to year and may be up to two weeks depending on how Christmas falls.

Reserving your child's place and payment

In order to reserve a place we encourage you to come on a return orientation visit with your child to explain how everything works and introduce you to our key people. We would then encourage you to leave your child with us for a short time, possibly an hour or so. This allows them to get a feel for the nursery.

We ask for a £10.00 admin fee per family to be paid before your child starts.

You can then book a series of taster sessions until you feel happy that your child is going to settle with us. These must be paid for on the day, after the session.

*We then ask you to book your regular sessions, which have to be paid for monthly in advance. Bills are issued at the end of each month and **payment is required by the 7th of each month.*** Bearhugs Nurseries Ltd. encourages prompt payment but recognises that at times some parents/carers may experience financial difficulties. Bearhugs Nurseries Ltd. will ensure that no child/children/families are penalised should this situation arise. Bearhugs Nurseries Ltd. will endeavour to arrange a payment plan that is acceptable to both parties, enabling the child/children to continue to attend. All financial matters will be dealt with the utmost sensitivity and consideration and in confidence.

In the event of non payment:

- The Manager/ administrator will liaise with the parent/carers concerned, advising payment within the next 48 hours.
- A payment plan will be agreed if necessary.
- Where unmet payments continue within 48 hours of the initial contact further contact will be made with the parent/carers advising payment must be received in 24 hours.

- Where there is no payment received within 24 hours or a failure to adhere to the payment plan the child's/children's place will be withdrawn with immediate effect to prevent the bills from mounting.
- Children will not be allowed to return until payment has been received.
- **PLEASE ALSO NOTE:** where you leave the setting with outstanding debt and we suspect that you have taken up a place at another childcare setting we reserve the right to contact settings and advise them of any outstanding debts owed to us.
- Bearhugs Nurseries Ltd. is a small family run company and any unpaid monies leaves a huge strain on our finances. Therefore we will, and do, routinely chase any debts through small claims proceeding where applicable.

Termination/ Extra sessions/ Absence

FOUR weeks' notice applies when terminating your child's place here at Bearhugs Nurseries Ltd. for whatever reason and must be provided in writing.

Extra sessions may be available if there are spaces and can be paid for at the end of the session or added to next month's bill. This is at the managers or supervisors discretion.

Sessions cannot be swapped.

Absence from nursery for whatever reason, including through illness, does not qualify for a reduction in fees

Meals will also still be charged

Bank Details

As from the 1st January 2014 we no longer accept *Cheques or cash payments over £25.*

Electronic payment can be paid into:

Natwest Bank

Account 27553426

Sort Code 60-30-10

Bearhugs Horncastle has a card machine and these payments can be received over the phone from Tattershall.

Payments via **Credit Card** will have a **2% charge** added at the point of sale.

Debit Card payments under £10 will also be charged an additional **20p** at the point of sale.

Childcare Vouchers

We accept **Sodexo, Busy Bee and RG childcare vouchers** to support with the cost of childcare. These can be sought through some employers.

Holidays

Here at Bearhugs Nurseries Ltd. we try to be as flexible as possible and allow **uncharged holiday**, provided you have given **FOUR weeks' notice**, for a maximum of **FOUR weeks per year** running from 1st January to December 31st.

For example if your child attends every Tuesday then you are permitted four Tuesdays off per year uncharged provided four week's notice is given.

Limited term time only places are available however these will incur a 25% retainer fee during school holidays. Additional sessions can be booked in the holidays and where they are equal to the 25% fee or greater; the 25% retainer fee will not be charged. These additional sessions must be booked at least four weeks in advance to apply. Term time only places are still entitled to **4 weeks** without any charge as in line with our holiday policy.

Funding

Bearhugs Horncastle and Tattershall currently offer the government funding for the two, three and four years olds for 15 or 30 hours per week dependent upon eligibility. All three and four year old government funded places will be given priority as will any child requiring a full time place.

We offer the 15 hours funding in sessions. This is done so that children accessing the free 15 hours gain the most from their time with us. The sessions can be taken as 5 days at 9.00-12.00 or 12.00-15.00. Two days- 9.00-15.00 and one day 9.00-12.00 or 12.00-15.00. Depending on availability.

At Bearhugs Nurseries Ltd. we offer the 15 hours funding for two year olds. This works slightly differently to three year old funding and certain criteria must be met. This includes being in receipt of one of the following-

- Income support
- Income-based job seekers allowance
- Income-related Employment and Support Allowance
- Support under Part VI of the immigration and Asylum Act 1999
- The guaranteed element of State Pension Credit
- Child tax credit, provided you are not also entitled to working tax credit and have an annual gross income of no more than £16'190, as assessed by Her Majesty's Revenue and Customs

- Looked after child

We also offer the funded 30 hours childcare for eligible three and four year olds.

30 hours is broken down as follows- **All children in the term following their 3rd birthday are eligible for the UNIVERSAL 15 hours funding.** This is for all 3 and 4 years olds. Your child can access this at any point during the term after their 3rd birthday up until they start school. There is no code for this just a declaration form that we provide for you.

Children who are eligible for 30 hours are then entitled to **15 hours EXTENDED funding on top of the 15 hours universal.**

15 hours UNIVERSAL + 15 Hours Extended = 30 hours per week.

Your child can only access the extended funding the term AFTER you have applied and received your code. So for example if your child is 3 in July, but you do not apply for the extended funding until 1st September or after they will be unable to access their extended 15 hours funding until 1st January. **They will still be able to access their universal 15 hours.**

Term Dates-

Child's birthday/ Date in which you apply for your extended hours	When you can claim
1 January to 31 March	The beginning of term on or after 1 April
1 April to 31 August	The beginning of term on or after 1 September
1 September to 31 December	The beginning of term on or after 1 January

Therefore it is very important that if you think you are eligible for 30 hours you will need to APPLY the term before. Any applications after this date will not be eligible until the following term. This is still a relatively new system and there have been numerous problems so we advise doing this as soon as possible rather than waiting until nearer the deadline.

Parents of three and four year olds will need to meet the following criteria in order to be eligible for 30 hours free childcare:

- They earn or expect to earn the equivalent to 16 hours at National Minimum or Living Wage over the coming three months.
- This equates to £120 a week (or c.£6,000 a year) for each parent over 25 years old or £112.80 a week (or c.£5,800 a year) for each parent between 21 and 24 years old and £56 a week for apprentices in their first year.
- This applies whether you are in paid employment, self-employed or on zero hours contract.

- The parent (and their partner where applicable) should be seeking the free childcare to enable them to work.
- Where one or both parents are on maternity, paternity, shared parental or adoption leave, or if they are on statutory sick leave.
- Where one parent meets the income criteria and the other is unable to work because they are disabled, have caring responsibilities or have been assessed as having limited capability to work.
- Where a parent is in a 'start-up period' (i.e. they are newly self-employed) they do not need to demonstrate that they meet the income criteria for 12 months.
- If one or both parents is a non-EEA national, the parent applying must have recourse to public funds

To check your eligibility-

<https://www.childcarechoices.gov.uk/>

What next?

If you are eligible you then need to bring your **code** to us and your **national insurance number**.

We then need to 'validate' your codes and confirm your child's place with us.

How can I take my funded hours?

As with our 15 hours, 30 hours funding will only be able to be accessed in sessions.

The sessions are as follows-

Session	Hours used	Additional Charges
Full Day 7.30-17.30	10 hours* Please note that you are only able to use a maximum of 10 funded hours per day as set by the Local Authority.	There will be an additional £1.75 for breakfast £2.90 for lunch £2.25 for high tea applied, unless you 'opt out'. Alternatively you may send your child with a pack up for lunch.
Half Day 7.30-13.00 / 13.00-18.00	5.5 hours 5hours	There will be an additional £1.75 for breakfast and £2.90 for lunch. when accessing 7.30-13.00.

		£2.25 for high tea will be applied when accessing 13.00-18.00 unless you 'opt out'.
Sessional 9.00-12.00 / 12-15.00	3 hours	An optional charge of £2.90 for lunch will be applied 12.00-15.00. Alternatively you may send your child with a pack up for lunch.
Sessional Day 9.00-15.00	6 hours	An optional charge of £2.90 for lunch. Alternatively you may send your child with a pack up for lunch.

So what if I need extra or I don't fit into a specific session?

Any extra hours can be purchased at our rate of £5.00 per hour with the manager's discretion. So for example, if you need your child in until 6 pm, the full day funding will be applied and an additional half an hour can be purchased subject to availability.

Can I stretch my hours?

Yes!

There are two options- stretched and term time only.

Term time only will allow you to access **30 hours per week term time only** and will follow local school holidays.

Stretched funding will be **23 hours taken over 50 weeks** of the year and will break for 2 weeks over the Christmas period.

If you chose the 30 hours term time only, but access over 30 hours per week, you will still be charged a 25% retainer fee during the school holidays of anything paid for over and above 30 hours, in the same way you are now.

Please note also, whichever option you chose you will not be able to change this until the following September.

What if my circumstances change and I fall below the eligibility requirement?

You must re-validate your code on the system every 3 months from your first code. If during this time you are no longer eligible/ or you do not validate your code, you will be given a 'grace period' where you are still able to access the funding for a short amount of time extra. These grace periods depend on when you apply e.t.c so we will discuss this with you as and when this happens as there are several different scenarios.

We realise that much of this is very confusing so please come in and chat with Tina if you need any more information or clarity.

If you think you may be eligible for either two year old or the extended three year old entitlement then please access the childcare choices website, www.childcarechoices.gov.uk

Early Years Foundation Stage (EYFS)

Like all nursery provisions we follow the **Early Years Foundation Stage**, which sets a basis for children's learning and development from birth to five years and supports them in their first reception year at school. This helps to guide practitioners and ensure children are developing and progressing well. For more information on this please speak to a member of staff or visit www.foundationyears.org.uk or see our website for our parents guide. Alongside this your child's key person will keep an online '**learning journey**' of your child's journey with us, with lots of post it notes and photos so you can see what your child's been up to as well as hear! Practitioners will then use the **Early Years Outcomes** as part of the Early Years Foundation Stage to support future development. This learning journey can be viewed through your own password protected online system and this will be set up when your child starts.

Clothing and Personal Items

Parents should supply sufficient clothing **clearly labelled** for their child's daily needs and a spare set of clothes in case of accidents. The nursery cannot accept responsibility for loss or damage to personal items and ask for all items to be clearly named.

We encourage parents to dress their children in suitable, practical clothing for all types of activities. Although we will endeavour to keep children clean they will at times get messy so we ask that you send them in clothing suitable for messy play. Please note we are an ALL WEATHER NURSERY, and we play outside come rain or shine. Sun hats must be provided in the summer months as must any specialist sun cream and during winter months we require you to provide suitable footwear, water proof coats etc.

Collection

The person collecting the child **must** be known to the Nursery staff. No child will be released unless we have permission from yourselves as legal guardians. We ask, if circumstances change, you let the nursery know as soon as possible and that whoever comes to collect your child carries some sort of photographic identification and a password system will be used

Late collection charge is £5 per 5 minutes or part thereof. Time is always rounded up to the next five minutes. Parents must allow time to collect their child and talk to staff as the Nursery closes at 6.00pm. This covers the cost of keeping two members of staff on duty. If you are late it is essential that you contact the Nursery.

Changes

Parents/Guardians are required to inform the Nursery immediately if any of the information given on the enrolment form changes. **This includes mobile phone numbers.**

Transitions

Transitions are a key part of a child's journey. In order to streamline transitions between rooms we adopt a 'family approach'. Every child is assigned a family group with a key person. This family group consists of children of similar ages and stages with a special person they are attached too. This family group then stays together and moves through the nursery as a 'family' at key transition periods. These key transition periods are the term after their birthday so for example if your child is 2 in September they will move into the 2-3 room with their family group in the January term. Their key person will support with this and when the whole family are settled the key person will hand over to the child's new key person.

Transition periods are as follows:

Children with a birthday between **1st September –31st December** will move up in the January term

Children with a birthday between **1st January- 31st March** will move up after the Easter break

Children with a birthday between **1st April- 1st September** will move up in the September term.

This will not affect children's learning and development as regardless of what room you child is in their key person will make sure their family group is always supported, challenged and extended as both key people and rooms grow with the individuals children's needs and interests. We also ensure that all ages have opportunities to mix with 'older ones' through lunches and outside time so they become familiar with a broad range of rooms and people.

Health

Should your child, or member of your family, contract a notifiable disease or infectious ailment you must inform us. We are then able to inform other parents promptly. Please do not bring your child to Nursery if they are ill.

The Nursery reserves the right to refuse entry to any child who the Nursery Manager/ supervisor consider to be unwell or suffering from any contagious or infectious complaint.

With regards to **rashes** of any kind we will refuse entry until verified by a doctor that the rash is not serious or contagious.

Where your child has been **prescribed antibiotics** we have an exclusion period of **24 hours** from the first dose. This allows the antibiotics to take effect and allows monitoring of potential allergic reactions.

Sickness and diarrhoea has a **48 hour** exclusion period from the last bout of **sickness/ or diarrhoea** in line with the HPA guidelines and this is vital for limiting the spread.

If your child becomes ill during Nursery we will attempt to contact you. If we are unable to contact you, we will contact the 'authorised people' on the enrolment form. The Nursery staff may act in loco parentis for the child in case of illness, accident or emergency. Staff will take such actions as the Manager sees fit, including hospitalisation, whether or not the parents or next of kin have been informed.

We recognise that there may be times when children require **medication** to be administered during their time in the setting. We follow a strict medication policy for administering these, please see our medications policy.

Sickness or absence from nursery does not qualify for a reduction in fees.

Safeguarding

Bearhugs nursery is committed to an environment in which children are safe from abuse and where any suspicion of abuse is promptly and appropriately responded to. Bearhugs nursery will work within the guidelines laid down by the Local Safeguarding Children Board and current government guidance 'Working Together to Safeguard Children'.

All parent/carers should be aware of the fact that **Bearhugs Nurseries Ltd. has a legal obligation to safeguard and promote the welfare** of the children in their care, and that the **child's needs will be our priority**. We reserve the right to contact the Local Safeguarding Children's Board without parental permission when we believe a child to be in need or at risk of significant harm. All incidents will be dealt with in the strictest confidence.

Complaints

Bearhugs Nurseries Ltd. is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending.

We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about the running of the setting. We welcome all feedback either verbally, via email or letters, whichever is comfortable for you. It is the hope of Bearhugs Nurseries Ltd. that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome we follow a strict complaints procedure which can be found displayed in the entrance at Bearhugs. If you wish for any more information on this procedure please do not hesitate to ask.

All of our policies and procedures and any updates to our terms and conditions can be found on our website:

<http://www.bearhugsnursery.co.uk/>

Please note Bearhugs Nurseries Ltd. reserves the right to update these at any time without notice.

We hope you have found this useful, however if you have any queries or questions please do not hesitate to ask. We have an open door policy and welcome any feedback or comments you may have.

We hope to see you soon,

Sonia, Tina and all the team.