



Cotton Tails Nurseries Limited

Cotton Tails Nursery

1110 Bristol Road South,
Northfield
B31-2RE

Cotton Tails Too

14 Leach Green Lane
Rubery
B45- 9BL

Happy Days Nursery

407 Hagley Road West
Quinton
B32- 2AD

TERMS AND CONDITIONS

The Terms and Conditions stated within this written document must be read fully. Signing the agreement does not affect the statutory rights of the parent/guardian. However this is a necessary document which safeguards the child and the working conditions of each designated nursery. Signing the Application Sheet automatically declares that all parties named agree to the conditions as stated.

Our obligation to you: *Cotton Tails Nurseries Ltd* will make available nursery care for 52 weeks of the year, 7.30 am to 6pm Monday to Friday inclusive. No fees will be charged for their closure which can vary, but are normally within the appropriate Bank Holiday dates. At all times each nursery will adhere to Government legislation, providing an educational and caring Ethos to help develop and support your child/children. Information will be treated as confidential; however where there may be issues regarding the child's /children's welfare or further education third bodies may need to be provided with appropriate details.

1. Reserving a Place for your child/children.

When you have decided upon your chosen nursery, an Application form MUST be completed in full together with a non refundable booking fee of £50.00 per child. You will then receive written confirmation from the nursery, which will provide you with all the necessary information.

2. Payment of Fees.

2.1. Fees must be paid in FULL by the 26th day within a calendar month prior to the child/children attending. Fees received after this date will attract a late charge of £25.00 per child. Failure to pay the Nursery Fees will result in the termination of the nursery place.

2.2. For your child's/children's first month the Nursery will issue a written invoice followed by a standing order mandate which should be sent to YOUR bank and the confirmation slip returned for administration purposes.

2.3 Fees received in installments will attract additional charges.

2.4 There can be NO refunds for absence regarding your nursery place. This includes sickness and holiday.



2.5 In order not to occur additional fee charges, notification of termination of nursery place must be received in writing, if notification has not been received back this suggests your request has not reached the appropriate designated person in charge of administration. One Full months notice is requested in order relinquish your place.

2.6 To change arranged days/session, again notification is required in writing with a full month's notice. Failure to comply with this agreement will result in full charges being made.

2.7 In the event of a pandemic or act of god, the nursery owner reserves the right to charge should the setting need to be closed. If nursery fees can be recovered from our insurers, parents will be reimbursed in full.

2.8 We operate in accordance with Birmingham city council guidelines in relation to nursery education funding- known as FEF. Children become eligible for this on the term after their third birthday. If available we will offer placement for children on a funded basis only however we reserve the right to change the hours offered. Parents can use funded hours to contribute to payment of fees and top up the difference. If a child is attending for funded hours only we will make a nominal charge for lunches/meals.

2.9 In some instances funding is available for 2 year olds. We are happy to provide a place for children in receipt of this if we have the appropriate availability. We will also require communication from the local authority regarding how payment of fees will be made.

3. Obligation of the Parent

Both Parents or the Sole Parent must sign the agreement and shall:

3.1 Provide *Cotton Tails Nurseries Ltd* with appropriate information relating to questions asked on the Application Form and Child's Record Card. *Cotton Tails Nurseries Ltd* will be entitled to rely upon all the answers provided. Information regarding change of Emergency contacts MUST be provided in written format, including any change of address at the earliest opportunity.

3.2 Ensure Nursery Fees are paid in accordance with the terms in 2.1 as stated above.

3.3 Notify in writing *Cotton Tails Nurseries Ltd* of any illness, sickness or allergy, before bringing the child on to Nursery Premises. Supply any medication with full instruction to a relevant member of staff, following our policy and procedures for the administration of medication

3.4 Agree to allow *Cotton Tails Nurseries Ltd* to administer Medication such as Paracetamol in an emergency situation in the absence of the parent, following our medication policy.

3.5 Permit, and hereby authorize, *Cotton Tails Nurseries Ltd* personnel in its sole discretion to seek medical assistance for the child if the parent has not been contacted and the Nursery deem it appropriate. At all times the nursery will try and make contact with the parent.





- 3.6 Co-operate with *Cotton Tails Nurseries Ltd* if periods of exclusion need to be applied for contagious infections. *Cotton Tails Nurseries Ltd* will seek the most up to date information regarding exclusion periods from the Health Protection Agency.
- 3.7 It is the parent's duty to provide a minimum of three contact numbers. Any changes to these should be made in writing.
- 3.8 Consent to the holding and processing of personal data relating to the Child and Parent in accordance with the Data Protection Act 1998.
- 3.9 Agree from the date of this agreement and during its term and for a six month period after its termination, the parent will not directly or indirectly employ staff with whom they have had contact or dealings, without the written consent of Cotton Tails Nurseries. In the event a parent does directly or indirectly employ Cotton Tails Nurseries staff member, a figure representing 25% of their salary may be payable.
- 3.10 Ensure the child arrives at nursery in suitable clothing and footwear, with preventative protection against the sun. Clothing to suit the changing seasons is required if you wish your child to fully participate in outdoor play throughout the year.
- 3.11 Provide a suitable Nappy Cream (e.g. sudocrem) if your child needs it.
- 3.12 Provide the Nursery with photographic evidence of persons' responsible for collection of the child. Ensure the person collecting the child is deemed a suitable and an appropriate age. Collection must take place before the nursery closes.
- 3.13 Consent to the confidential holding and processing of personal data relating to the child and Parent in accordance with the Data Protection Act 1998.
- 3.13 Within all rooms we try and encourage a 'no outdoor footwear policy', all parents and staff are required to follow this by either removing their shoes or using the covers provided. Any persons entering the nursery with soiled shoes are required to use the covers provided to help us maintain a clean environment for the children.
- 3.14 Provide information on specific dietary requirements or known allergies. Our menus are planned on a four weekly basis, we are happy to cater for individual dietary requirements when supported by a medical note, we will also cater for religious requirements. If for personnel preference you require a change in the menu then this will need to be provided by parent / guardian.
- 3.15 Provide if you wish consent for outings and trips. Information about outings will be provided in advance to ensure you can make an informed decision as to whether you will allow your child to attend.

4. Children

Any nursery may require the parent to withdraw or remove their child, for any of the following circumstances:

- 4.1 The child requires specialist medical care/attention that is not available within the nursery, or is refused by the parent.
- 4.2 The nursery has reasonable cause to believe that the child has a contagious condition, and poses a risk to other children within the setting that may contract the illness.



4.3 The parent has not been completely honest about a child's condition, or has withheld important information.

4.4 The nursery manager reasonably deems the child's behaviour to be disruptive.

4.5 No refund will be offered for fees paid, when a child is absent for any reason as stated in paragraph 4.

5. Fees

Cotton Tails Nurseries Ltd will not be held liable to the parent or child, on the understanding that both parties have adhered to current legislation and policy for any of the following reasons;

5.1 Death or personal injury

5.2 Damage to a Child/Parents personal belongings, including loss caused by a third party.

5.3 All nurseries will endeavor to ensure property remains in good order, however items are left at own risk.

5.4 *Cotton Tails Nurseries Ltd*, in contract, tort or otherwise arising by reason of or in connection with the agreement shall be limited to the greater of the place fee or the amount received by *Cotton Tails Nurseries Ltd* for the claim under its insurance policy covering such risks. The parent acknowledges that delay in notifying any claim may prevent the Parent recovering any money under such a policy.



Cotton Tails Nurseries Limited



Safe and Secure

Each of our settings has a comprehensive range of policies and procedures for safeguarding our children. At each nursery we have a high security system with coded entrances and CCTV cameras operating in all our settings both inside and out. We also have intercom systems linking all rooms and mobile intercom systems for use in the garden. Our secure outside areas have a wide range of opportunities for learning.

Our Dedicated Team

Our team is selected on their individual personalities, skills and relevant qualifications. This ensures our staff are motivated and enthusiastic and possess the quality to work with young children. All employees are subject to an Enhanced CRB disclosure (safety check on a person's suitability carried out by official bodies) and references.

Whilst employed at *Cotton Tails Nurseries Ltd* staff are encouraged to continue their personal development. This is offered through various training opportunities provided by Birmingham Early Years and other training providers. We recognize that investment into our staff contributes to the ongoing improvement of our services.

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