

# Little Acorn Nursery Terms & Conditions

## Academic Year 2024-25

Little Acorns Nursery provides a caring, nurturing and stimulating environment for your child to grow and thrive. We are very fortunate to have staff who are highly knowledgeable and passionate, bringing many years of experience, understanding and creativity to the nursery. The large and spacious classroom and garden environment are fantastically resourced with fun daily activities to keep the children engaged whilst having lots of fun.

### How to Apply:

Application forms are available from the school website – <https://elmsteadwoodprimary.co.uk> or request from the Nursery Club Leader – [admin@elmsteadwoodprimary.co.uk](mailto:admin@elmsteadwoodprimary.co.uk) Nursery will run concurrently with published term dates (excluding INSET days), which can be found on our website.

### Provision:

Employees of Elmstead Wood Primary School will staff our Nursery unless there is a staffing shortfall when we may use supply staff.



### Payment :

**To secure your child's place for the chargeable sessions at the Nursery you will need to send a payment covering your first month's fees to –**

**Account Name – The Spring Partnership Trust**

**Sort Code – 30-84-51**

**Account number - 57852460**

**Reference – EWP + Child's full name (eg EWPJOHNSMITH)**

**You may send this payment via Childcare Vouchers. Please email the receipt to [creditcontrol@springpartnership.co.uk](mailto:creditcontrol@springpartnership.co.uk) as proof of payment.**

**All future payments must be made via ParentPay, our secure online payment tool. You will receive your log in details once your child has started at the Nursery.**

### Contract Fees:

If your child attends the Nursery for additional sessions (over your funded 15 or 30 hours) then the fees are as follows -

AM/PM - £20.00 per session.

Lunch - £3.50 per ½ hour session

**PLEASE NOTE - parents of children eligible for 30 hours funding will be charged £3.50 per**

**A Spring Partnership Trust School** | Registered office: George Lane | Bromley | Kent BR2 7LQ

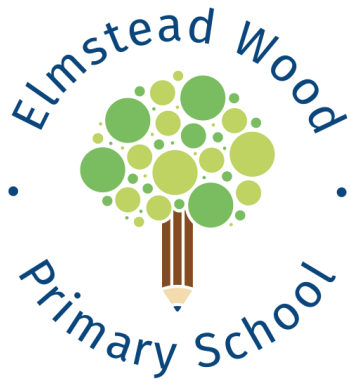
020 3121 1144

[contact@springpartnership.co.uk](mailto:contact@springpartnership.co.uk)

[springpartnershiptrust.co.uk](http://springpartnershiptrust.co.uk)

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day to cover the cost of the half an hour lunchtime period.

Fees are payable in advance either in full or in 2 instalments. Please pay by ParentPay. Childcare Vouchers can be used as full or part payment.

Any unpaid debt will be referred to our solicitors for recovery. The incurred cost of this will be added onto your outstanding debt.

**If you are unable to adhere to the above terms, you must contact Credit Control at [creditcontrol@springpartnership.co.uk](mailto:creditcontrol@springpartnership.co.uk).**

**\*Failure to pay in advance will result in a late payment fee of £10.00 and may result in your child's place being suspended.\***

### **Contract Cancellation/Change of Contract/Change of Contract Days:**

Cancellation of a place or change of days request needs to be done in writing and giving at least one month's calendar notice. No verbal cancellation or changes will be accepted. Failure to do so will result in you being charged.

### **Ad hoc Fees:**

You may occasionally need to arrange additional care for your child and book an additional session at the Nursery. This must be agreed at least 24 hours prior to the required date and is NOT guaranteed. Please complete an Ad Hoc Form and email or hand it to the Nursery Leader. Nursery sessions are payable via ParentPay before or on the day.

Ad Hoc AM/PM - £23.00 per session  
Lunch - £4.00 per ½ hour session

### **Ad Hoc Cancellation:**

To cancel an ad hoc session we require a **48-hour notice**, no refunds will be issued after this time.

### **Medical information and contact details:**

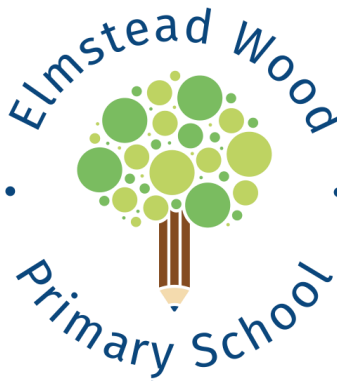
The Nursery will use the medical and contact details held at the school. You will be asked to complete a Pupil Details Form / Medical Information Questionnaire on admission. Please inform us of any changes to this information.

### **Drop off and collection:**

Morning Session (8.40am – 11.40am)  
Lunchtime Session (11.40am - 12.10pm)  
Afternoon Session (12.10pm – 3.10pm)

### **Late Collections:**

It is the responsibility of all parents/carers to collect their child/children promptly by the end of the session. We understand that sometimes a late collection is unavoidable; if you are delayed for any reason, please contact the school office on 0208 857 1504



The Nursery will record all incidents of late collection, any regular late collections at the discretion of the Head Teacher will result in the provision being withdrawn.

• **Penalties for Late Collection:**

Staffing ratios must be maintained at all times. If a child is collected late this leads to staff needing to stay beyond the end of their normal working hours, this incurs a cost which will be passed on to parents at the following rate:

- Up to a maximum of 5 minutes late – there will be a charge of £10.00
- Up to a maximum of 10 minutes late – there will be a charge of £20.00
- Over 10 minutes late – there will be a charge of £30.00

**If you are more than 30 minutes late for collection and have not let the Nursery know then we will follow and contact social services and the police.**

**Absence:**

If your child is sick or not able to come to the Nursery, please inform the Nursery at least 15 minutes prior to the start of the session. **Please note normal session charges will still apply.** Please do this by contacting the school office 0208 857 1504 only.

**Hand-over of Care:**

If you are unable to collect your child/children please let us know who will be collecting them by calling the school office on 0208 857 1504. Please ensure that a password is set up prior with the nursery and the person collecting is aware of this password.

**Behaviour:**

The Nursery will expect good behaviour from all children (rewards and sanctions will operate in the same way as the school). We would also like to remind you that if a child does not follow the high expectations of behaviour, they will be asked to leave the Nursery either temporarily or permanently. We will inform you if this occurs.

**Grounds for Exclusion:**

Persistent poor behaviour on the part of the child (which includes, but is not limited to, bullying, verbal abuse, physical violence, fighting, racial incidents, defiance, rudeness to others, dishonesty, disobedience and deliberate damage to property), or non-persistent incidents of particularly serious behaviour (for example which endangers children or staff) will be recorded as poor behaviour in the incident book. Three recorded incidents may result in a temporary or permanent exclusion at the discretion of the Head of School or Deputy Head.

**Complaints Policy:**

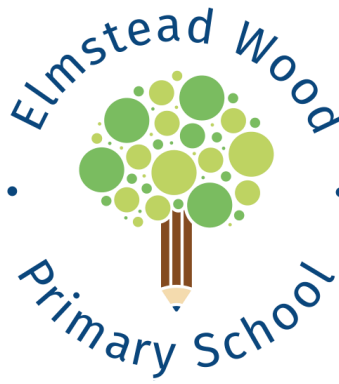
If you have any suggestions regarding our Nursery provision, please let us know. In the unlikely event you need to complain about our service, please ask for our formal complaints procedure.

**Indemnities, warranties, and liabilities:**

The Nursery runs under the same indemnities, warranties, and insurances as the school.

**Reservation of Rights:**

The Nursery reserves the right to exclude a child or family from attending or to refuse to accept a registration. It also reserves the right to close the Nursery on the grounds of staff shortage, unavailability of facilities, or any other reason, which in its reasonable opinion necessitates closure. Reasonable notice will be given where possible. The Nursery reserves the right to change these terms and conditions at any time and will give written notice of such changes to parents / carers.



**Legal: Waivers, Exclusions, Jurisdiction:**

No failure or delay by the Nursery in exercising any of its rights or remedies shall prejudice or affect its ability to do so unless it has provided a specific waiver or release in writing. These terms and conditions are governed by English law and subject to the jurisdiction of the courts in England and Wales.

The Nursery shall not be liable for any direct or indirect loss suffered by parents/carers as a result of Nursery closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure. The Nursery accepts no liability for the administration of medicine in accordance with parents/carers written instructions. Medicines will not be administered in the absence of written instructions. The Nursery will accept no liability for loss or damage (including consequential loss) to property brought to the premises caused by the actions of children or third parties or for accidental damage caused by staff. The Nursery accepts no responsibility for injury caused from pre-existing medical conditions, which are not notified to the Nursery.

**Head Teacher**

Elmstead Wood Primary School  
A Spring Partnership Trust School

Child/Children's Name(s):.....

Parent/Carer (Print name):.....

Signed:.....Date:.....