



# The Blue Strawberry Leamington Spa Terms & Conditions

## Definitions

1. In these terms and conditions “The Blue Strawberry”, “we” and “our” means The Blue Strawberry Kids Daycare Ltd at 11-13 Beauchamp Avenue, Leamington Spa, Warwickshire, CV32 5RD; “parents” or “you” means the parents or guardians or person responsible for any child registered at The Blue Strawberry; and “children” or “child” means any child that has been registered at The Blue Strawberry; “chosen representative” means a person nominated by the parent to collect a child; “start date” means the date on which a child commences attendance at The Blue Strawberry.

## Registration

2. When you register your child with The Blue Strawberry this reserves a place for your child to attend on a full or part time basis as agreed between us, commencing on the agreed start date.

3. Where there are no places available at the time parents wish to register, they will be placed on a waiting list, which is operated, in strict rotation according to the date of registration and the type of place required.

4. In order to register your child with The Blue Strawberry or to go on to our waiting list parents must complete and sign our registration form and submit the **NON-REFUNDABLE** registration fee of £75. If registering two or more children at one time it is £100.

5. Registration for part time places must specify the days for which care is required. Whilst we will do our utmost to accommodate any subsequent changes to the days required, we cannot guarantee being able to accommodate these.

6. Places confirmed upon registration including hours and days will be charged for irrespective of your child’s attendance at Nursery.

7. Any changes to the days and care required **MUST BE IN WRITING**. Please send requests by email.

8. Parents are required to share with us details of who has Parental Responsibility for a child and we ask that this is made clear on the registration form.

9. You will ensure all information supplied upon registration is correct and up to date. You must immediately inform us of any change to this information, which includes: any special educational needs and/or disability (SEND); medical needs (including allergies/intolerances and/or medical conditions and whether your child requires medicine to be administered), any court or consent order or signed custodial agreement relating to your child’s care arrangements.

10. We require two emergency contact details and a password on the registration form to adhere to all Safeguarding policies and procedures within the nursery.

11. We have an obligation to report to relevant authorities any concerns that we have about a child in our care and will follow our Safeguarding policies and procedures.

12. Please be aware that the registration process leads us to make important decisions and financial commitments in terms of the required staffing levels for the children attending at any given time. This is why we must insist upon the notice periods outlined below. We may be able to waive the first month’s fees upon cancellation of the child’s place 1 calendar’s month prior to the start date.



## Cancellation of Places and Notice Period

13. For parents that do not receive the funding entitlements if you wish to reduce the level of attendance of a child or if a child is to leave The Blue Strawberry, **ONE CLEAR CALENDAR MONTHS' NOTICE** in writing is required.

14. For parents that do receive the funding entitlements if you wish to reduce the level of attendance of a child these changes can be made from the following term due to the funded hours claimed for the term on a stretched plan.

15. In the event that parents wish to cancel a reserved place for a child, no fees will be payable PROVIDED THAT we receive **ONE CLEAR CALENDAR MONTHS' NOTICE** in writing from you that the child will not be taking up the place.

## Payment of Fees

16. Fees (including the Food and Consumables charges) are set out in the Fee Sheet provided to you. We may review fees or amend the way we calculate fees at any time and we will provide you with at least four weeks' notice of any revision to Fees.

17. Fees apply for our operational hours of 7.30 am to 6.00 pm Monday to Friday, for 52 weeks per year.

18. Fees are payable for 52 weeks attendance per year.

19. Starting at 7.00am and finishing at 6.30pm is available on request and is charged at an additional £5.00 per half an hour.

20. Our monthly fees are calculated by multiplying the weekly figure by 52 and dividing by 12. In this way all months cost the same, irrespective of how many weekends occur in a particular month or whether or not a child is absent because of family holiday or illness.

21. Our fees are calculated using the current daily / half daily rates.

22. Fees are payable on 26th of every month **IN ADVANCE**.

23. We are closed on all Bank Holidays and fees are payable irrespective of this.

24. We close at 1.00pm on Christmas Eve and New Year's Eve and fees are payable irrespective of this.

25. Any additional sessions will be charged at the daily / half daily rate and are payable on the day by bank transfer or card. We are sorry but we **DO NOT** swap sessions or offer hourly charges, whatever the circumstances.

26. Fees will still be payable for Nursery closure due to unpredictable circumstances such as severe weather including flooding, snow, pandemic or similar event.

27. When attending the Nursery for your child's settling in sessions, we offer 1 / 2 / 3 hour sessions free of charge. Any half day or full day bookings prior to start date will be charged at our standard rate.

28. Fees are payable if you are absent for holidays, sickness or self isolating.

29. Our fees are reviewed annually and may be subject to changes.



30. In the event of any fees remaining unpaid or parents breaching any of these terms and conditions we reserve the right to suspend or terminate a child's place. Please see clause 33 for late payment charges.
31. Families with more than one child attending the Nursery will be entitled to a discount of 10% from the total monthly fees.
32. We reserve the right to refer the debt to our debt collection agency at any point.
33. We are sorry but we cannot give refunds for any absence for whatever reason.

## Funding Entitlements

34. You will be entitled to claim Working Parent Entitlement Funding for your child from the term following when they turn 9 months old, up to 30 hours.
35. Whether you are entitled to claim 15 or 30 hours of funding per week, this may be claimed across two different childcare providers.
36. Any private hours outside of the Funding Entitlements will be charged for at the appropriate rate using the Fee Session Sheet.
37. The Funding Entitlements are allocated by the Local Authority and any changes made are at the discretion of Warwickshire County Council; these decisions are out of our control.
38. Warwickshire County Council set guidelines to ensure that children attend the setting by the headcount day or the adjustment period, to ensure that the funding can be claimed for that term. Any child starting after this adjustment period will be charged the standard nursery fees.
39. The parent/guardian must ensure that Funded hours are fully attended. Persistent non-attendance of Funding hours can result in the funding being paid back by the parent to Warwickshire Country Council.

## Mutual Obligations

40. Parents should notify us by **9.30am** if their child is unable to attend, in line with our Children's Attendance policy to support Safeguarding procedures.
41. In the event of attendance restrictions put in place by local authorities or government, the nursery will only be available for vulnerable children and children of critical workers.
42. We reserve the right to send home any child if such an action is deemed to be necessary or in the best interests of that child or other children, such as illness.
43. Please note that it is important for the children to be collected promptly. We appreciate that delays can sometimes be unavoidable but to cover our costs we do reserve the right to charge **£15 per quarter of an hour (or part of a quarter of an hour)**. Ofsted regulations dictate that when caring for children there should always be 2 members of staff present.



44. In the case of any illness, accident or emergency The Blue Strawberry shall have the right to take such actions as are deemed necessary, including arranging medical treatment, even if the parents have not yet been informed.
45. In the case of any concerns in relation to the safety and welfare of a child being raised whilst in attendance at the Nursery we have a duty to share such information with appropriate professionals if it is deemed to be in the best interests of the child.
46. If we hold information about a child in relation to Child Protection, then this information will be passed directly onto any receiving Nursery or School. We **DO NOT** require parental permission to do this with any concern surrounding Child Protection.
47. If The Blue Strawberry informs parents that a child must be collected prior to the usual collection time, for whatever reason, the parent must either collect the child as soon as possible or nominate and arrange for a chosen representative to do so.
48. If a parent nominates a chosen representative to collect the child from us, we must be informed of the name of the chosen representative, their relationship to the parent(s) or child and sufficient security information to ensure that our security systems are not compromised. This may include a photograph of the chosen representative, password or other agreed information.
49. Parents should inform The Blue Strawberry of any change in marital status, address or telephone numbers (including contact numbers for both parents and any chosen representative) as well as any additional information relating to their child's health or individual requirements.
50. Parents will be asked to sign a parental consent form upon registering their child, seeking permission for children to be taken outside of the premises, appear in photographs in the Learning Journeys, on our website and to use the paddling pool during the summer months.
51. Parents are not permitted to seek out our staff for their own employment.
52. In the event that you seek to employ a member of our staff (which includes any member of staff who has been employed by The Blue Strawberry whilst your child or any of your children have attended the Nursery) you will pay a one-off fee equivalent to three months' fees normally payable by you or £3500 whichever is the greater.
53. Such sum will be due for payment at the same time as your monthly payment before the member of staff starts in your employment. This provision applies whether your child or any of your children continue to hold a place whether part-time or full-time at The Blue Strawberry.
54. Members of staff are prohibited from working for parents during what would normally be working hours, Monday to Friday 7.30am to 6.00pm. Parents are asked to respect this and not to ask members of staff to break their employment contracts.
55. Nothing in this clause prevents parents from employing a member of staff privately outside working hours (e.g. evening or weekend babysitting) provided that these private arrangements are not made or discussed in the Nursery.
56. The Blue Strawberry takes NO responsibility for any staff hired by parents, for private child care of any kind, outside of our operational hours of 7.30am to 6.00pm.

**We hope you will understand that our priority is the maintenance of our high standards of care for all children and that you will not ask us to operate outside these terms and conditions.**