



Terms & Conditions 2017 - 2018

By registering your child at Panda Nursery, you agree to accept the following terms and conditions:

Registration

The non-refundable registration fee of £25 should be paid on application to Panda Nursery unless you are eligible for Free Early Education Funding at the time of registration.

Fee Payment Options

Fees for Panda Nursery are charged termly and sent out by email. Our hourly rate is £6.90.

Payment is due by the end of the first week of each term. For your child to attend Panda Nursery, fees must be paid on time, otherwise we reserve the right to release your child's place. If you have a problem paying the fees please speak to Ali Thompson as soon as possible. If paying through Childcare vouchers or the Government Child Tax account a monthly payments schedule can be agreed, but any outstanding amounts outside of these schemes should be paid in full by the first week of the term.

Free Early Education Funding

We accept Free Early Education Funding for 2, 3 and 4 years olds

Two year old Funding

We accept Free Early Education Funding for 2 year olds (FEET)

This covers 570 hours a year.

You can find out if you are eligible at: <https://www.surreycc.gov.uk/people-and-community/family-information-service/choosing-childcare-for-children-and-young-people/paying-for-childcare/free-early-education-for-2-year-olds-feet>

You need to register for FEET funding and provide us with your FEET ID on our application form. We'll arrange the funding for you each term.

Three & Four Year Old Funding

All children in the term after they are 3 years old are entitled to 15 hours funding. This covers 570 hours of funding a year. We offer the funding over 41 weeks, which is approximately 13 hours a week. We will provide you with the funding form at the beginning of each term and will arrange the funding for you.

15 hours plus (30 hours)

You may also be eligible for the extra 15 hours (30 hours) if you meet the criteria. This covers 1140 hours a year, stretched over 41 weeks. You can find out more about this criteria at:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/615804/30_hours_free_childcare.pdf

Parents that qualify for 30-hour funding may also qualify for tax free childcare. You can find out more at:

<https://www.gov.uk/government/news/tax-free-childcare-launches-today-for-children-under-four>

To claim the 30 hours funding you need to apply for an eligibility code through the gov.uk website:

<https://childcare-support.tax.service.gov.uk/>. If you have any problems accessing your code you should ring the childcare service Customer Interaction Centre on 0300 123 4097 for support.

Once your eligibility is confirmed you will be given an 11 digit 'eligibility code' to give to Panda. You can find this in the 30 hours free childcare section of your new childcare service account. It will usually start with 5000 but some temporary codes may begin with 11. You will then need to complete and sign a 30 Hours Free Childcare Eligibility Form which we will issue you. This will allow Surrey's Early Education Team to check and confirm your eligibility.

It is your responsibility to reconfirm you are eligible every 3 months and send us the code. Failure to provide us with a valid code will mean you are liable for the full cost of the extra 15 hours you have committed to for that term.

If your family no longer meets the criteria you will stop being eligible to claim the extra hours. The funding will continue until the end of the term (grace period), but your extra 15 hours may be released for the next term, if you cannot commit to paying for them. You will still be able to receive the universal 15 hours of [free childcare for all 3 and 4 year olds](#) even if you are no longer eligible for the extended entitlement.

Funding and costs explained

- Funding can be used flexibly across the week
- From September 2017, we will open for 41 weeks of the year, the funding will be stretched across this period
- Funding can only be used for a maximum of 4 hours a day. So, for a full day (6 hours) you pay for the last 2 hours.

However, if you book 2 full days we will cover the first fully with funding and you only pay for the 2 hours of the second day. This equals 10 funded hours and 2 hours to pay.

- Any hours above the funding or where the funding is not received then our hourly rate of £6.90 is charged
- In order to use the 3-4-year-old funding children need to come for a minimum of 4 sessions a week. Two year olds need to come for a minimum of 2 sessions a week.
- You can share the funding with other settings but only a total of 15 / 30 hours can be claimed across both settings depending on the funding you are entitled to.
- The government funding covers our basic nursery sessions. Ballet, Football and Discovery Camp are additional activities which are charged termly. There may be a charge for trips if we have to pay for entry or arrange transport.
- We do not pass the license fee for our Tapestry online journal on to parents. There is no charge to you for using the system.
- Funding forms are sent out at the beginning of each term and must be received by the end of the first week. Failure to return the form by the deadline date will mean the full terms fees are due before your child can take their place at Panda.

For more information about the Local Code of practice we follow as a Free Early Education Funding provider – please view: http://www.surreycc.gov.uk/data/assets/pdf_file/0019/850006/Local-Code-of-Practice-2014-15.pdf. Or the [Surrey Privacy Notice](#).

All fees are subject to an annual review, however Panda Nursery reserves the right to increase these at other times.

Full payment of fees is required even if your child is absent from the nursery due to illness, personal holidays or events. In the event of non-payment of fees, we reserve the right to exclude a child from nursery and the nursery shall be entitled to serve a formal demand for payment of such monies.

Charge for returned cheques

On cheques returned to Panda Nursery by a bank there will be an administration charge of £10 per cheque levied. The payment of this charge is to be made in a separate cheque made payable to Panda Nursery and returned with the replacement payment for the amount on the referred cheque. Please send all cheques to Ali Thompson: 10 Locks Meadow, Dormansland, Surrey RH7 6AW.

Late collection

Panda Nursery is entitled to charge an additional fee of £3.00 per each extra 15 minutes (or part thereof) that you are late picking up your child from their session. You will be informed at the time that you have been charged and will subsequently receive notification in writing. If you have any problems collecting your child please call Panda Nursery on 07930 687451 so we can begin to take back-up measures. If a child is not collected by an authorised adult, within one hour after the Panda Nursery session has ended then we will follow our Uncollected Child procedure: <http://www.panda-nursery.co.uk>

Non Attendance

If your child is absent from Panda, please let us know by emailing ali@panda-nursery.co.uk. Under our Safeguarding guidelines we are required to record all periods of absence.

Unforeseen Cancellation of Sessions

Panda Nursery endeavors to ensure all sessions are run as scheduled. If for any unforeseen circumstances, out of our control sessions have to be shortened or cancelled, no refund will be given.

Change to Sessions

If you wish to change the sessions your child attends, once you have accepted the place with us, this request must be made in writing by emailing ali@panda-nursery.co.uk. If the request is to reduce the number of sessions, then one terms written notice is required. Failure to provide this notice will render the parent / guardian liable for one terms fees for the cancelled sessions.

Termination of Place at Panda

Once you have accepted a place with us, one terms notice is required in writing if you wish to terminate your child's place at Panda or a full terms fee will be charged. Please write email ali@panda-nursery.co.uk if you wish to terminate your place.

If it is the reasonable opinion of the Panda Director that the continued presence of a child is detrimental to the health, safety or wellbeing of the child, other children in the nursery and the Panda Nursery employees, then Panda may serve notice to the parent / guardian requiring the child to be removed immediately from the nursery. No notice will be required.

Child Illness

For minor illnesses such as common cold, children may attend Panda if you feel they are fit to do so. If a child suffers from vomiting, diarrhoea, conjunctivitis or any other infectious illness while attending the nursery, we ask that they be picked up as soon as possible, for their safety and to prevent the spread of infection. Our policy, based on Surrey County Council guidelines states that a child should be kept at home for 48 hours after vomiting or diarrhoea. Parents are asked to inform Panda as to the nature of the illness so they can alert other parents and make careful observations of any other child who seems unwell.

If you suspect your child has / had Swine Flu or has come into contact with E-Coli please inform us immediately. Where children have been prescribed antibiotics, parents are asked to keep them at home for 48 hours before returning to Panda.

You must inform Panda when you drop off your child, if they have been ill in the 12-hour period before they are in our care. We may decide that in the interest of the rest of the children at Panda Nursery that we cannot look after them for that session, until they have recovered. If your child becomes ill whilst at Panda we may require you to collect them and will call you on the contact numbers you state on the registration form.

Administration of Medicine

While it is not our policy to care for sick children, who should be at home until they are well enough to return to Panda, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from an illness. You must inform us if your child requires medicine prescribed by a doctor. We will need you to complete the Medical Consent form each time the medicines are prescribed, in order to administer them. Please do not leave the medication in your child's lunch / clothes bag – it must be handed to a member of the Panda team when you drop off your child. We will only administer prescribed medicine. If you wish your child to take un-prescribed medicine then you may come into nursery to administer it yourself.

We do not have to agree to give any medical or similar treatment to your child. You must inform Panda of any known allergy that your child has, of medication or treatment required and any training needed to administer the drug /treatment. It is your responsibility to ensure the medicine we hold for your child is clearly labeled with the prescription information and in date.

We keep a written record of all medicines given to your child. This record will show the date and the time the medicine / treatment was given and the amount given. You will be asked to sign this record.

Personal Property and Valuables

Panda Nursery cannot accept responsibility for the damage of loss to any personal property (including clothes, toys and jewellery) brought into nursery. It is therefore advised that valuable items are not brought into the nursery. We also discourage children from bringing in toys. Please also be aware that we cannot take responsibility for items left at nursery outside of our open hours, as the hall is frequently used by other community groups.

Personal Safety & Security

Panda Nursery cannot accept responsibility for accidents and or injury before a child enters the Panda Nursery internal gate and has been handed over to our team, or once they have been handed back to the authorised pick-up. We advise that you take care of your children in the busy car park as you enter and leave our nursery.

In the interest of security we ask all parents / guardians to close the gate and door behind them when dropping off and picking up.

Commitment to Safeguarding

Panda Nursery is committed to safeguarding and promoting the welfare of our children and expects all staff and volunteers to share this commitment. Parents are asked in particular to abide by our Mobile Phone policy. All our Safeguarding policies reflect the latest Surrey Safeguarding Children's Board (SSCB) procedures and can be viewed at: <http://www.panda-nursery.co.uk>

Using Social Media

All parents, carers and families of children at Panda Nursery agree not to post any photos or videos taken at our setting on the internet, including any social network sites like Facebook and Twitter. Please refer to our social media policy.

Babysitting policy

Panda nursery doesn't provide a babysitting service outside of our operational hours.

However, we understand that parents sometimes ask nursery staff to babysit for their children. Any babysitting provided by a member of Panda staff outside of our operational hours is a strictly private arrangement.

Panda Nursery is not responsible or liable for the care of a child outside of Panda, or any health and safety issues that may arise from these arrangements, once they are in the care of the babysitter, even if the babysitter is a member of Panda staff, a Panda volunteer or student. Please view our Babysitting Policy on our website: http://panda-nursery.com/wp-content/uploads/2015/03/Policies_BabySitting_2017.pdf

Policies & Procedures

You can view all our policies and procedures at: <http://www.panda-nursery.co.uk>