

RAFA Kidz Nursey

Terms and conditions



Opening hours

- The Nursey is open from 07:30 until 17:30 Monday to Friday.
- The Nursey operates 51 weeks each year and is closed for one week over Christmas.

Fees

- Fees are payable in accordance with the published tariff. Fees quoted are per child.
- Fees should be paid monthly in advance unless otherwise agreed.
- Fees not paid by the date specified on the invoice are liable to a late charge of £10 per week that the fee remains outstanding. After 2 weeks, we will not be able to guarantee your child's place.
- Please give one month's notice in writing if your child is leaving, or you wish to reduce his/her sessions. If adequate notice is not given, fees for the outstanding portion of the notice period are payable.
- Sessions missed because of illness or holidays or any other reason, are non-refundable and non-transferable.
- Sessions cancelled due to adverse weather conditions are non-refundable.
- A registration fee of £50 is payable to secure your child's place. This deposit will be held on the parent/carer account until the first invoice is issued at which point it will be deducted from the total invoice value.
- RAFA Kidz reserves the right to change the fees and opening hours at their discretion.

Policies

The nursey operates in accordance with a range of policies and procedures including the following:

- Safeguarding Children
- Health and Safety
- Inclusion and Equality
- Special Educational Needs
- Promoting Positive Behaviour

If you require a copy of any of the policies or procedures then please visit our website. Some of the important points are as follows:

Health

- Any child feeling ill and/or suffering from any infectious illness, including colds should be kept at home.
- If a child with an infectious illness had been in the nursey, we will inform you.
- Children suffering from sickness and/or diarrhoea, should be kept at home for 48 hours after the first solid stool, or after the last bout of vomiting.
- Children should be kept at home for 48 hours after suffering a raised temperature.
- We only administer prescribed medicines. Calpol will not be administered on a routine basis. It will only be used in an emergency situation where a child is suffering from a very high temperature and the parent/carer is unable to collect their child. Parents are asked to sign a consent form at registration.
- You must notify the nursey if your child suffers from, or you suspect he/she suffers from, any kind of allergy or illness.
- Please see the Infection Control and Medication Policies for more details.

Complaints

- If you have any concerns or a complaint to make about the nursey then please speak to us in the first instance. In the unlikely event that we are unable to resolve any issue, then there is a formal complaints procedure to follow (see the Complaints and Feedback Policy).
- If you were still not satisfied, then you are entitled to contact Ofsted direct. They are our registering body and inspect us every years. The phone number to contact them on is 0300 1231231 or you can write to them at Piccadilly Gate, Store Street, Manchester, M1 2WD.

Safeguarding Children

- We are obliged by the Social Services Department to pass on any significant concerns regarding a child in our care.
- Please give one month's notice in writing if your child is leaving. If you are unable to give one month's notice, you must still inform us. If you fail to do so we will endeavour to contact you, however, if we are unable to reach you we will have to inform the relevant agencies who will check on the safety of your child.

Safe Collection

- Only those people named on your registration form or with your family password, are authorised to collect your child.
- Please notify us in advance if someone other than the person who usually collects your child will be collecting them.
- On no account will your child be allowed to leave the premises without this procedure being adhered to.
- (See the Safeguarding Children Policy)

Late Collection

- Parents will be charged an hourly rate of £10 per hour if they are more than 10 minutes late to pick up their child; this is to cover the extra expense of keeping the required 2 members of staff on.

Outings

- Parents are asked to sign a permission slip allowing their child to go on outings. This refers only to small, local trips, such as a nature walk round the immediate area.
- Parents will be notified of larger outings in advance with full details of the trip and an invitation for them to join us. Parents will be asked to sign a separate, specific permission slip for these outings. A full outing-specific risk assessment will be carried out in advance of each trip.

Confidentiality and Data Protection

- All details of staff, children and their families are kept confidential.
- Our Privacy Notice is available at www.rafakidz.org.uk or from the Nursery.

Equality of Opportunity

- At our nursery no-one (child, parent, staff, volunteer or anyone else) is discriminated against on any grounds and specifically on grounds of age, ability, gender, nationality, race, religion, culture, special educational needs, sexual orientation or social situation.
- We operate a policy of inclusion for all.
- Please see our specific Inclusion and Equality Policy.

Accident/injury

- In the case of an accident or injury, a form setting out the details of the incident and any first aid given and action taken will be completed and signed by the dealing with it. Parents will be asked to sign it on collection of their child.
- Please see the Accident and First Aid Policy for the procedure in the event of a serious accident/injury.

Clothing and sun cream

- Parents are asked to apply sun cream to their children before they arrive at nursery during the summer months.
- If it is a particularly hot day we will reapply sunscreen lotion to the children before going outside. Parents should supply a clearly named bottle of suncream for their child.
- Parents are asked to provide a complete change of clothes in case of an accident for their child for each session. They are also asked to bring a sun hat during summer months and wellies and warm clothes during the winter. Parents are recommended to ensure that all clothes and footwear are clearly named.
- Shoes must be suitable for playing on the outdoor equipment.

Children's details

- These must be kept up to date in case of emergency. Parents should inform the nursery immediately of any changes to their children's details, such as emergency phone numbers, change of a parent's workplace etc.

Loss or Damage

- RAFA Kidz does not accept responsibility for any loss or damage of property on its premises.

Notice of change

- These terms and conditions are subject to change in whole or part with one month's notice by RAFA Kidz.

(Last updated – 01.07.2019)