



Shine Day Nursery Terms and Conditions

Parents/carers claiming the Funded Entitlement are required, as part of the registration process, to provide their eligibility code, National Insurance Number, and date of birth as part of the registration process along with sight of the child's birth certificate and the completed registration form before a place can be reserved/allocated. These documents are required to evidence the child's date of birth and to confirm they have reached the eligible age for the funded entitlement. Shine will not keep copies of these documents but may be requested again later by Norfolk County Council for audit or investigation purposes.

If your child has additional needs and/or disabilities these must be discussed with the Nursery Manager. If your child has complex medical needs, we will require a detailed care plan completed prior to the start date being issued. The Nursery Manager may, where necessary, have to delay admission whilst practitioners seek additional training (if required) and specialist resources/equipment are purchased. This will ensure any adaptations required to enable your child to have full access to all the learning environment and opportunities are in place before the child starts. For further information on this please see our Inclusion Policy.

Our Terms and Conditions and Charging Policies are issued to all families as part of the registration process. They are also available to hand in the main office.

Opening Times

Early Education must be offered within the national parameters: no minimum session length and no session longer than 10 hours; between the hours of 6:00am and 8:00pm; and ensuring a child is accessing no more than two providers per day.

Shine Day Nursery is open Monday to Friday 8.30 to 4.30 inclusive, 38 weeks of the year. Shine uses, as a guideline, Norfolk County Council's term dates and staff training days (maximum 5 per academic year) which determines when they open. Funding entitlements will not be claimed for training days.

Funded and non-funded hours can be claimed term-time only:

Monday:	8:30am – 4:30pm
Tuesday:	8:30am – 4:30pm
Wednesday:	8:30am – 4:30pm
Thursday:	8:30am – 4:30pm
Friday:	8:30am – 4:30pm

Funded and non-funded hours can be claimed between these hours, sessions have no minimum length and can be up to and any length within the 8 hours we are open. Funding can be claimed over the lunch period. We will work with parent/carers to ensure that as far as possible your child's hours are convenient for the family and will be discussed with the Nursery Manager prior to a start date being issued.

It is essential that children arrive at and are collected from the provision at the times agreed on admission. Failure to comply will result in you being charged, see Shine Day Nursery Charging Policy.

Invoices for Non-Funded Hours

Invoices for any non-funded hours will be raised weekly in arrears and payment is due within 7 days of receipt of the invoice date. Invoices will be itemised to provide clear and transparent information regarding the charges agreed in the early education contract and where additional hours are required they will clearly state the free entitlement along with additional fees that have been applied.

If more than one invoice is outstanding at any given time, then no further hours above the free early education and childcare entitlement (if applicable) will be given

Monthly invoices for non-funded hours in advance are by request only and must be paid within 7 days of the date of the invoice. If a monthly invoice is still outstanding at the start of the following month no further hours above the early education and childcare entitlement (if applicable) will be given.

In the event of non-attendance for any reason, the above fees will be charged at 50% if notified to Shine otherwise the full fee will be charged.

Should you have any concerns about Funded or Non-Funded hours, please contact the Nursery Manager, Business Manager or Senior Manager using the contact details below:

Phone: 01493661000

Email: nursery@shine-gy.org.uk ; finance@shine-gy.org.uk ; rhiannon@shine-gy.org.uk

Consumables

The government has stated the free early education entitlement your child receives should cover the cost of their education and care. However, as a provider we can charge parents/carers for 'consumables' such as snacks and drinks (50p per session), and 'non-consumables' such as wet wipes, sun cream, special celebrations etc (50p per session). This must be a voluntary contribution from you as parents and will **not** affect how your child accesses their early education.

Shine provides snacks for all children attending regardless of whether the consumables charge is paid. Shine does not provide meals and parents are expected to provide a 'healthy' packed lunch box, appropriate to the development and needs of their child, if they attend over the lunch period.

Half termly invoices are issued for consumables, payment for these is due within 7 days of the date of the invoice.

Late Collection Charge

Unforeseen incidents happen, if you are not able to pick your child up at the agreed time you are expected to ring the provision and explain. In the event of a child not being collected from nursery at the agreed time by parents/carers Shine Day Nursery reserves the right to impose a 'late collection' charge. If your child remains uncollected 5 minutes after the set time, there will be a late collection charge of £5 for every 15 minutes or part thereof. An invoice will be raised for this and is due within 7 days on of the invoice date.

Changes to, or Termination of Agreement

If for any reason parents/carers wish to make changes to or terminate their agreement for a nursery place, 4 weeks' notice is required in writing. Should there be any non-attendance during this time a claim against the free entitlement will be made to Norfolk County Council for hours missed, if there is a fee-paying agreement 50% of fees for the termination period will be charged.

The nursery reserves the right to terminate the agreement with immediate effect in case of non-payment of fees/charges, or if a parent/carer or child displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause. Intimidation or abuse of our staff will not be tolerated and may result in immediate termination. In all other cases the standard notice period of one month will apply.

Attendance

We believe all young children should have an equal opportunity to access high quality early years education. Although early education is not compulsory, we closely monitor all our children's attendance as this helps develop positive routines and supports school readiness. Due to demands of our growing waiting list, the nursery reserves the right to terminate the agreement if a child's attendance persistently falls below 50%, except in cases where the manager deems there to be 'exceptional circumstances', e.g., time off for medical appointments, safeguarding and welfare concerns; and where consistent attempts have been made by the manager to contact parents/carers through phone calls, emails and letters over the period of 1 term, with little to no response and no increase in attendance to over 40%. A final letter will be sent to parent/carers confirming that the space has been made available to waiting families.

Deferral

Children turning 4 during the academic year (1st September – 31st August) will not be able to return the following academic year as we do not have the capacity to keep any children beyond this point.

Insurance

The nursery has extensive insurance cover for nursery-based activities and outings. Details of the insurance may be requested from the management team. There is a copy of the certificate displayed on the premises.

Personal Property and Belongings

The nursery cannot be held responsible for any loss or damage to any parents'/carers' or child's property or belongings. Every reasonable effort will be made by the nursery staff to ensure that all property and belongings are not damaged, lost or stolen. Please ensure that all your child's belongings are clearly labelled, and we recommend that all personal toys, books and equipment is left at home. Shine Nursery takes no responsibility for any vehicles

parked on or near the premises and parents/carers will park on Shine property at their own risk.

Shine Day Nursery encourages children to engage in water and or messy play which may result in them coming home dirty, parents are advised to provide appropriate clothing with this in mind. A wipe clean bag, containing nappies (if applicable), wipes, nappy creams, sun cream, a water bottle, a spare change of clothes and any comfort objects that the child may need is also expected. All items need to be clearly labelled with the child's name. If the child is booked to stay over the lunchtime period, it is expected parents provide a clearly labelled lunch box containing a healthy lunch suitable for the child's age and development stage. Shine Nursery DOES NOT provide hot food or pre-prepared lunches therefore one MUST be supplied.

Liability

The nursery accepts no responsibility for any losses suffered by parents or carers arising directly or indirectly, as a result of the nursery being temporarily closed or the non-admittance of your child to the nursery for any reason. We accept no responsibility for children whilst in their parents'/carers' care on nursery premises including the entrance area. We will not be liable to parents/carers and/or children for any economic loss of any kind for damage to the child's or parents'/carers' property, for any loss resulting from a claim made by any third party or for any special, indirect, or consequential loss or damage of any kind.

Accidents and Illness

Shine Nursery reserves the right to administer first aid and the registration form has a section where you have been asked to give consent to 'emergency treatment' being given. This would only be deemed necessary in specific circumstances.

Parents/carers will be informed of all accidents/incidents and will be asked to sign an accident record form. Parents/carers will be given the choice of receiving a copy of this form for their personal records. If emergency treatment at hospital is required, the nursery will make all reasonable attempts to contact the parents/carers and use both emergency contacts supplied. If we are unable to contact a representative for the family then all medical treatment will be authorised by medical personnel caring for the child and not Shine staff.

We will administer prescribed medications only if parents/carers have completed a new medicine consent form. This medicine will need to be presented to a Shine member of staff at the beginning of each session in a suitable container and MUST have the prescription label attached that can be clearly read. All labelled medication and accompanying boxes, containers and leaflets need to be given to staff on arrival. Shine reserves the right to refuse to administer medication that is incorrectly or not clearly labelled or that is missing boxes, leaflets, and/or any medication staff deem not in a sanitary condition. This will result in the parent/carers being asked to withdraw their child from the session until either the treatment is complete or alternative medication is provided.

We may require parents/carers to withdraw their child from the session in the event that the child requires special medical care or attention which is not available or refused by the parents/carers, or the nursery management team consider the child not well enough to attend nursery. We may also require parents/carers to withdraw their child from the session if we

have reason to believe that the child is suffering from or has suffered from any communicable diseases or infections and there remains a danger that other children may contact such a disease or infection. Parents/carers must inform the nursery if the child is suffering from any illnesses, sickness or allergies before attending the nursery. The nursery is mindful of the needs of families and in particular working parents/carers and will endeavor to provide as much continuity of service as possible within the recommendations set out by the Department for Health in conjunction with Norfolk County Council.

Partnership Working

Shine will work in partnership with parents, carers, childcare providers, Norfolk County Council, and other organisations to improve provision and outcomes for all children. Within our registration and consent form we ask your permission to do so, and will collect, share and use information in accordance with the Data Protection Act and General Data Protection Regulations.

Shine aims to identify all children that may be eligible for additional funding as early as possible, such as:

- Early Years Pupil Premium (EYPP)
- Disability Access Fund (DAF)
- SEND Inclusion Funding (SENDIF)
- Other locally available funding streams

This is with the view to apply for these funds to support and improve their outcomes. This will be done in partnership with families and consent will be sought prior to applying.

Where children access more than one early years setting, are transitioning from a setting, or are getting 'school ready', we will work closely with families and the alternative setting to discuss and agree how a child's overall care will work, and ensure a smooth transition.

Special Educational Needs and Disability (SEND) and Inclusion

At Shine we recognise that all children are individuals and that they have differing needs which we make every endeavour to ensure that appropriate arrangements are made to support and meet these needs. We work closely with other professionals, offering a multi-agency approach, and our staff have extensive training to support additional needs. These arrangements include a clear approach to identifying and responding to SEND.

Shine will follow the requirements of the Early Years Foundation Stage Statutory Framework, ensuring we provide an inclusive environment for all children and their families, also in line with the Equality Act and SEND Code of Practice.

Shine will monitor and review children's progress and development in partnership with families. Where we may have concerns about the child's progress or development a graduated approach will be adopted.

Shine will provide information on how their child's development is being supported and consent will be sought to apply for additional funding and request support from other agencies, for example Speech and Language Therapy, where appropriate. With your consent

we will also access other funding streams (such as SENDIF and DAF) to ensure we are providing effective support and tailored resources.

Shine publishes our contribution to Norfolk's SEN Local Offer, and can be found on the Norfolk Community Directory and Norfolk's Family Information Service. This helps us ensure the appropriate information is available to parents so they can make informed choices about the right childcare provision for their child.

Concerns and Complaints

Shine aims to resolve concerns at the earliest opportunity and effect reconciliation in a fair, open and honest manner, giving careful consideration to all concerns through a robust concerns and complaints policy and procedure. Should you have any concerns or complaints, in the first instance we hope to discuss and resolve the matter directly through conversation with the Nursery Manager. Should parents/carers not be satisfied that their child is not receiving their entitlement in the correct way, a complaint can be submitted directly to the Nursery Manager or Senior Manager. Should you require or wish to have a copy of our complaints policy and procedure, please ask a member of staff as these are easily accessible and available for your use.

Contact details for the above are as follows:

Phone: 01493661000

Email: nursery@shine-gy.org.uk ; rhannon@shine-gy.org.uk

Agreement

These terms and conditions represent the agreement and understanding between the parents/carers and the nursery provision. Any other understandings, agreements, warranties, conditions, terms and representations whether verbal or written, expressed or implied are excluded to the fullest extent permitted by law. We reserve the right to update/amend these terms and conditions at any time and you will be notified of any changes made in writing.

I have read and understand these Terms and Conditions and agree to be bound by them

Print name:

Signed:

Date