

The Children's Garden - Terms & Conditions:

Parents should ensure they have read the following Terms and Conditions carefully. Application for a place at the nursery indicates acceptance of these conditions.

Deposits:

On registration a deposit and administration fee of £175 is required. This includes providing your child with a Forest School-approved weatherproof suit for their entire time at TCG. £100 of this deposit is returned when your child leaves the nursery providing you give no less than one month's notice in writing and your account is paid in full. In the event of cancellation, non take-up of place, or leaving the nursery after less than four months then the full deposit/registration fee is retained.

Monthly fees:

All fees are invoiced on the first of each month and emailed to the primary carer - unless the primary carer nominates someone else in writing.

Fees are payable by monthly internet transfer by the 15th of the month. Cash payments are only accepted by prior arrangement with the Manager. Cheques are accepted but must be received no later than the 15th of the month.

Any account balances still outstanding after the 15th of the month, excluding childcare voucher payments and without prior written/email agreement, will incur a Late Payment Charge of £15, followed by interest added at 3% of the total outstanding balance for every additional 7 days after this point.

Payments returned or cancelled by the bank, will incur a charge of £10 each and every time.

The owners and manager reserve the right to withhold spaces for anyone whose fees are more than one month overdue.

Sickness, holidays and any absences, due to any reason, are charged at the full rate.

If your child's start date is in the middle of the month a pro-rata rate will be charged for that month.

Ad hoc additional sessions can be catered for and will be added to the next available invoice.

Permanent changes in your session requirements must be notified in via Famly and allow one month's notice to come into effect. All sessions previously booked within that notice period must be paid for in full.

Fees & closures: Nursery fees are reviewed annually in September at the start of the academic and funding year and worked out on a monthly basis so the same fee is paid for short or long months. Bank Holiday and Christmas closures are factored into the existing fee levels and we cannot offer refunds or alternative sessions for any of these closures.

Queries: We are here to help. Our accounts' email address is accounts@norwich.tcgnursery.co.uk

Non-solicitation of staff: During the entirety of your child's attendance at TCG, and for a period of 6 months after they leave (under any and all circumstances), you agree not to seek to employ, or entice away, either directly or indirectly, any persons employed by TCG during that time. If you do seek to employ, or entice away any persons employed by TCG then you agree to indemnify TCG fully in respect of any and all claims, damages, advertising costs and related costs to replacing the member of staff.

Termination/cancellation/change: Not less than one calendar month's notice must be given, in writing, when you wish to give up a place at TCG or amend a regular session. When in receipt of Government Funding, we would appreciate at least half a term's notice when changing funded sessions. If a child is withdrawn during any notice period then the full fees remain payable. TCG reserves the right to terminate a nursery place with immediate effect if nursery fees are a month overdue (excluding voucher payments). TCG reserves the right to terminate a nursery place with immediate effect if parents/guardians use threatening, abusive or violent behaviour towards TCG staff and/or if parents/

guardians behave in such a way that they defame or damage TCG in any way.

Changes to Terms and Conditions: Applying for a place at TCG means you accept that reasonable changes may be made from time to time to these Terms and Conditions. Notice of changes will be made to parents. Continuing take up of a place at TCG will be considered as acceptance of any changes to our Terms and Conditions.

Childcare Vouchers, Tax Free Childcare & Government Funding:

The nursery accepts payment/part-payment of fees in childcare vouchers from a wide variety of providers. Please contact the nursery with details of your employer's provider and you must opt for electronic vouchers rather than paper-based vouchers. Parents are still fully responsible for the payment of all fees, even if opting for payment by childcare vouchers.

Government funding is available for all 3 and 4 year olds. We use the stretched offer so the funding is spread across the whole year giving 11 hours per week for the Universal Offer and 22 hours for the Extended Offer.

Two-year-old funding is only available to those who meet the qualifying criteria from Norfolk County Council.

Please see the separate funding section on our website or request a funding information sheet for more details.

General Information:

The nursery is closed for Public Bank Holidays and will close 3pm on Christmas Eve, for the Christmas period and re-open again on the first working week day of January.

In the event of poor weather conditions, or Force Majeure, for the safety of all children, families and the staff the nursery may make the decision to close early. Fees are still payable for children normally attending nursery on the above days.

The nursery reserves the right to charge £5 for every 15 minutes where a child is not collected at the end of his/her session.

The nursery reserves the right to refuse a child admission to the nursery if it is felt that he/ she is not well enough to attend. A list of illnesses can be seen under child illness in the nursery policies and procedures book.

Parents must sign the medicine book if medication needs to be administered by staff. Only medicine prescribed by a doctor can be administered by staff.

Parents will be asked to sign the accident book if a child has an accident while at nursery. In the event of an accident the nursery reserves the right to take any child to the doctor or hospital. Parental contact will be sought but will not delay the necessary action for the best interest of the child.

Sun cream, nappies, creams and baby wipes must be provided by parents. The nursery is unable to provide these due to possible skin allergies.

The age when children move up to different rooms is for guidance only. There are a number of factors involved in deciding when is the best time for children to move - including developmental stage, peer group, availability. Ultimately we are guided by what, in the nursery's opinion, is best for the child. We will always discuss this with parents prior to any move.

The Manager will need to see your child's birth certificate for when your child receives their Early Years Entitlement. A photocopy is fine.