



Terms & Conditions:

Parents should ensure they have read the following Terms and Conditions carefully as well as our Policies & Procedures (Available to download from the Admissions section of our website). You will also need to have read and signed our registration form. Application for a place at The Children's Garden indicates acceptance of all of these conditions & policies.

Famly:

We use an App called Famly for all nursery communication to and from parents/carers. It is easy to use, intuitive, secure and can be accessed by a smartphone, tablet or PC. You have complete control over your child's profile and you can contribute observations, images etc. TCG staff will use it for signing your child in/out, informing you of toileting, meals etc as well as general updates, specific observations and your child's learning journey. Please look at the Famly section on our website for further information or talk to someone in our office.

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.

Fee conditions:

All fees are invoiced on the last day of each month for the following month's sessions and emailed to the primary carer. You will receive an in-app notification via Famly.

Fees are payable by monthly internet transfer by the 15th of the month. Cash and cheque payments are not accepted. Childcare vouchers and Tax Free Childcare payments are accepted.

Any account balances still outstanding after the 30th 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.

Any amount of fees more than two months overdue will result in the forfeiting of the nursery place and the retention of the full deposit amount.

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 to our Admin or Manager 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.

Nursery fees are reviewed annually in April and worked out on a monthly basis so the same fee is paid for short or long months. Bank Holiday, Christmas closures and staff training afternoons are factored into the existing fee levels and we cannot offer refunds or alternative sessions for any of these closures.

Government Funding:

TCG accepts Government Funding for 3 & 4 Year Olds under our enhanced offer. Please see the Funding Information page on our website for full details.

If you have been informed by NCC that your child is eligible for two year old funding please notify us prior to joining or as soon as possible.

Childcare Vouchers & Tax Free Childcare:

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.

We are also registered to accept payment via the Government's Tax Free Childcare scheme.

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/changing sessions: Not less than one calendar month's notice must be given, in writing via email or Family, 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, for whatever reason, then the full fees remain payable. TCG reserves the right to remove a nursery place with immediate effect if nursery fees are two month overdue (excluding voucher payments). TCG reserves the right to remove 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.

General Information & closures:

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

The nursery is also closed for three afternoons per year (spread out so one per 'term') to enable full staff training. These days rotate and parents are given at least 3 month's notice. All these closures are charged for as normal.

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 either not open or 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, or send home early, if it is felt that he/ she is not well enough to attend. For avoidance of doubt, the Manager's decision is final. 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 receive an Accident Form via Family 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.

Privacy & Data policy: This is available for viewing on our website.

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.