



The Walled Garden, Colney Hall, Watton Road, Norwich NR4 7TY

### **TERMS & CONDITIONS:**

Parents should ensure they have read the following Terms and Conditions carefully. Please also read our Policies and Fees & Funding Information. Application for a place at the nursery indicates acceptance of all these conditions.

#### **Deposits:**

On registration a deposit and administration fee of £200 is required. £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, the full deposit/registration fee is retained.

#### **Minimum Attendance:**

The minimum attendance is twice a week. We highly recommend that at least one of these is a full day\*, no matter the age. Our experience has shown us that children who attend for at least 1.5 days settle much better and gain much more from their experience with us. Our staff also get to know them much better and vice-versa.

\*Children who have joined The Walled Garden must attend for at least one full day, and still twice a week, - as the rhythm of the day is different to the Babies & Explorers and Forest School Experience for our older children extends over a whole day. Also we are only able to offer half days on Mondays and Fridays for children in The Walled Garden.

**Monthly fees:**

All fees are invoiced in advance at the end 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 not accepted. Cheques are accepted but must be received no later than the 15th of the month. Tax Free Childcare payments and childcare vouchers are also 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.

The owners and manager reserve the right to withdraw 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 reductions in your session requirements must be notified to our Reception team via Family 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 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 Days where we are closed are factored into the existing fee levels and we cannot offer refunds or alternative sessions for any of these closures.

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. Also for 3 Staff Training days per year - these dates are shared with parents well in advance.

In the event of extreme weather conditions (extensive snow/ice) or Force Majeure, for whatever reason, for the safety of all children, families and the staff the nursery may make the decision to close early and/or remain closed until it is safe to reopen. Fees are still payable for children normally attending nursery on the above days.

### **Childcare Vouchers, Tax Free Childcare & Government Funding:**

The nursery accepts payment/part-payment of fees in childcare vouchers from a wide variety of providers, as well as the Government's Tax Free Childcare Scheme. For vouchers, 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 and/or request a funding information sheet for more details, which includes the terms and conditions for taking up a funded place.

**Queries:** We are here to help. Our accounts' email address is [accounts@norwich.tcgnursery.co.uk](mailto: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 reduce regular sessions. 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 or more overdue.

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 or intimidate our staff 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.

**Late pick-up:**

The nursery reserves the right to charge £7.50 for every 15 minutes where a child is not collected on time at the end of his/her session.

**Children's illness:**

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. Although we generally follow PHE's guidance, the Manager's decision is final and non-negotiable.

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.

**Accidents:**

Parents/carers 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.

**General Information:**

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.

**Clothing:** we are primarily an outdoors' nursery. Good clothing, appropriate to the season, is essential for the enjoyment and wellbeing of all our children. Please see our Kit List under the Admissions section of our website.

**General queries:** if you have any questions then please direct them to our Reception Team on [admin@norwich.tcg-nursery.co.uk](mailto:admin@norwich.tcg-nursery.co.uk) or call 01603 813011.