



Little Lionhearts Nursery School - Terms and Conditions

Booking and Registration

By registering or making a booking with Little Lionhearts Nursery School, it is regarded that you have read and accepted our terms and conditions.

To formally reserve a space at the nursery, you must complete and submit the registration form and make a deposit payment of £200, this deposit will be returned or offset against your final month's fees when your child leaves the Nursery. Once the completed registration form and deposit payment is received, we will normally process the registration within 3 working days. Once the registration is successful, you will be issued with written confirmation of a placement is offered. You may choose to accept or decline the offer within 7 days. To accept our offer, we would require you to respond in writing and make a payment of £60 as a non-refundable registration fee.

Once you have confirmed to accept our offer, we can provide 5 hours of complementary settling in sessions prior to the start date. We will investigate any special needs or resources that may be available to help the child settle in.

Should you wish to cancel your place, you must make this request in writing one month prior to the start date, in which case your deposit will be refunded in full. The deposit is not refundable if the cancellation request is received within one month before the start date.

If you wish to make changes to your booking, whether swapping, reducing or increasing sessions, we shall do our best to accommodate your request providing you have given us one month advance notice. If we are unable to accommodate your request, then we will place you on our waiting list. In consideration for a better childcare experience, there is a minimum booking commitment of two full days or three half days for all children.

Fees and Payment

For new starters to the Nursery, the first month's fee, registration fee and the deposit are needed to be paid in full before the child commences attendance. All on-going fees are payable monthly in advance by **Direct Debit** or via **Childcare Voucher**. Claimants of **Tax Free Childcare** or **Childcare Grant** must use the relevant government portal to make or approve payment to the nursery 7 days prior to the invoice due date, otherwise direct debit payment will be taken. The responsibility for timely payment of fees ultimately resides with the parents or legal guardians of the child.

The nursery closes for one week at Christmas and all Bank holidays. Therefore, our fees are calculated by taking the child's weekly attendance fee and multiplying by 51 (weeks of the year), then divided by 12 to give an evenly divided monthly payment. Extra sessions are payable by card, cash or bank transfer. A **late fee of £1 for every minute** will be charged after the agreed collection time.

We are unable to make pro-rata refunds for sessions not taken due to illness, absence, bank holiday or holidays whilst the nursery is open.

For any late payments, the nursery reserves the right to charge a £25 administrative fee, any outstanding fees will also attract an interest charge at 2% above our bank's standard rate. For any failed Direct Debit or cheque we will charge a £5 administration fee. Children may be excluded from the Nursery if fees remain outstanding beyond 14 days from their due date.

The Nursery reserves the right to review our fees structure from time to time, we will always inform the parents/carers one month in advance should there be any changes to our fees.

Cancellation, Suspension and Termination

You may end this agreement at any time by giving us one month's notice in writing; However, if your child is eligible to claim the government's childcare funding, you are required to give us at least two month's notice. During the notice period, the parent/guardian must maintain fees payment as they become due. Failure to make a payment on time or failure to provide the required notice would result in the parent/guardian liable for one month's payment regardless of the child's attendance.

We may end this agreement with immediate effect if:

- you have not paid the agreed fees
- you have breached your obligations under this agreement and you have or cannot put right that breach within a reasonable period of being requested to do so
- you behave unacceptably, as we will not tolerate any physical or verbal abuse towards staff
- your child's behaviour is unacceptable or endangers the safety and well-being of any other children in the Nursery

Extraordinarily, we may also end this agreement if any financial, business or commercial reasons compel us to radically change the nature of the nursery's operations, including but not limited to permanent closure of the nursery, change of childcare service, re-registration of child numbers and age groups, changes to the registration and bookings policy. We will provide as much notice as possible given any of these events.

We may suspend the provision of childcare for any of the reasons below:

- if your child is suffering from an infectious or contagious disease or illness which may easily be passed onto others at the Nursery. The suspension will continue whilst we try to resolve the problem in conjunction with the parent/carer.
- where forces beyond our control compel us to either close the Nursery or reduce the available hours

Where the Nursery is forced to close due to circumstances beyond our control, such as force majeure, we shall be under no obligation to provide alternative childcare facilities to you. If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed in excess of 3 days.

If during this agreement and for a period of 6 months after the termination of this agreement, you (directly or indirectly) employ or otherwise engage the service of any member of our staff, or to allow or permit the provision of any childcare services to your children by any member of our staff, then you shall pay to us a figure representing 20% of the relevant member of staff's gross annual salary at the time they left our employment and/or services.

We have an obligation to report to the appropriate authorities any incident where we consider a child may have been abused, neglected or in some other way harmed either physically or emotionally. This may be done with or without informing you.

Your satisfaction is of paramount importance to us and we are happy to discuss any concerns/complaints you may have.