

Ragamuffins Day Nurseries Limited

Terms and Conditions

*Ragamuffins Day Nurseries Limited is a company registered in England and Wales under company number **05403936**.*

Our Ofsted registration number(s):

205334 (Headless Cross)

EY310961 (Webheath)

EY545277 (Enfield)

Reserving your child's nursery place

You will be required to complete a booking form and pay a registration fee. You will need to select days/ hours based upon our fees and funding structure. Once the registration fee has been received your child's place at the nursery is secured with confirmation via email. You are committed to taking this place at the Nursery and we are committed to offering it. If you subsequently decide before your child starts at the Nursery that you no longer want to take up this place you will forfeit the deposit which is non-refundable. You will be invoiced from the start date agreed at the time of booking.

If you require to change your start date or booked days, we will require 3-months' notice of this change. This includes changing the booked days, times, and if you would like to reduce the number of days you have booked.

Operating hours

The Nursery is open Monday to Friday 7.30am to 6.00pm each week and is closed for public holidays and for one week at Christmas. Children are required to attend the Nursery for a minimum of two full days per week.

Contracted times

Children must adhere to their booked session times and not arrive early or be collected late unless prior amendments have been agreed. Charges will be applied for early drop-offs/late collections.

Notice requirement

If you wish to withdraw your child from the nursery, one full month notice or payment in lieu of notice is required.

Fee payment terms

Nursery fees are payable by the 7th of each month in advance. A late payment charge of £25 will be issued if payment is not received by the 7th of the month.

Absences from the nursery including family holidays and sickness are chargeable. We do not charge for public holidays.

Fees and Funding

Ragamuffins are open 51 weeks of the year. As funding is only applicable for term time, which is 38 weeks per year, we deliver your child's full entitlement as "stretched" over 51 weeks instead. We do not offer any term-time only positions.

Government funded hours will be deducted from your daily charge as set out in our fee and funding guide. Once you have allocated your child's funded hours, you will not be able to change

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your child's setting or reduce their funded hours until the end of each funding term. All pricing is subject to review annually.

Change of sessions and additional sessions

Subject to availability you may increase or decrease your child's booked sessions on giving one full calendar month's prior notice in writing. Additional sessions can be booked should we have the capacity. These will be invoiced as per our fee structure. We do not allow days to be swapped.

Notification of absence

If for any reason your child will not be attending, you must notify the nursery as early as possible on the first day of your child's absence. You can notify by calling your setting or messaging on the Family app. We have a duty of care to contact you if your child is absent without notification.

Disruptions to service (Force majeure)

In cases of disruption to service Ragamuffins will do everything in its power to operate where it is safe to do so. However, severe disruptions may require the closure of the nursery or reduction in service. In such cases fees remain payable during any period of closure. Examples of force majeure include but are not limited to: extreme weather (including snow and ice), fire or flood, other acts of God or third parties outside of the nursery's control including epidemics and pandemics.

Contact Details

You must also provide the Nursery with up-to-date contact details for the child's authorised adults and for any such person you nominate to contact the Nursery concerning your child or to pick up your child from the Nursery.

If you require somebody new to collect your child, they will need to be over 18 years old, have your child's unique password and suitable transport with a car seat. This will need to be communicated to the nursery prior to collection.

There must be **a minimum of 3 emergency contacts (including the parent/s)** in case we are unable to contact you for emergencies should they occur. We will not allow the child to leave unless these steps are followed.

Safeguarding

We have an obligation to report it to the relevant authorities if we have any suspicions that your child may have suffered from neglect or abuse, and we may do so without your consent and/or without informing you.

Information sharing

The nursery will share relevant information, including about your child's development with other setting he/ she attends. This information will also be shared when your child transitions to school.

Your Child's Health and Care Requirements

You confirm that you have provided the Nursery in writing with all your child's relevant health and care requirements, including details of any allergies/intolerances and medical conditions. During your child's first 'settling in' session you will be required to provide further information about

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these, and all information must be confirmed in writing by your GP. You must, and it is your responsibility to, promptly notify the Nursery of any change in, or addition to this information. During your child's first 'settling in' session at the Nursery you will also be required to produce your child's immunisation records to prove that your child is fully up to date with all immunisations. (This information is available in your child's red book or a printed version from your GP.)

Illnesses and medication

No child may attend the setting if they are suffering from sickness and diarrhoea, a high temperature or an infectious illness. Your child must remain absent from the nursery for **48 hours** from their last sickness episode or loose bowel movement and are back to full health.

The nursery will give medication to your child when prescribed by your doctor. If your child has been prescribed antibiotics of any kind, as per our nursery policy, your child must stay at home for the first 24 hours to ensure that they do not have an adverse reaction to them. The medication needs to be handed into the nursery in its original bottle/ package, with the dispensary label, administration/dose, and storage instructions clearly visible. A medication form will be sent to you via our Famly app for you to acknowledge.

Non prescribed medicine such as Calpol will be administered by the nursery and is done so on managers' discretion, for instance an ongoing medical issue that has been confirmed by a doctor. If your child has a high temperature the nursery will administer Calpol, and you will be required to collect following this. A medication form will be sent via famly should this arise.

Accidents and Injuries

Appropriate risk assessments and control measures are in place for our nursery's premises and daily activities. However, it is still common for children to have minor accidents/incidents whilst at nursery. A first aider will administer basic first aid to your child if required and a form will be sent to you via our Famly app for you to acknowledge.

Should your child arrive at nursery showing any signs of an injury, we will require an explanation as to keep a record of this.

More serious injuries

In the unlikely event that your child were to sustain an injury beyond our capabilities as first aid providers, the nursery will call you immediately and advise you of the injury sustained. To avoid any delay in treatment, a member of the management team will take your child to the nearest A&E department or request an ambulance to take your child to hospital if they feel your child should not be moved. The staff member will accompany your child along with your child's records held on file containing your child's NHS number. Should this happen, you will be advised to go directly to the hospital to meet your child and the staff member.

Suncream

In warm weather all children must have sunscreen applied prior to entering the setting, you will be asked by a member of the team to confirm this on drop-off. Due to child allergies, you must provide your chosen sunscreen clearly labelled with your child's name to enable us to take your child outside during warmer weather.

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Mobile phones

The use of mobile phones is strictly prohibited within the nursery setting. Staff will use electronic devices to access the family app.

Complaints

If you wish to make a complaint you may do so by writing directly to the nursery manager who will respond within five working days of receiving your letter. You may also contact Ofsted directly, please see their details

DECLARATION – Parent/Carer 1

By signing below –

- I hereby agree to abide by the terms and conditions as set out above.
- I understand that it is my responsibility to keep Ragamuffins Day Nursery informed of any changes in writing.
- When revised documents are provided to me for update purposes, I will return them completed within 3 working days to the Nursery Office or via Adobe (Fill and Sign).
- I understand that this information is an Ofsted requirement and needs to form part of my child's private folder.
- I acknowledge that Audio CCTV is in operation on these premises for safeguarding purposes only.

Signature:

Relationship to Child:

DECLARATION – Parent/Carer 2

By signing below –

- I hereby agree to abide by the terms and conditions as set out above.
- I understand that it is my responsibility to keep Ragamuffins Day Nursery informed of any changes in writing.
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Signature:

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