

Registration and Contract

Our Fees

| Full-time fee (5 days) | Part-time fee | AM Session | PM Session |
|------------------------|---------------|------------------|------------------|
| £53.55 a day | £59.50 a day | 8am – 1pm £39.50 | 1pm – 6pm £36.50 |

We are pleased to offer

- Freshly prepared meals (breakfast, lunch and tea)
- Snacks and drinks
- Purees and formula milk for babies
- Nappies, creams and wipes
- MyChild and bespoke newsletters
- Large array of specialist classes

Please fill in all 4 sections below and overleaf, read the terms and conditions and then sign before you return it to us.

Section 1 - You and Your Child

| | | | |
|-------------------|--|---------------|--|
| Your Child's Name | | Date Of Birth | |
| Your Name | | | |
| Address | | | |
| Telephone No. | | Mobile No. | |
| Email | | | |

Section 1b - Employment Details

| | | | |
|--------------|--|---------------|--|
| Company Name | | Your Job Role | |
| Telephone No | | | |
| Work Email | | | |

Section 2 - Your Childcare Requirements

Preferred Start Date: / /

| | | |
|-----------|------------------------------|--------------------------|
| Full time | Monday to Friday (8am – 6pm) | <input type="checkbox"/> |
|-----------|------------------------------|--------------------------|

Or

| | MON | TUE | WED | THURS | FRI |
|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Part time (8am – 6pm) | <input type="checkbox"/> |
| AM sessions (8am - 1pm) | <input type="checkbox"/> |
| PM sessions (1pm - 6pm) | <input type="checkbox"/> |





We also offer “Some Extras” for your convenience; please tick if any interest you

| | | Yes Please – tell me more |
|-----------------------|---|---------------------------|
| Dawn/sunset chorus | Opening at 7.30 or 7.45 either ad-hoc or on-going | |
| Cooked breakfast | Protein rich meals have been shown to improve concentration, so give your child an extra boost to their day | |
| Full supper | If you don't have the time to cook a meal before bedtime | |
| Phased return to work | To ease you back into working life (Maximum time limit 2 months only) | |

Section 3

Additional Services when Your Child is Three (Monday - Friday Only)

Our childcare services include arts and crafts supplies, prepared meals (breakfast, lunch and tea), snacks, drinks, nappies (including creams and wipes) for those not potty trained and specialist classes (“Additional Services”). The fees for the Additional Services are included in your fees for chargeable sessions attended by your child, and as such no further fees will be charged for Additional Services unless your child is eligible for free entitlement under the Early Years Funding (“Free Entitlement”) and opts for Additional Services, as set out below.

For children only attending the nursery for the Free Entitlement on any given day, Additional Services are optional. Should you wish your child to benefit from the Additional Services during the Free Entitlement sessions, an additional fee shall be payable by you depending on whether your child is claiming two sessions in a full day which would cost £39.34 or £29.42 for the morning session and £26.42 for the afternoon session if part time, and £33.39 for two sessions in a day, if full time respectively for 38 weeks of the year. Should you wish to opt for the Additional Services during the Free Entitlement sessions, please indicate your interest by ticking the relevant box. Should you wish your child to receive only certain Additional Services during the Free Entitlement Sessions, please contact us and we shall be happy to discuss the options available. Should you wish not to opt for the Additional Services during the Free Entitlement Sessions, these will not be made available to your child during his or her attendance of a free session under the Free Entitlement. Yes please, for all Additional Services; Yes please, for specific Additional Services No thanks

Once you agree to any of these options you cannot change it when your child turns three. Free Entitlement sessions run from 9.15am - 11.45am in the mornings and from 1.45 pm – 4.15 pm Monday – Friday includes the following services -a light snack of fruits which are freely accessible, milk and appropriate arts and crafts which will be provided completely free of charge to your child during Free Entitlement Sessions, regardless of whether you opt to purchase any Additional Services.

Section 4

Confirmation

I wish to book a nursery place for the days indicated above. I enclose a cheque of £295 (a deposit of £220 and a £75 registration fee. Please make cheques payable to ‘Small Is Beautiful Ltd’). The registration fee is not applicable for children only attending the nursery for the free entitlement permitted under the free early years provision with no additional chargeable sessions.

Please Read the Terms and Conditions Set Out Below.

| | | |
|----------------|------------|------|
| Signed Parent | Print Name | Date |
| Signed Manager | Print Name | Date |



Terms and conditions

All Places Offered at Our Nursery are Subject to Acceptance of the Following Terms and Conditions.

These terms have been devised to maintain a fair contract between all customers (“you”) and Small is Beautiful Ltd (“the nursery”), so we can continue to offer the care you need and want. Nothing within these terms and conditions affects your statutory rights. To enable us to provide and maintain the highest standards of care we require all parents to be aware of, and abide by, the following conditions:

Offers of Place

1. Places at the nursery are offered strictly subject to availability and allocated as per our admissions policy. In order to secure a place a registration fee of £75 and a deposit of £220 is required, which is not applicable to places solely secured for provision of the Free Entitlement under the free early years provision.
2. We operate a waiting list and your name may be put on this list once you have returned your contract, registration fee and deposit. If we are unable to offer a space by your preferred start date, we will return your registration fee and deposit. Payment of the registration fee does not guarantee that a suitable place will be made available to you. If we offer you a place, and you decline it, the registration fee will not be refunded and in order to get the full deposit refunded the appropriate notice needs to be served. Of course this does not apply to places solely secured for provision of the Free Entitlement under the free early year’s provision.
3. If a place becomes available before your start date, we will offer it to you. If you do not wish to take up this place then it will be offered to the next person on the waiting list and there may not be space available when you do need it.

Cancellation, Delay or Alteration of Booked Spaces

4. Should you decide not to take up the place held for your child, written notice is required. Due to the high demand for places in the baby unit, three calendar months’ written notice must be given and for all other age groups a minimum of two calendar months’ written notice before your starting date is required or fees in lieu of notice.
5. If your first month’s fees are not paid in advance by your first day at the nursery, the nursery will terminate your contract immediately with no further notice and you will forfeit your deposit.
6. If you delay your start date and we have someone who is able to fill the place, they will be given precedence unless you are able to pay your fees in full for that period to hold the place.
7. Should you decide to alter your booking this must be done in writing and with the appropriate notice, and we will do our utmost to accommodate this.

Fees

8. Fees for chargeable sessions will be invoiced to the person(s) named on the registration form. Payment between parents must be resolved independently and we will contact both parents if fees are overdue.
9. Nursery fees are due for payment in advance, and must reach our bank account on or before the first of the month. Childcare vouchers must be credited into our bank account by the 15th of the preceding month, and it is the customer’s responsibility to ensure that this is the case. Both vouchers and your invoice can be viewed on the parent portal. If the childcare vouchers are not credited into our account by the 15th of the preceding month, the full fees will be taken.
10. We prefer monthly payment by direct debit. Fees that are not paid by direct debit are subject to a 10% additional charge to cover the bookkeeping costs. Unfortunately, we do not accept cash as a means of payment for nursery fees.
11. Late payment (after the 1st of each month) incurs a charge of 15% of monthly fees to cover administrative costs. As the timing of vouchers is out of your control, we ask for a direct debit to be set up even if it is planned that the fees will be covered by vouchers.
12. A £20 surcharge will be applied to cover bank charges for any returned direct debits or cheques.
13. If fees are more than 14 days late, the nursery may serve 14 days’ notice in writing to terminate the contract and demand any outstanding monies.
14. Customers who have not made full payment of fees for two consecutive months will have their details passed on to a debt collection service. The cost of this service will also be passed on to the customer.
15. If your child starts part way through a month, the fees are due on the first of that month. However, the charges are calculated from the first date of attendance only. If fees are not paid, we will not be able to accept your child.
16. Fees for chargeable sessions are calculated by multiplying the daily rate on a 52-week basis and dividing by 12 to give a fixed monthly fee. Discounts are given for full-time care (for a whole calendar month) or, for both siblings attending at the same time, for at least three days. Fees are only calculated for the chargeable hours and in respect of the Free Entitlement, fees would only be chargeable for the Additional Services (as defined overleaf) as agreed by you. The Free Entitlement of 11 hours 9 minutes per week for 51 weeks of the year is deducted before the fees are calculated.
17. Due to our fixed costs of rent and salaries, fees remain payable on periods of absence such as holiday, bank holiday, sickness and when the nursery is closed over the Christmas period.
18. We are sometimes able to offer extra sessions on an ad hoc basis. Extra sessions must be booked at least 24 hours in advance. On the direct debit scheme these are added to account and paid for the following month. If direct debit is not used, payment is due upon booking. You are not able to swap your sessions.
19. If you have one child at nursery and another sibling subsequently joins, we will not ask for another deposit as long as both children are at nursery at the same time; however, we do require the registration fee for each child. The deposit is then moved from the first child’s account on their leaving to the subsequent child’s contract and so on, until your last child leaves the nursery.
20. We offer a competitive 5% discount for an older sibling if both children attend three days or more (Monday – Friday only). Full Time and Sibling discounts may not be combined with any other promotional offer.
21. We do not stipulate a minimum number of sessions that must be attended, but we will charge a premium for children who attend the nursery less than two days or as a phased return (maximum time limit for phased return is 2 months only). Again, this does not apply to a child only attending sessions under the Free Entitlement.



22. The nursery reserves the right to change the fees at any time, giving two calendar months' notice.
23. For individual offers/discounts I confirm that I have read and understood any additional terms and conditions which can be found either on our website, your company intranet site or have been emailed separately

Opening Hours, Dawn Chorus & Special Meals Service

24. The nursery is open from 8.00am to 6.00pm Monday to Friday and earlier by arrangement, 51 weeks a year with the exception of bank holidays (we are shut for the period between Christmas and New Year).
25. You are able to book a dawn chorus/ an earlier drop-off time by appointment. This can be ongoing, paid in advance or ad hoc. In order to run this for you, we require at least 24 hours to book and at least 24 hours to cancel this service in writing/e-mail, otherwise charges still apply. If you have an outstanding account, you may not book any further sessions until this is cleared. Every effort will be made to meet your requirements but we are unable to guarantee each booking and will confirm an early opening within at most 24 hours of booking. The same principle applies if you are booking or cancelling cooked breakfast or supper at the nursery.

Force Majeure

26. If the performance of this contract is interfered by any circumstance beyond the reasonable control of the nursery, as a result of fire, flood, explosion, war, strike, embargo, government requirement, civil or military authority, act of nature or similar national crises, (each a "Force Majeure"), then the nursery shall be excused from such performance on a day-for-day basis for the extent of such interference.

Our Service

27. It is your responsibility to ensure the contact details we hold for you at the nursery are kept up to date. You must inform us immediately of any changes, as we rely enormously on e-mail and mobile phones in our communication with you. If we get no response to a communication about non-urgent but important matters on the details we hold, we will not try different media or contact details. It will be your responsibility to respond to our communication as appropriate.
28. If you write to us, we will always acknowledge this, so if you do not receive this, please follow up with us, as it is your responsibility to ensure we have received it.
29. We work hard to make your move to the nursery as easy as possible, but we acknowledge there may be instances where it does not work out. We operate a one-month trial period. If at the end of this time either party is unhappy, they may terminate this contract without notice. Payment for the childcare booked during that month must be made and no refunds will be given for this time. Once the account is settled your deposit will be paid back

Early Years' Free Entitlement (Monday – Friday Only)

30. From the term after your child's third birthday, they are eligible to qualify for the Free Entitlement under the Early Years Funding of 570 hours of Free Entitlement which has to be spread over a minimum of 38 weeks in a year. To increase flexibility for parents, we have spread the Free Entitlement of 570 hours over 51 weeks of the year which allows for approximately 11 hours and 9 minutes of Free Entitlement per week for 51 weeks of the year. This education is provided within the guidelines of the Early Years Foundation Stage. If your child starts after the funding headcount day, you may not be eligible to receive funding for that term. The education fees equate to the grant as stipulated by the local authority. As the nursery cannot charge for the Additional Services in relation to the Free Entitlement, unless you opt to pay for the Additional Services as stipulated overleaf, please note that the Additional Services will not be made available for children just attending the nursery for the Free Entitlement on any given day. Additional Services include meals, snacks, drinks, arts and craft supplies, nappies etc. Please note that all meals and snacks included as part of the Additional Services will be provided outside of the Free Entitlement hours only. The charge for the Additional Services is calculated on the presumption that your child will attend the nursery full time or part time for at least three days (or the equivalent) a week. Please note the charge for Additional Services does not apply to the Free Entitlement each day. The charge for Additional Services is optional for children who attend the nursery for the Free Entitlement only; this of course depends on what activities, and other services you select. If you have not opted for the Additional Services, you can provide your own nappies and drinks for your child during the provision of childcare. Please contact the nursery if you wish to discuss this further.
31. When the older sibling starts receiving the Free Entitlement, the sibling discount is given on the monthly invoice amount.

Leaving the Nursery or Reducing Attendance

32. Two calendar months' notice in writing is required if you choose to withdraw or reduce the number of sessions attended at the nursery. It is your responsibility to ensure we have received this notice. Please note the fees remain payable even if your child does not continue to attend during the notice period. Regrettably no financial concessions or reductions in the notice period can be made at any time unless we are able to sell your space to someone on the waiting list, so reducing your notice period. If the person on the waiting list changes their mind and does not start, the two months' notice period will still apply. If you are giving notice to go on a long holiday, and then rebooking your space upon your return, a full month's fees are due when you reconfirm your space. These are offset against your first month's bill.
33. If you leave within the first six months of starting at the nursery, no deposit will be refunded. Once notice has been given, all fees for the notice period will be taken by Direct Debt on the first of the month otherwise no entry will be given to the nursery.
34. Full-time customers leaving part way through the month will be charged at the full day rate, as the discount only applies for a full calendar month.
35. If your child is leaving to go to school, please give notice as soon as you receive confirmation from the school or at least three months before your child will start school, whichever is sooner.
36. If you wish to reduce the number of sessions attended, your contract will be terminated and if we are able to accommodate your revised request, a new contract will be drawn up. Spaces will be offered in accordance with our admissions policy. We do offer a space share for a full-time place, however if one party of the space share drops out or makes changes to their sessions, a new contract will be drawn up.



37. Once your account is settled and key fobs returned, your deposit will be returned to you. If your account is not settled, the deposit will be deducted from the fees due. If any further money is still overdue, we will forward your details passed on to a debt collection service. The cost of this service will also be passed on to you.
38. Notwithstanding the other provisions of these terms and conditions, the nursery shall be entitled for any reason whatsoever to terminate this contract or any other contract between you and itself to provide any childcare services for the benefit of your child or children, on not less than two months' prior notice in writing to you.
39. If you book ad-hoc sessions, increase or decrease your regular sessions, you will be charged the published rate.
40. If you change your additional services (e.g. Dawn Chorus, cooked breakfast, supper) after the monthly invoice has been raised, these changes will be carried forward and added to the following month's invoice and direct debit.

Health and Safety

41. Health and safety is paramount to us, as we are entrusted with the wellbeing of your children. Consequently, we ask that when you are in the nursery you take care of yourself and others. No necklaces or hoop earrings are allowed to be worn by the children whilst at the nursery.
42. We do not accept responsibility for accidental injury or loss of property. We maintain those insurances required by law. Copies of the current Employer's Liability and Public Liability Insurance policies are displayed in the nursery.
43. If we need to buy any special products for your child's allergy/ intolerance, we will pass on those charges to you.

Team

44. We respectfully ask you do not approach the nursery team to work privately for you on a permanent basis, e.g. as a nanny. We take great pride in our team and spend much time and money recruiting the right people and consistency of our team is of paramount importance, but the team cannot be maintained if customers were to headhunt individuals. To help you, if any of our team is interested in becoming a nanny, we maintain a list of these intentions. Any parent who successfully employs an existing employee, or an employee who leaves with the sole intention of working for a customer, will be charged recruitment fees. These are equivalent to six months' salary for the employee at the time their employment with Small Is Beautiful Limited is terminated.
45. We respectfully ask if you choose to use a member of our team to babysit, you request this from us in writing. We would also like to stress if you do ask a member of the team to take your child home or make any other private arrangement please be aware this is at your own risk. The nursery liability insurance is not valid once a child leaves the nursery and therefore we cannot, for example, fit car seats.
46. To give you and your child the best service, we regularly train our team on current childcare and health and safety practices. We shut early three times a year on a Friday from 4pm in the afternoon and then run training until 7pm. This will mean the team are far more refreshed and rested when caring for your child and we are able to do better quality training within a longer period of time. Your fees will remain unchanged on account of this. We give you as much notice as possible and notify you of the dates in January for the forthcoming year.
47. Verbal, written or physical threats of abuse, violence or blackmail or similar against an individual or the nursery in general will not be tolerated in any way. We will ask those making such threats or violence to leave with immediate effect with two months fees to be paid immediately in lieu of notice.

Policies and Procedures

48. Before you start at the nursery, we require you to confirm in writing you have read and will abide by the nursery policies. You will be unable to leave your child until you have done so.

Data Protection

49. The nursery holds and uses data in accordance with Data Protection Act (1998).
50. The nursery is under obligation to report to OFSTED and Social Services any incident where we consider abuse or neglect has occurred. This may be done without informing the parents or guardian.
51. Please note that we reserve the right to amend our terms and conditions as necessary and will send out the amended contract to you. The receipt of this confirms your acceptance of the amended contract.

For Office Use Only: