



Oakley Day Nursery (Sevenoaks) Terms and conditions and Policies and Procedures

~ A summary for parents and carers ~

1. To register your child for a place

A fully completed **registration form**, specifying your choice of sessions, must be returned to us by submission online or by email, together with a non-returnable registration fee of **£30**. When we have received this form, your child's details will be added to our records. Places are offered on a first come first served basis where there is availability.

2. Nursery admission

Once we offer a start date that you accept, you will need to complete all the **enrolment forms** online prior to starting. You must return the completed forms to us, together with the requested deposit of two weeks fees in advance.

3. Opening times

The opening hours of Oakley Day Nursery (Sevenoaks) are 8.00am to 6.00pm, (a 7.30am start and a 6.30pm finish is available on request). This is Monday to Friday, 51 weeks of the year, closing only for Bank Holidays, inset days and 4 or 5 days at Christmas (at least 6 weeks' notice will be given regarding exact dates).

4. Settling your child in

We offer parents as much as possible an individual, tailored settling in plan to help settle children into nursery. These settling in sessions work best if full co-operation and partnership begins straightaway. The settling in period will be a minimum of 3 sessions that your child would usually attend. During this time, we suggest that the first session is spent together, exploring the environment and toys and interacting with the other children and the staff. You and your child will also be introduced to your child's Key Person who will work closely with you all to support your child's learning and development. We aim for the settling in period to include different times of the day, such as morning snack one day, playtime another. We will work closely with you to ensure this experience is a happy and exciting time for both you and your child.

On request of a place, you will be sent our full policies and procedures via email for your information. We recommend that these are read during settling-in sessions if not before.

5. Updating information on your child

Parents are requested to inform the nursery of any health, food, religious preferences, medicines or any other circumstances that are of importance during your child's day with us. Parents must provide details, by email and must continue to inform the nursery of any changes/progress in any condition when they become aware. Parents must inform the nursery of any changes to information kept in nursery relevant to their child.

6. Children's health and medical information

If a child is, or becomes unwell we have a number of procedures to follow. A child's parents will be contacted and the child will not be readmitted after illness until they are no longer infectious or after an advised period of time. For example, children must not attend the nursery if they have had sickness or diarrhoea and for 48 hours after the last bout of either. For more extensive guidance on illnesses, please see our full policies.

We at Oakley Day Nursery (Sevenoaks) will only usually administer any medicines when they have been prescribed by a doctor, or other suitable medical practitioner. Should a child require prescribed medication of any kind, it will only be administered with prior written consent from the parents and as instructed by the prescription.

Any child needing any medication which is not prescribed by a doctor, such as pain relief like 'Calpol' or is thought not well enough to go outside, should not be attending the nursery until they have made a full recovery.

Oakley Day Nursery (Sevenoaks), Bishop's House, 1 Rockdale Road, Sevenoaks, Kent, TN13 1JT
www.oakleydaynurseries.co.uk Telephone: 01732 459651 Email: info@oakleydaynurseries.co.uk



We will, administer non-prescribed medication in the forms of teething gels and nappy cream/s. however, all medication must be given directly to a member of staff and all details filled in on a medical form including your permission. Please do not ever leave medicine, including asthma pumps, in your child's bag.

6.1 Fever

In the case of a high fever developing (i.e. over 38°C, Source: NHS direct; Calpol.co.uk 2013), we will contact you as soon as possible to make arrangements to collect your unwell child. At the point of enrolment, we will request your consent for a senior member of staff to administer ONE dose of Calpol to begin to bring this fever down if we are unable to get hold of you and your child should ever require it (over 38°C for babies and children under 2 years and a temperature of over 39°C for children aged 2-5 years).

In all circumstances, if we need to administer Calpol then you (or one of you emergency contacts) must collect your child as soon as possible.

The typical temperature for a child is between 36-37 °C. Any child who does not appear to be 100% fit will have his/her temperature monitored regularly and logged onto a child health form by a staff member. The above procedure will be followed. If your child's temperature reaches 40°C or higher, then we will call an ambulance for emergency medical care and may need to take your child to hospital. In the event of this happening, a senior member of staff or your child's key person will stay with your child at all times until you arrive. We will always try to contact you first. We at Oakley Day Nursery (Sevenoaks) take these necessary precautions as a means to safeguard your child. A high temperature usually indicates an infection or start of illness.

6.2 First Aid

There will be occasions when we may need to administer basic first aid treatment when necessary, for example for minor injuries or insect stings. Parents must specifically notify us by email if they have any objection to this.

7. Safeguarding Children and Child Protection

On drop off and collection, parents and carers must sign their child or children in and out on our signing in and out forms. You must indicate on this form who will be picking the child up and notify a member of staff if this is someone different to who usually collects.

A list of responsible adults authorised to collect your child must be listed on your child's electronic enrolment form (please see our website), prior to their start date. This needs to include photographs of each named responsible adult. It is your responsibility to keep us updated of any changes of these suitable people including their phone numbers. We at Oakley Day Nursery (Sevenoaks) operate a 'password' system. If the person collecting the child is not recognised by a member of management and does not know the child's password, the child will remain at nursery until the parents can be contacted. If parent has made alternative arrangements by telephone, the nursery will require the full name, and telephone number of the person permitted to collect the child and proof of identity will be required upon arrival at nursery.

8. Late collection and non-collection

In the event of a child not being collected by their usual/agreed time, the child will be kept at the nursery and a member of the management team will start to contact your emergency contacts in the order specified on the child's file. If we are unable to contact the parents or any of the emergency contacts by 7pm, Sevenoaks district council social services will be contacted and their advice will be followed.

After 6pm we reserve the right to make late collection charges. For 0-15 minutes the charge is £10, then £5 for every subsequent 15 minutes. These charges are at the discretion of the Nursery Manager on duty and will be added to the next fee invoice. They reflect Government requirements that at least 2 staff stay on site until all children have been collected.



9. Complaints procedure

Working in partnership with parents and carers is of great importance to us at **Oakley Day Nursery (Sevenoaks)**. Parents are encouraged to communicate with their child's key person and appropriate room leader on a day-to-day basis so that any concerns or issues can be resolved immediately. Most problems can be solved informally. If a concern or complaint cannot be resolved in this way, the complaints policy will be followed. In the first instance, your complaint should be discussed with the Nursery Manager on duty. This will be acknowledged immediately and an investigation will take place. We will inform you of our progress within 3 working days and inform you of the outcome no later than 28 days.

If you are not satisfied with the outcome of your complaint, the matter will be referred to the proprietor of the nursery. In the unlikely event that it still remains unresolved, parents have the right to write or telephone their complaint directly to Office for Standards in Education (Ofsted) on 0300 123 1231.

10. Fees and invoices

Fee invoices are issued at least 7 working days prior to the last working day of each month.

Any additional sessions booked at nursery will be charged at the full daily rate.

Payment is due as cleared funds by the last working day of the month.

Any payments made by cheque must be received by the 25th of each month to allow sufficient time for clearance before the end of the month.

The nursery will charge a late payment fee of **£30** if fees are not received as cleared funds by the last working day of the month; this will be added to the following month's invoice.

Children will not be allowed to attend nursery each month until the fees have been paid. Failure to do so may lead to the loss of your place and your deposit. If full fees are not received by the 5th working day of the invoiced month, Oakley Day Nursery (Sevenoaks) management reserve the right to refuse admission until all fees are paid.

11. The agreement of our policies and procedures

By accepting a place at Oakley Day Nursery (Sevenoaks), parents and carers are agreeing to all that is set out in the terms and conditions, this includes agreeing to abide by and follow all of our policies and procedures. Your consent will be required on the enrolment form for this agreement. It is the responsibility of individual parents and carers to ensure that they are fully informed and understand these policies and procedures. We reserve the right to update or amend these policies and procedures at any time to protect and meet the needs of the children in our care. One month's notice will be given of any changes made to these, or any of the terms and conditions of the contract.

This summary of our terms and conditions and policies and procedures should be used as an introduction and reminder. Full details of our policies and procedures will be sent to you by email after the request of a place.