

Cheeky Monkeys Nursery

Elstree Way, Borehamwood Herts WD6 1JU Tel: 020 8207 2333 /

Email: cheekymonkeysmanager@outlook.com or
info@cheekymonkeysnursery.com



Parent / Guardian Terms & Conditions

In order for us to offer your child a place, we require you to read & accept our Terms & Conditions listed below. Please sign & return the bottom of the form & return it with your completed enrolment form and registration fee if you haven't already returned it.

- The nursery is open throughout the year except for Bank Holidays & Christmas. Subject to changes
- Our opening hours are from Monday- Thursday 8.00am-5.30pm and Friday 8.00am -5pm extended hours 7.30 AM – 8.00AM. Minimum attendance of 2 sessions over 2 days.
- A late fee will apply if children are collected later than the time of session.
- Nursery fees are calculated per session each calendar month. Fees are payable during periods of absence from Cheeky Monkeys Day Nursery including sickness, holidays, public bank holidays and when the nursery is closed for exceptional reasons i.e. local and national outbreaks of infection/health pandemics, snow, power failure and circumstances beyond our control. If your child's session falls on a bank holiday you will be charged for the session.
- No refunds will be given for sickness or holidays taken
- Children will be granted the funded hours (15 or 30 hours). These children can attend the nursery term time only for the sessions that have been claimed for. The sessions confirmed may not be changed or owed in lieu if absent. However the option is available to all funded children to continue attending the nursery during school holidays – whereby full fees will apply. Funded children may request extended hours before and after each session.
- Before your child's start date we require a minimum of two 60 minute accompanied free playtime visits for a pre settling in period in accordance to our Settling in Policy. If your child requires additional settling in sessions this will be charged at our hourly rate. **Due to the current situation we are unable to offer any accompanied settling in sessions however staggered timing will be arranged.**
- **Fee's will be raised per year in line with inflation these will be advised via email in advance**
- We require a two week refundable deposit in advance on accepting a nursery place along with an £40 registration fee which is non refundable. The deposit will be deducted from your child's last payment subject to correct notice in writing being given in accordance to our Terms & Conditions.
- **Payments** – Payments are due 1st of each calendar month. Fees can be paid either via BACS, Cash, childcare vouchers or using the tax free childcare account please note if you are using the tax free childcare account payments can take between 2-3 days to clear so please ensure your payment is processed 2-3 days before it is due date. If you are paying by cash please see a member of management. Cheeky Monkeys reserves the right to withdraw the child care service and terminate the booking if fees are not paid in full when due.
- Employer Child Care Voucher schemes- accounts will only be credited upon receipt on a remittance advice on BACS or paper transfer it is the **parent's responsibility for payments.**
- Accounts unpaid will incur a £10.00 late payment charge per week late. Accounts are to be paid within the first payment week of the payment date. We advise you that should you fail to comply with these Terms & Conditions Cheeky Monkeys policy is to pursue all unpaid fees through the county court. We will instruct our legal department to recover any monies due, including charges for recovering the debit. Payment reminder emails will go out every fortnight.

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- Parents /carers are asked not to slander Cheeky Monkeys nursery or staff over social networks, if you are not happy please come in and ask for an appointment to see the Manager, so we can resolve any issues you may have in a professional manor.
 - Four weeks written notice must be given if your child intends to leave our nursery or is reducing his or her sessions. This applies in all cases without exception.
 - The nursery must be notified in advance if someone other than yourself will be collecting your child from the nursery. A password must be given to the person collecting and the room leader. No child will be released unless the password is given.
 - **Daily Log** –Daily Logs are completed via the Nursery Story App in all rooms. Parents are able to contact staff members through the app. Any questions regarding Fee's, extra days etc please contact management at cheekymonkeysmanager@outlook.com
 - **Meals** – We provide Breakfast between 8.00am-8.15am (Extra charge of £5.00 for 7.30am – 8am) Morning snack, Lunch, Afternoon snack & Tea. Milk is also offered to all children. Cow's milk/Formula and nappies are provided for all children under 2 years of age.
 - We are a part of the Early Years Development Plan, which enables us to offer a Nursery place for 2, 3 & 4 year olds under the government scheme. Subject to meeting the criteria .Cheeky Monkeys offers 2 year old funding subject to meeting the criteria.
 - 30 hour Funded children will be required to pay £6.25 for consumables per day and 15 hours funded are required to pay £5 for consumables per day.
 - 30 hours funded sessions are 8.00am- 2.00pm and 15 hours is 8.30am-1.30pm top up sessions are available if needed.
 - Children that are not fully toilet trained over 2 years old must attend nursery with at least 2 nappies per session and a full change of labelled clothes. Should we have to supply nappies a will be debited to your child's account.
 - We offer extended hours. From 7.30am to 8.00am. These must be pre-booked and a charge of £5 per half hour will be payable.
 - Cheeky Monkeys Day Nursery has set limits for children. Use of physical punishment (smacking, slapping, or deprivation of food or drink) is not allowed.
 - All staff has a commitment to equality of opportunity and is able to recognise and respect differences in Race, Culture & Religion.
 - Publicity – From time to time we photograph the children taking part in their activities. These are used as evidence of work, displays on walls or included in our brochure or for occasional other publicity. If you do **NOT** wish your child to be recorded please inform the nursery in writing.
 - We reserve the right to make adjustments with a months' notice. Terms & Conditions are automatically updated.
 - Babysitting will not be permitted by any member of staff.
 - Nursery policies are available on request.
 - **Currently no parents will be invited into the nursery until further notice and drop off and collection will be at the main entrance, Parents will be invited in if a member of staff needs to give communication which maybe confidential.**
 - If for any reason any nursery equipment such as toys or books are broken or ripped by your child you will be asked to replace the item that has been broken.
 - Please ensure that your child is dropped to nursery no later than 9am, as when children are brought in late it can cause disruption within the classroom and their routines.
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We / I have read and accept Cheeky Monkeys Day Nursery Terms & Conditions

Child's Name _____ D.O.B _____ Dated _____

Start date _____ Parents / Guardian Names: (m) _____

Name (f) _____