



Terms and Conditions

Child Protection Statement

The children are our main priority and as such we have a duty to report suspected child abuse and neglect. If we have concerns we will follow the guidance issued by the Birmingham Children's Trust which is also part of our Policy.

Our Safeguarding Policy is available to read at any time, please speak to a member of the office should you wish to read it.

Secure Building Access & CCTV

For the security of both children and staff, secure access is provided via a key fob system at the main drop off and collection times..

CCTV cameras are in operation 24 hours a day at the nursery, both internally and externally.

The recording unit is stored in lockable cabinets. The footage remains strictly confidential and may be viewed only by authorised members of nursery management and staff, regulatory authorities, social services and the police. For reasons of data protection, parents are not generally permitted to view the footage.

Footage will be preserved for up to 30 days in accordance with the University of Birmingham's CCTV Code of Practice.

Privacy Notice

Here at The Oaks, The Elms and The Maples Day Nurseries, we take your privacy seriously and will only use your personal information to manage your account and provide tailored care to your child.

From time to time we will need to contact you via phone, email and the ParentZone app to provide you with nursery updates, share relevant news and send or e mail your childcare bills.

We will input your data into the Connect Childcare system which helps us to manage our nursery smoothly. Your data is held in secure data centres and can only be accessed by authorised personnel. Personal information will not be shared with any third parties.

Signing confirms you have read and understood the above statement and gives us consent to contact you regarding relevant matters.

New admissions

Nursery places are allocated in accordance with details stated on the application form regarding start date, days required. Places may be postponed for up to four weeks with three month's notice. Please note funding entitlements may be affected.

Written confirmation will be sent to parents once a start date has been agreed.

A £60 admin fee plus a £250 deposit is required to secure a place. £250 deposit will be deducted from your first month's invoice and won't be refunded if you later decide not to take the confirmed place.

Please Note: The deposit does not apply to parents who are only taking up their 15/30 hours 'standalone' Early Education Entitlement.

Change of usage/notice to leave

Notification must be submitted at the start of a month in order for your place to be terminated on the last day of that calendar month. If you choose to give more than one calendar month's notice fees are still payable up to the end of the month of your child leaving.

Due to funding terms and conditions, termination will normally only be accepted when a child leaves at the end of a funding term, with at least one months notice. Funding terms end on the following dates: 31st March, 31st August, 31st December. The only exception to this is during the Summer Term.

Please Note: Once you have submitted a termination form you may not reapply for a nursery place at any of UOB nurseries for a period of 3 months after the date of termination.

(b) We reserve the right to terminate this agreement immediately if:

- (i.) you have failed to pay your fees by the due date
- (ii.) you have breached any of your obligations under this agreement and you have not or cannot put right that breach within a reasonable period of time of us drawing it to your attention, or
- (iii.) you behave in an unacceptable manner. In particular we will not tolerate any physical or verbal abuse towards staff, children or visitors in the nursery.

(c) When written notice of termination has been given, a child may be withdrawn during that notice period but full payment of nursery fees will be required in advance of termination date up until and including the date of termination.

Payment of nursery fees

(a) Method of payment

Fees are charged monthly and are payable using one of the following:

- University of Birmingham Employees **salary sacrifice scheme** (please ask for further information)
- Online payments via government **Tax-Free Childcare Scheme**
- Regular online payments

(b) Non-payment

The nursery operates on a self-financing basis and a nursery place will be withdrawn if nursery fees remain unpaid. It is our policy to recover unpaid nursery fees and legal action will be taken where necessary.

(c) Fees will be charged at the full rate for periods of holiday including Bank holidays, staff training and sickness or where the nursery is closed temporarily in exceptional circumstances. Fees are not payable for University Closed Days.

(d) Late collection of children

An additional charge to cover staff costs will be applied in the event of late collection of children at the rate of £5.00 per child (up to 5 minutes late); £10.00 per child (the next 5 minutes) and a further £5.00 per child per minute thereafter. Persistent late collection will result in a month's notice being given (at the manager's discretion) and your child's place being withdrawn.

Any eligible funding codes must be provided to the management team on application or when the child becomes eligible. A stretched funding model is applied to all funding entitlement.

Casual sessions are available on an ad hoc basis and will be charged separately via nursery invoice. Funding is not applicable to these sessions and they cannot be cancelled once confirmed.

(e) If a parent ceases to be a member of staff or student they must inform nursery, a different charging rate as appropriate will apply as per the current Fees.

Required information

Parents must inform the Nursery at the first opportunity:

- If their child has an infectious disease or an existing injury
- Of anything affecting their child's health, including dietary requirements
- Of any changes to contact details immediately
- Of alternative/emergency contact details and ensure that these are kept up to date at all times
- Of any changes in parental responsibility, legal contact details or any court order affecting their child and provide a copy.
- If you've arranged for someone different to collect your child

Complaints procedure

If you have any concerns regarding the service we provide, please discuss these with your child's key worker. If these concerns have not been resolved to your satisfaction please contact the Nursery Manager so they are able to discuss them with you..

Customer satisfaction is of great importance to us and any concerns/complaints will be reported to the Child Care Services Manager. You may also wish to submit your complaint in writing to Paula Hunt, Head of Childcare by emailing p.hunt@bham.ac.uk

Contract acknowledgement

I/we hereby acknowledge that I/we have received, understood and accept without reservation, the terms and conditions for use of the nursery as set out in this contract and incorporate:

- The Application Form
- Terms and Conditions
- Parental Consents and Agreements

I will supply payment of £60 and a £250 deposit which I understand is non-refundable.

Child's Name _____ Date of Birth _____

Parent/Carer 1 Signature _____ Date _____

Parent/Carer 1 Print name _____

Parent/Carer 2 Signature _____ Date _____

Parent/Carer 2 Print name _____

This contract will be held securely on file in the Manager's Office.