



## **Terms and Conditions**

### **Placement Application**

A registration form and session agreement contract must be completed and returned before a child can be considered for entry into La Petite Academy. The minimum number of sessions requested is two half day/short day sessions or one full day per week. A non-refundable registration fee of £100 will be required to secure the place or £25 for each subsequent child whilst another child is registered with us. No registration fee is required for children accessing a funded place with no additional hours. We will need to see and copy your child's birth certificate or passport at the point of registration as proof of your child's identity. Where government funded hours are being accessed, a funding form must also be completed prior to a child's start date. Priority will be given to families requesting a place utilising all their eligible funded hours, in line with our admissions policy.

### **Changes/Termination of place.**

The nursery requires four weeks' notice in writing/email if you wish to decrease/alter your child's sessions or if you no longer require your child's place. La Petite Academy has the right to receive full payment during the notice period whether the child attends or not. All accounts must be settled in full when notice of termination is given in order for your child to continue to receive care during the notice period. If you wish to increase your child's sessions, providing we have the availability, we will be able to increase immediately. If we do not have the space available, we will place your child on our waiting list – this is worked on a first come, first served basis. If you wish to increase or decrease sessions, you must complete and sign a new session agreement contract confirming your new amended sessions to avoid any discrepancies.

If you wish to postpone your agreed start date or change your child's agreed sessions before their start date, we require 4 weeks' written notice for this change. You will also be required to pay 2/3 of the sessions you had booked for each month that you have delayed your child's start date, otherwise your child's place will be offered to someone else.

Additional sessions may be booked on an ad hoc basis, provided that we have the availability. All prebooked additional sessions will be charged, regardless of whether the child attends or not, unless 4 weeks' notice is given.

Parents wishing to attend for funded places choose a package of 38, 47.5 or 52 weeks per year and this must be adhered to for the full academic year. Where parents leave part way through a stretched funded term there will be an additional cost added to their final invoice where the funding received does not cover the hours taken in that term or private hours have not yet been paid for. Children starting stretched packages in January or April will have either 3 or 2 weeks without funding to accommodate maximum funding allocations per academic year.

When term time only children are leaving to move onto school, their place will be automatically terminated at the end of the summer term. For children who are on stretched funding, their place will be terminated the week before 1<sup>st</sup> September, when funding finishes. If you wish your child to attend past these dates, or finish before these dates, then you must give 4 weeks' notice in writing.

### **Holidays/Absences**

Parents will be expected to pay in full for any absences that are due to illness, appointments, personal holidays or other parental choice. You must notify us of any absence in accordance with our attendance policy.

Please also note that we do not allow parents to 'swap' sessions for holidays/ appointments etc. The only 'term time' placements available are for 15 or 30 hour funded sessions, in all other instances we do not offer reduced days during school holidays.

The nursery will be closed on all Bank Holidays for which there is no charge. In this instance only, you may swap your child's session for another day during the same week if your child is due to be in on a day that the nursery is closed, however the session will be charged at your normal rate. Please note that on Christmas Eve and New Year's Eve, the nursery will close at 4pm. There will be a bespoke charge for this session.

### **Opening hours/collection times**

The nursery opens at 7:30am; should you arrive earlier than this time, you must remain outside of the building until the senior member of staff on duty declares it is time to open. Where your child's start time is later than 7:30am you will not be allowed in the building prior to this time.

The nursery closes at 6:00pm prompt; you must arrive no later than 5:50pm. All parents must arrive 10 minutes prior to the end of their child's booked session to ensure time for feedback, regardless of the session attended, so that your child has been passed back to your care by the end of their agreed session time. Late collection will result in a charge- please see 'fees' section below.

### **Afterschool/Breakfast Club/School Holiday Club**

The registered place is for the whole of the school year until notice to terminate is given. We do not refund sessions for holidays, absences or extended breaks in the care. We do charge for school Inset days.

The Holiday Club is run on a first come, first served, basis. Booking forms for the school holidays are available from the office and you may book in advance. Please note that if you book in advance, you forgo the ability to give notice as these are prebooked sessions which have been reserved where other children have possibly been denied a place.

All school children who do not attend during the school holidays will be subject to a retainer charge of £10 per week. Please note that school children attending the Breakfast Club need to be in nursery by 8:25am to ensure they are on time for the relevant school as we leave nursery at 8.30am prompt. If you wish your child to eat breakfast with us, then they need to arrive by 8am.

### **Fees**

Fees are required monthly in advance following receipt of an invoice and must be settled in full before the 1<sup>st</sup> of each month with the exception of tax-free childcare allowances paid directly to us; payments made after the 1<sup>st</sup> of each month will incur an automatic £25 late payment charge. Invoices are issued on the 15<sup>th</sup> of each month and include the period from 1<sup>st</sup> – 28<sup>th</sup>/29<sup>th</sup>/30<sup>th</sup>/31<sup>st</sup> of each calendar month. If we do not have full payment by the 7<sup>th</sup> of the month, we will have no option but to exclude your child from the nursery until full payment has been received.

**Details of our current fees are contained in our fees schedule. Please note that fees increase the term after a child's second birthday and the term after their third birthday as younger children have subsidised fees. We may review these fees at any time but shall inform you of the revised amount at least 4 weeks before it takes effect. If you do not wish to pay the revised fees, you may end this contract by giving us 4 weeks' notice in writing.**

The nursery charges a consumables charge for every hour of government funded care taken, this is clearly identified on our fee schedules. Parents may choose not to pay this and provide their own consumables. Parents may also choose to bring in their child's food instead of paying for meals. Meals must be in line with the current nutrition and meals policy.

Please note that there will be an automatic penalty of £15 per quarter of an hour or part thereof should you arrive at nursery after your child's session has ended (eg 1:15pm, 3:00pm, 3:30pm, 4:30pm or 6:00pm) to collect your child and a further £15 for every 15 minutes or part thereof thereafter. This will be added to your next invoice.

Extra hours may be added to sessions only when prearranged and authorised by a member of the senior management team. These will be charged at the hourly rate and any meals added to the cost.

5% discount on fees is available for families who work for the NHS, Rolls Royce, Toyota or Bombardier. There is also a 5% discount for siblings (applied to second and subsequent children only whilst another child attends the setting). Please note, that only one discount can be applied at any one time, and proof of ongoing employment will be required termly.

### **Property and Belongings**

La Petite Academy cannot be held responsible for the loss of, or damage to, any children's property including clothing. In view of this, we request that all items of clothing are named – especially shoes, coats, hats, scarves and gloves.

Practical inexpensive clothing is strongly recommended as we undertake lots of messy activities. We accept no responsibility for clothes which are stained with paint etc from general nursery activities. Please also bring a spare set of clothes just in case of accidents.

We ask that you do not allow your child to bring in toys from home – we do not take responsibility for the care of these items. Phones, tablets, smart watches and any other internet enabled devices are not allowed in the setting. However, comforters are allowed to help settle your child in babies, tweenies and toddlers.

### **Insurance**

The nursery has an extensive insurance cover; the policy is displayed in the corridor.

### **Nursery Breakfast**

Full breakfast is served between 8am until 8:20am only. Arriving later than 8:20am will not allow time for children to have a full breakfast and they will therefore be offered toast, fruit and a drink until 8:30am only. Children arriving at nursery from 8:30am are unable to have breakfast at the setting.

### **Accidents at Nursery**

La Petite Academy reserves the right to administer basic first aid and emergency treatment where necessary. Parents will be informed of all accidents and will be required to sign an Accident/Incident Form when collecting your child, you will also receive a copy of this. For accidents of a more serious nature involving hospital treatment, all attempts will be made to contact parents, but failing this, the nursery is hereby authorised to act on behalf of parents to sanction necessary emergency treatment. We will not attempt to take your child to hospital ourselves, however we will call an ambulance to attend to your child until you arrive, before which a senior member of staff will be responsible for their care. If transportation to hospital is necessary, a staff member with whom your child is familiar will accompany them in the ambulance until parents/carers arrive to take over their care.

### **Accidents at Home**

The nursery requires that any incident or accidental injury occurring outside of the nursery must be reported to the staff on immediate arrival at nursery therefore preventing cause for concern and unnecessary speculations. We will require parents to complete a Pre-Existing Injury Form at the start of the session. If a member of staff finds a pre-existing injury during the session this will be recorded and parents asked to sign at collection.

### **Record keeping**

Parents are requested to inform the nursery of any changes to personal details held at the nursery, including changes of name, address and contact numbers, as well as adults with permission to collect your child. Each child will have a Learning Journey completed by the child's room staff throughout their time with the nursery. This is available online once parental permission has been received. All other information on your child is kept in a lockable filing cabinet in the office. More information is available in the Data Protection and Confidentiality policy.

### **Medicine**

If staff are required to administer prescribed medication on the nursery premises, parents must complete a medical consent form available from your child's key person. This gives us permission to administer the medicine and informs us of dosage, administration times and any other instructions. You will be asked to sign the medicine form again at the end of your child's session to inform you of their last dosage. We will not administer medicine if a form has not been signed and prior consent given, or if the medication is not in its original packaging with a readable prescription label, is unnamed, is past its expiration date or has been decanted into another container. Parents must

hand the medication directly to a member of staff on arrival. Medication cannot be left in a child's bag.

Please note that only medication which is prescribed by a doctor will be administered and there will always be two members of staff present when children are given medicine. Children require 24 hours of antibiotics at home before we can administer them in nursery to avoid adverse reactions.

We do not supply nappy creams for hygiene reasons. If you wish your child to have a barrier cream applied at nappy changing time, please ensure that you supply this.

If your child is teething, we will ask you to sign an authorisation form to administer teething gel/powders.

Calpol and other forms of pain relief may be administered at the discretion of the Management Team, for example in cases of high temperature of 38.5 degrees Celsius or above. Please speak to a senior member of staff if your child may need this type of medication during their session at nursery. You will need to inform us of the doses you have already given when you drop off your child, and a phone call will be made to you for specific permission prior to administering the pain relief.

### **Illness**

The nursery has the right to refuse admission if your child is unwell and unable to participate fully in activities. If a child is well enough to be at nursery, they are well enough to take part in all provision, including outdoors. Parents are requested not to send their child to nursery if they are suffering from any infectious disease including sickness and diarrhoea, and we require a full 48 hours without any sickness/diarrhoea before your child returns. We follow government guidelines on exclusion periods for infectious diseases.

La Petite Academy has a realistic attitude to the needs of working parents but reserves the right to contact parents if their child becomes ill during nursery hours. If we discover your child has head lice, conjunctivitis or other mild illnesses/ailments requiring treatment we will contact you immediately to collect your child so that you can get treatment. Once treatment has been given to your child they may return to nursery. Effort will be made to inform parents of any illnesses going around the nursery via a notice at the front door or by email.

### **Security**

No child will be allowed to leave the nursery with anyone unknown to the staff without prior written or verbal arrangement. In an emergency, where we are informed by telephone, proof of identity will be required, and a password system is in operation. If someone else is picking up your child who is known to us, we still ask that you inform us beforehand to prevent hold ups at collection.

Parents are not allowed to enter or leave the setting without a staff member to ensure that the doors remain locked and no one else enters without our knowledge and permission.

Both entrances are covered by CCTV cameras and linked to a monitor in the office.

### **Complaints Procedure**

Complaints and compliments forms are displayed in the Main Nursery porch and Baby Unit porch to fill out should you wish. Any complaint should be referred in the first instance to the key worker in your child's room. If, however, you feel that the complaint has not been satisfactorily dealt with, or is of a more serious nature, we ask you to communicate with us at all times by contacting a member of the Management Team. At this point we will complete a complaint form which is kept in the Complaints Folder. We will investigate the complaint and report back to parents as soon as possible in line with our Complaints and Compliments Policy.

However, if you are not satisfied with the outcome, you may refer the complaint to:

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

Tel: 0300 123 1231

### **Safeguarding Children**

La Petite Academy is required to take any reasonable action to ensure the safety of children in our care. In cases where the nursery has reason to be concerned that a child may be subject to ill

treatment, neglect or other forms of abuse, the nursery management is obliged to follow its safeguarding procedures to inform social services of the apparent concern if deemed necessary. This is a legal requirement. Depending on the concern, parents may or may not be informed beforehand.

Each room in the buildings, apart from the bathroom/nappy changing areas, is covered by CCTV to safeguard staff and children. This can be accessed by the Management Team should the need arise but is not monitored continually. Parents do not have the automatic right to view any CCTV footage. Parents are requested not to enter the bathroom/nappy changing areas without a member of staff present. Parents are not allowed to use cameras, mobile phones or other internet enabled devices in the setting.

### **Babysitting**

Parents and staff are required to sign a form accepting personal responsibility for babysitting duties and that this is in no way related to La Petite Academy.

### **Special Education Needs and/or Disabilities (SEND)**

Children with additional needs will be accepted into La Petite Academy whether or not the child has an Education Health Care Plan (EHCP) in place, in line with our admissions and SEND policies. The nursery employs a SENDCo (Special Educational Needs and Disabilities Coordinator) who will liaise with Local Education Authorities and the Early Years Inclusion team. The SENDCo will support staff in meeting the needs of children in the nursery and keep all necessary records.

If we determine, at our sole discretion (after appropriate and reasonable analysis and support from the local authority/NHS) that reasonable adjustments cannot be made for your child and as such we cannot continue to adequately provide for that child (or admit them as the case may be) then we shall be permitted to request that you withdraw the child without being charged fees in lieu of notice.

### **Inclusivity**

Our nursery staff will always ensure that all children and families are respected regardless of gender, religion, ethnic origin, culture, sexuality, disability, socioeconomic background or marital status.

### **Behaviour Management**

Our approach to discipline and behaviour is a positive one. Smacking and other such forms of harsh and physical discipline are not acceptable. Reward and encouragement are used as strategies to help a child succeed and want to behave in an acceptable way. It is our aim that there will be few problems in a well-structured environment. It is our policy never to ridicule a child but to promote good, learned behaviours through praise and Golden Rules. If a child continues to show undesirable behaviour, he/she would be directed to a more purposeful activity or spend time playing with an adult. Any persistent problems or if a child became a continued threat to the safety of other children attending the nursery would be discussed with parents and a course of action agreed.

LA PETITE ACADEMY HAS A POLICY AND PROCEDURES FOLDER WHICH IS DISPLAYED IN THE MAIN NURSERY PORCH. THIS IS AVAILABLE FOR EVERY PARENT TO READ AT ANY TIME. THESE ARE ALSO AVAILABLE ON OUR WEBSITE [www.lapetiteacademy.co.uk](http://www.lapetiteacademy.co.uk) POLICIES ARE UPDATED EVERY SUMMER TERM

Parents accept these terms and conditions, and all relevant nursery policies, by signing their registration form. When the terms and conditions are updated, they are emailed to all existing parents who can give 4 weeks' notice on their child's place should they not wish to accept the revised terms and conditions.

Reviewed March 2026.

For and on behalf of La Petite Academy Ltd