

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. **Bank holiday sessions are not charged for(No Swaps available)**
- Our opening hours are from 8.00am-6.00pm extended hours 7.30 AM – 8.00AM.
- For each 10 minutes late, parents are liable for a charge of £10 which will need to be paid on collection.
- Full fees must be paid if your child is absent through illness, holidays or due to exceptional circumstances such as bad weather conditions, transport problems and outings. No fees are due when the nursery is closed e.g. Bank Holidays and Christmas Closure.
- No swaps of days will be given for holidays.
- 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 you. 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 session 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.**
- We require a two week refundable deposit in advance on accepting a nursery place along with and a £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 every fortnight or monthly. 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 can you ensure your payment is process 2-3 days before it is due. 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. Fee's will now be due two weeks in advance. Payment reminder emails will go out every fortnight.
- Employer Child Care Voucher schemes- accounts will only be credits 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.
- 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.

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- 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.
 - Parking. Parents will be given a 15 minute parking permit to drop off and collect their child from nursery this needs to be placed on the dashboard of your car. If you require more than 15 minute please use the pay and display car park.
 - Daily Log –Daily logs are completed in the baby room and Toddler room only and other rooms on request from parents. This will be done via email. Each classroom has their own email address so any question you have regarding your child's learning or general questions for the room please use your Childs rooms email address. Any questions regarding Fee's, extra days etc please contact management at cheekymonkeysmanager@outlook.com
 - Meals – We provide Breakfast between 7.30am and 8.15am 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 8.30am- 2.30pm and 15 hours is 8.30am-1.30pm top up sessions are available if needed.
 - Uniform can be brought from the office please see a member of management.
 - 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 charge of 50p 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 – Parents / Carers may ask staff to baby-sit outside nursery hours. This is a contract between parent / carer and the member of staff and the nursery takes no responsibility. Our staff are all DBS checked. In some cases because of the length of time that the process takes, a person may start work pending clearance provided they are at no time left looking after children on their own. If a member of staff is asked to take a child home out of nursery hours it is the responsibility of the parent to ensure that the driver has appropriate insurance that the car is roadworthy and that car seats are available. The nursery requires either verbal or written confirmation from the parent / carer of the child being taken home by a 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.**
 - 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 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) _____