

09 Early Years Practice Procedures

09.01a Peekaboo Childcare terms and conditions

Nursery Fees & Deposit

- To secure a nursery place, one month's fees is required, where funding is accepted the deposit will be used to pay any additional fees on the invoices when the child starts.
- If the funding code is invalid, fees are charged directly to the parent/carer.
- This payment acts as a deposit and covers the first month if the child starts on the agreed date.
- If the child does not start, the deposit is non-refundable.
- Early Years Entitlement funding: if a child does not start on the agreed date, one month's funding is claimed as notice.
- Registered days/sessions on the form are fixed and will be charged. Changes can only be made after starting, following the notice period rules below.

Notice Period

- Minimum notice: 6 weeks / half a term, from the first week of a half term, for:
 - Leaving the nursery
 - Reducing sessions
- Nursery may also give 6 weeks' notice.
- Mid-term leavers forfeit the remainder of fees.
- Fees must be paid even if your child cannot attend.
- Sessions cannot be carried over or swapped.

Closures & Holidays

- 3 training days per year – fees still apply. This is for essential staff training.
- Nursery closed during school holidays (~14 weeks, including Bank Holidays).
- If families take children out during term time for holidays there is no fee reduction for this and full fees apply.
- Sickness – full fees apply, except in hospital cases (manager discretion).
- Emergency closure (e.g., severe weather) – no refunds.

Fee Payment

- Fees are paid monthly in advance (1st of each month) by bank transfer only.
- Late payment: 10% per day after 5th of the month.
- Fees in arrears after the 5th: child's place may be withdrawn immediately, and formal demand for payment issued.
- Start date adjustments: if the child does not start as agreed, daily fees apply until they begin.

+ Additional Services & Contracts

- Opt-in services fee: charged half-termly for children claiming Early Years Funding.
- Changing contracts (opt-in → opt-out) requires notice period and a new contract.
- Childcare vouchers received after a child leaves are forfeited.
- Fees may be periodically reviewed to maintain high standards.

Late Collection

- £5 per 15 minutes if a child is left after session ends (manager discretion).
- If no contact by 6pm (or 30 minutes after session), Children Services will be contacted.

Sick Children

- Staff cannot care for sick children, especially those with:
 - Infectious diseases
 - Diarrhoea or vomiting
 - High temperature

Safeguarding & Child Safety

- We protect children from harm at all times.
- Consent: By signing, you agree we may contact outside agencies if a child is at risk.
- If a child's presence is detrimental to safety or health, parents may be asked to remove the child immediately (notice period will not apply).
- Nursery cannot be held responsible for:
 - Arrival/departure if an adult collects a child without written consent - meaning they do not have their own pin code or account on Family. Please note this would only happen in rare occasions where the parent had given verbal consent over the phone to the manager and they have agreed to a person picking up without their own code. However they would need to show ID.

- Personal belongings or cars (park at your own risk)
- Clothes should be named, and spare clothes not brought into the nursery in plastic bags.

Agreement

By signing:

- You confirm the information is correct and complete.
- You have read and understood these terms and agree to be bound by them.
- You accept personal responsibility for fees.
- If fees are in arrears, your child will not be accepted until resolved.
- The registration forms are legally binding.