**Smiley Stars Nursery**

We provide Quality … We aim for Excellence

**Terms and conditions of enrolment and parental consents**

**Please read carefully the following terms, conditions and parental consent requirements, and then please sign where requested.**

**Terminology:** You, Parents means all parents/guardians or authorised persons, i.e. carers

**General Welfare**

* **Child protection:** Smiley Stars management and staff have a duty to take reasonable care to ensure the welfare and safety of the children in our care. Any serious concerns regarding a child’s welfare or safety will be dealt with in accordance with Smiley Stars Child Protection Policy and Procedures. Parents/guardians should be aware that this may require us to contact Social Services.
* **Child safety:** Children will only be released to parents/guardians or authorised persons, i.e. carers or family members who are known to the nursery staff and permission in writing has been received from the parents/guardians. In unforeseen circumstances where an unauthorised person has to collect the child, the parents/guardians must inform the nursery and provide a password, and we require a proof of photographic ID.
* **Confidentiality:** All information relating to you and your child is strictly confidential, securely stored and used solely for Smiley Stars Nursery purposes. The only exception to this is in the event of serious concerns regarding a child’s welfare. You are welcome to access your child’s records at any time.
* **Child observations and learning Journals:** We regularly observe all of the children in our care to ensure that we meet their needs effectively. Observations are recorded in writing, are strictly confidential and are filed in the child’s confidential e-folder. The system is very secure. You will be the only one outside of the nursery that can view your child’s profile and you will access it with a unique username as well as a password and PIN that you create.
* Please do not disclose your access code to anyone
* Please do not upload any of your child’s photos from the system onto the Social Media as some parents have requested not to have their child’s photos on
	+ - It is your responsibility to check the Learning Journals for the accident/incident reports, and all the communication that we update through the system.
* **Outings:** We will sometimes take the children on outings within the immediate area on foot/using prams and buggies as appropriate. Risk assessments are always carried out in advance and ratios will always be adhered to. You give permission for your child to go on outings within the immediate area. You will ensure that your child is provided with suitable clothing for your child to take part in outdoor activities.
* **Tooth-brushing Consent Form:** You wish your child to take part in Smiley Stars Tooth-Brushing Policy. The nursery will provide your child with a clearly labeled toothbrush and toothpaste.
* **Access to the Internet for the children:** Access to the Internet will be under strict supervision from room staff, you give your consent for your child to use the Internet within the Nursery.
* **Start and finish times:** Children can be cared for within the nursery hours stated on our Registration Certificate on display in the hall. Late collection will invoke an additional charge of £5.00 for every 10 minutes (full or part of) thereafter.

**Medical, Health & Wellbeing**

* **Accidents or emergencies**: Every endeavour will be made to contact you in the event of an accident or emergency or the sudden onset of illness but we will not delay in seeking medical help. You will be fully informed of any decisions made. You give permission for Smiley Stars Nursery to take appropriate action in the event of the onset of illness, accident or emergency anaesthetics.
* **Medical conditions, allergies and illness:** Parents must keep us informed of any allergies, medical conditions and illness affecting their child. Parents must **NOT** bring their child to nursery if they are ill or have an infectious disease. This is for the health and welfare of **ALL** children and staff in the nursery. You will be contacted to take your child home if staff considers that your child is not well enough to attend nursery.
* You agree to inform the nursery immediately if your child has, or develops, an allergy, illness or medical condition and to provide the nursery with the information required regarding the allergy or condition to ensure your child’s wellbeing. Smiley Stars staff should not be put in the difficult position of turning a child away at the door because they are obviously not well. Please follow the guidance below to help to promote the health and welfare of everyone involved. Children will not be admitted with infectious diseases (e.g. chicken pox) in accordance with the exclusion periods stated at NHS Exclusion Criteria for Childcare and Childminding Settings
* If a child appears to be clearly unwell, e.g. restless, sick or have a high temperature (above 37.5°C), you will be contacted and asked to take the child home, unless you have signed a Medication Form on the day.
* **Medication:** Nursery staff can administer medication required by your child providing that the medication is named for your child and that you have completed a medication consent form, which gives detailed instructions on dosage. Details of medication administered by nursery staff will be recorded and must be signed by you on a daily basis. You must always give the first dose of any medication, and allow time before your child attends the nursery.

**Medication prescribed and non-prescribed** Parents must keep us informed of any allergies, medical conditions and illness affecting their child. Parents must NOT bring their child to nursery if they are ill or have an infectious disease. This is for the health and welfare of ALL children and staff in the nursery. You will be contacted to take your child home if staff considers that your child is not well enough to attend nursery.

* **Application of sunscreen &/or nappy cream:** You agree that Smiley Stars staff may apply sunscreen/nappy cream to your child’s skin if and when required. You are not aware of any allergy to sunscreen/nappy cream products.

**Photographs & Media**

You give your permission to take photos & media of your child to be displayed within the nursery and in your child's Learning Journals records and you give permission for the photos to be used for:

* Publicity (e.g. Newspaper articles, Nursery’s website, Facebook & Welcome pack)
* Staff training
* Student portfolios

**Communication**

* You will provide Smiley Stars with details of ANY issues, which may affect the care, which they provide for your child, as soon as possible
* You will inform Smiley Stars of ANY issues which may result in a change in your child’s behavior and/or if You have experienced a change or difference in your child’s behavior
* You will inform Smiley Stars of ANY changes to your contact details or any other information given on your child’s enrolment form, as soon as possible and will adhere to the Smiley Stars Terms & Conditions
* You will notify the nursery, either by phone call or by Email that your child will not be attending their session.
* It is your responsibility to check your emails and notice sheets for all the events that we announce and all the communication that we update through out.

**Financial**

* **Fees** are payable one month in advance and due on the 1st of each month and no further than 10th of each month. Payment may be made cash or by standing order, we accept childcare vouchers. Late payments will incur an additional charge of £25 per week until full payment is made.
* Extra sessions must be paid for in advance.
* Please note that Smiley Stars reserves the right to withdraw any offers given at the time of registration
* When we confirm your child’s place, a £50 deposit is required which will be refunded when and if you give us 1 month notice prior to you and your child no longer wish to use our services and all fees being up to date from your final invoice. Should you decide to cancel your place, the deposit is non-refundable.
* In order to retain your child’s place, full fees are paid during holidays and absences to retain your child’s place.
* All fees will be increased on an annual base on the first of April of each year

**Notice**

* You will provide one month’s notice in writing or payment of one month’s fees in lieu of notice must be given if you wish to withdraw your child from the nursery, and receive your deposit back.
* You will provide one month’s notice, in writing, if there is any change to your childcare requirement at the Smiley Stars Nursery (reduce days)
* Smiley Stars Nursery reserves the right to require the withdrawal of any child.

**Behavior Management and Promoting Positive Behavior Contract**

* You will be supportive of the Smiley Stars staff when implementing the **Behavioral Management Policy** and the three way contract between Smiley Stars, Parents & your Children
* You understand that if your child’s behavior is such that the health and safety of other children and/or staff is put in jeopardy, they may be excluded from the nursery on a temporary or permanent basis
* You understand that Smiley Stars has a zero tolerance towards violent or aggressive behavior towards their staff. If a child or parent displays such behavior, You understand that this may result in your child being excluded from the nursery and their space withdrawn immediately
* We have read Smiley Stars **Promoting Positive Behaviour** - Behaviour Management Policy, understand what is required from us and we agree to support this initiative