

Apples and Honey

The Nursery on the Common

Terms and Conditions

Application, Registration and Fees

1. A signed and fully completed application form together with a non-refundable Registration Fee of £25.00, is required prior to confirmation of a place. Registration does not guarantee a place for the start date or sessions requested.
2. Apples and Honey Nursery is open from 9.30 – 12.30 Monday to Friday, with extended sessions from 12.30 – 2.00 Monday to Thursday. Children must be at least 3 and their Key Worker must agree that they are ready before they can start to attend extended sessions.
3. Children are required to attend a minimum of 3 sessions a week
4. The schedule of nursery fees and charges will be sent to parents annually. Fee invoices are issued termly, and prompt payment is required.
5. Fees are calculated termly
6. The nursery is closed at weekends, some Jewish festivals, bank holidays and most school holidays and our fees are structured accordingly.
7. Fees are reviewed each year in May and the new fee structure will not start until the new academic year which would start in September of each year.
8. If parents are concerned that they will be unable to pay the nursery fees, they should speak to Gila Godsi or Judith Ish-Horowicz in confidence. The nursery has a limited bursary fund to ensure that all children are able to access our care and education.
9. When a parent accepts a place for their child at Apples and Honey, we require a deposit of £200 to confirm the place. This deposit will be deducted from the final term's fees provided that all other fees have been paid up to date and that we have received the full term's notice. Otherwise we will retain the deposit.
10. The deposit must be paid within two weeks of a written offer of a place at the Nursery, if the deposit is not received by the Nursery within two weeks of the date of our letter, the place may be withdrawn. If your child does not attend the Nursery for any reason once the place has been accepted and before your child has started, then the deposit is non-refundable.
11. Apples and Honey will apply for the Universal Early Education Funding from the Local Authority for all eligible children. All children become eligible for up to 15 hours of Early Education Funding from the term after their third birthday. Parents must let the nursery know if their child is receiving any funded hours at another setting, as we cannot claim for hours that are already being funded elsewhere. We make charges for an Agreed Additional Services Package for funded hours, as outlined in the annual fee schedule.



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12. For parents taking up a EECF 30 hour funded place it is their responsibility to obtain a new funding code each term and give it to the nursery manager. If a funding code is not provided by the first day of term the parent will be responsible to pay for the whole bill.
13. As our agreed additional service package is integrated into the whole curriculum and cannot be separated, parents must agree to accept it in order to obtain a place at the nursery
14. Our extras packages allow us to provide the high-quality childcare that you expect from our nursery. The extras packages include highly qualified teachers, small child to adult ratios, extra-curricular classes and consumables required for activities such as cooking and to create wonderful art and design pieces.
15. Parents should ensure that their child attends nursery for their scheduled sessions. We do not offer rebates on fees for missed sessions due to sickness or family holidays
16. In certain circumstances it may be possible to claim additional funding. Some 2-year olds are entitled to funding and working parents of 3- and 4-year olds may be entitled to up to another 15 hours a week of additional funding. These sources of funding require parents to make a direct application. Parents who believe they may be eligible are invited to contact the nursery for advice on how to apply.
17. If any funding is received for a child, parents must complete a termly Parent Declaration Form for Wandsworth Local Authority. The Parent Declaration Form will be enclosed with the termly invoice. Failure to complete the form may make it difficult for the nursery to claim funding for the child for subsequent terms
18. Fees are calculated on the number of days your child is signed up for at the beginning of term. We charge for 3 Inset days a year. We do not charge for public holidays and Jewish holidays.

Attendance

1. If your child will be absent for any of their scheduled sessions, please let us know. We are obliged to keep records of children's attendance and to follow up on any unexplained absences. Refunds will not be made for absences from nursery.
2. Parents should ensure that they arrive promptly for drop off and pick up times, as this helps children to settle into the nursery routine more quickly. Before the session starts, staff are busy with setting up equipment and activities to ensure that children have the best experience during the session, and so we cannot supervise children arriving early.



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Illness and Accidents

1. In the event of an accident parents will be notified and are required to sign an accident form.
2. Parents may be asked to withdraw their child from the nursery in the event that they require special medical care or are otherwise deemed not well enough to attend. The nursery has a Managing Children with Allergies or Who are Sick Policy which we expect all staff, parents, and carers to adhere to.
3. **Please note that, according to HPA guidance, after diarrhoea or vomiting, parents are asked to keep the children at home for 48 hours after the last bout.** All other illnesses are also dealt with as per current HPA (Health Protection Agency) guidance.
4. Parents are obliged to inform the nursery of any sickness, illness, or allergies on registration of their child and any subsequent diagnosis. A Health Care plan must be completed for medical care needs. The nursery cannot accept responsibility for children contracting contagious diseases.
5. If the Child is suffering from a communicable illness, he/she should not be brought to the nursery until such time as the infection has cleared. A full copy of our infection control policy is available from the nursery manager. Please refer to the government guidelines regarding managing illness/communicable diseases:
<https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities/chapter-9-managing-specific-infectious-diseases>.

Wellbeing

1. It is understood that the nursery is under an obligation to report to the appropriate authorities any incident where we consider a child may have been abused, neglected or in some way harmed either physically or emotionally. This may be done without informing the parent or carer, in accordance with our Child Protection Policy.
2. Intimate care can be provided by a male or female member of our staff and can include feeding, washing, dressing, toileting and nappy changing.
3. The nursery is committed to the identification of and provision for children with Special Educational Needs. We believe that the potential of every child in our care is maximized, irrespective of ability, disability, race, gender and social background and to enable equal access to the curriculum in an environment where every child is valued and respected. Parents and carers must ensure we have all the relevant information regarding special needs to enable us to appropriately care for your child.



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4. In fairness to all our staff and to the clients and children that use our facilities we expect reasonable standards of behaviour at all times. We therefore reserve the right to exclude any child whose conduct is, in our opinion, disruptive or in any other way unacceptable to the smooth and efficient running of our nursery. Naturally every effort will be made to avoid this action and may include special needs assessments or one to one care if funding allows. We ask all parents/carers to appreciate this and to understand that, in the event of having to exclude any child, all fees are non-refundable.
5. We reserve the right to administer basic first aid and treatment when necessary. Parents will be informed of all accidents and will be required to sign an accident form. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by the nursery to contact the parents but failing this, we are hereby authorized to act on behalf of parents to consent to necessary treatment from a suitably qualified medical source.
6. Parents are requested to inform the nursery of any food, medicine, activity or any other circumstances that may cause the child to have an allergic reaction/allergy. Parents must provide details, in writing, of the severity of the reaction/allergy and must continue to inform the nursery of any changes/progress to the condition, in writing, when they become aware. Parents are requested to inform the nursery of any changes to key information.
7. The nursery maintains those insurances required by law. Details are posted on the parents notice board.
8. The nursery acknowledges its duty of care to uphold the Statutory Guidance issued under section 29 of the counter Terrorism and Security Act 2015, the central function of which is to take due regard to our role in assisting the prevention of adults and children in our care from being drawn into terrorism or radicalization.

COVID-19

1. If child or member of staff tests positive, we will contact the relevant authorities and follow their guidelines.
2. In the event that we need to close for a period of time, or more than half the children need to self-isolate, we will hold daily interactive Zoom sessions. These will include a variety of activities such as stories, music and movement and arts and crafts sessions, as well as celebrating Havdalah and Shabbat together. This gives the children an opportunity to engage with the curriculum and see their friends and teachers.



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3. In this eventuality, we would charge you 25% of the fees for the days that your child would have attended. The remaining 75% of the fees for missed days due to closure would be refunded. Full fees for the days we are open would remain payable.
4. For guidance regarding COVID-19 please refer to the following government and NHS guidelines:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection><https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>.

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/how-long-to-self-isolate/>

Termination/ Cancellation/ Change of sessions

1. Parents will be offered an opportunity to change or increase the sessions their child attends each term. Parents will be asked to consult their child's Key Worker before asking for extended sessions to ensure that those sessions are suitable for their child. We will not accept requests to change or increase a child's sessions at other times during the term, as we need to plan staffing levels in advance.
2. We require a term's notice for a child leaving Apples and Honey, otherwise we will charge a term's fees in lieu of notice. Notice must be given by August 31st if your child will not be returning in January for the Purim/Spring term; by December 31st if your child will not be returning in April for the Shavuot/ Summer term; and by April 30th if your child will not be returning in September for the Sukkot/Autumn term.
3. Please note, that if you do not give a full term's notice your child will not receive any government funding they would have been eligible for, and you will be liable for the full fees.
4. The nursery reserves the right to terminate a place if fees are not paid, if parents/carers fail to observe the Policies and Procedures of the nursery, or a parent/carer or child displays abusive, threatening or otherwise inappropriate behaviour.
5. The nursery reserves the right to terminate a place if important information concerning or affecting your child is withheld or not communicated to nursery management and staff in a timely manner.



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6. Should a mutually agreed start date be postponed by parents, the nursery reserves the right to charge from the original start date as indicated on the nursery acceptance form/placement offer.

Liability

1. The nursery does not accept responsibility for any loss or inconvenience to parents arising directly or indirectly from a temporary closure of its premises or as a result of the non-admission of the child for any reason.
2. The nursery cannot accept responsibility for children whilst in the care of the parents, especially but not exclusively before and after school hours.

Personal Property and Belongings

1. While staff will exercise all reasonable care to ensure that the children's belongings are not lost or damaged, the Nursery cannot be held responsible for any loss or damage that might otherwise occur.
2. We cannot accept any responsibility for any loss or damage of toys or comforters from home should children bring these to Nursery.
3. All items of clothing, including footwear, must be clearly labelled by parents prior to the child starting at the Nursery.
4. Children may wear any joggers, leggings, shorts, skirts with tops and sensible shoes that protect toes. **We strongly request that children not wear Crocs or flip-flops as they are not supportive, and accidents occur when they are wearing them.**
5. Please dress your child appropriately for their day at Nursery weather wise and be aware that we will only change your child if necessary, i.e. if your child has had an accident or gets wet with water play.
6. Please supply the Nursery with a pair of named wellington boots that fit your child, and a bag of spare clothing that is all named and that is checked regularly to ensure this still fits and suits all climates.
7. If sunny, please apply sun cream before coming to Nursery. The nursery has a stock of sun-cream but if you prefer to use a specific brand, please provide a named bottle and hand it to a member of staff. **(Please refer to COVID-19 Policy with regards to application of sun-cream)**

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Security and Collections

1. Children are not permitted to leave the premises with anyone unknown to staff. Parents are asked to provide Nursery staff with a list of all individuals who will be dropping off and / or collecting their child. A list of responsible adults who are authorized to collect the child should be put on the child's registration form. This information should include full names and telephone numbers for each named adult. If a parent needs to put into place a last-minute change to the collection list, they must notify the Nursery in person / by telephone of this request. An authorised person needs to be 18 years old and over.
2. It is the responsibility of parents to keep us informed of any changes on contact numbers.
3. The synagogue operates a CCTV system that is for security purposes only. It is not connected to any exterior network other than for remote maintenance by the proprietor or authorized CCTV engineer and CST, the security organisation that monitors the safety of the site.
4. Parents / carers must always observe the Nursery's Security Policy and ensure that all doors/ gates are securely closed and that they do not allow unknown people entry to the premises under any circumstances.
5. When dropping off or collecting their child all parents and carers must park safely and with due consideration to our neighbours.
6. Parents must supervise their children in the synagogue car park at all times.
7. Parking on-site is only permitted by prior arrangement with the nursery staff and the synagogue building manager.

Consent forms

Parents will be required to sign a declaration of consent form for the following:

- Administration of prescription medicines.
- Summoning emergency medical assistance, which may include taking a child to a GP or hospital.
- Liaising with external professionals.
- Trips and outings away from the Nursery.
- Consent for named individuals to drop off and or collect your child from Nursery.
- Applying sun-cream.
- Online Safety / Acceptable Use
- The use of photographs and videos in children's' online 'Tapestry learning Journal'



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- Taking photographs of your child which may be used for display purposes within the Nursery
- Taking photographs or videos of your child which may be used on our website and social media
- Agreeing to follow the Apples and Honey's Policy for Photographing and Filming at Nursery Events
- Permission to change your child's nappy and wipe their bottom when they have been to the toilet

If you have any concerns about any of the above, please arrange to discuss them the Head Teacher.

In cases where consent for filming is withheld, the Nursery will do its utmost to fulfil your wishes, but cannot be held liable in cases of genuine error.

Complaints

1. To help resolve any issues or concerns, the Nursery maintains a formal complaints procedure to ensure that your views are heard and dealt with promptly by a senior member of staff at any time.
2. If the complaint is not satisfactorily resolved, you may elect to discuss the matter with the Head Teacher in a private capacity.
3. If the complaint is about our Head Teacher or not resolved to your satisfaction, please contact the owner, Judith Ish-Horowicz - judithapplesandhoney@gmail.com
4. Should you feel thereafter that your concerns have still not been dealt with satisfactorily over a subsequent period of 7 working days; you may refer the complaint to the Office for Standards in Education (OFSTED), details of which are as follows:
Telephone number 0300 123 1231

Staff

1. Staff are checked on commencement with the nursery through the Disclosure and Barring service to ensure there are no safeguarding issues of which we need to be aware. Suitable personal checks also include, but are not limited to, identity verification, qualification checks, personal and employment references, medical checks and where applicable visa or permits to work in the UK. In some cases, because of the length of time that this process takes, a person may start work pending clearance provided they are at no time left looking after children on their own.
2. The nursery observes the Ofsted regulations relating to staff and children ratios, currently 2-3 years 1:4 and 3 to 5 years 1:8. In practice our ratios exceed the minima.



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3. Please do not expect a reply from staff during the weekends and holidays. They will respond when appropriate.

Other

1. We may change the terms and conditions where such changes arise from regulatory issues or changes in legislation affecting us, proposed changes in invoicing procedures, or in our reasonable opinion it is in the interests of children attending the nursery. We will give you at least one month's written notice of such change.
2. We will not be in breach of these terms or otherwise liable to you by reason of any delay in performance or non-performance of its obligations due to an event outside its reasonable control including 'acts of God', fire, flood, snow, lighting, war, act of terrorism, strikes or other industrial action.
3. Acceptance of this agreement is implicit when you sign our Acceptance Form and applies to all parties noted on the Acceptance Form, irrespective of whether the secondary parties have signed the form. We would respectfully request that if parents/carers experience difficulty in fulfilling any of the conditions of this agreement, that they contact the head-teacher or the proprietor as soon as possible. We will do our very best to resolve the issue.

Declaration:

I/We _____ (print names) agree to Apples and Honey Nursery's Terms and Conditions as set out in the above document

Signed _____ Parent/Carer

Signed _____ Parent/Carer

Date _____

