

**Parent/Carer Handbook**

**Address: The Old School House, 1 The Uplands, Smethwick, B67 6EG**

**Nursery phone number: 0121 558 2998**

**Email: info@conifersdaynursery.co.uk**

**Updated October 2025**

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**Welcome**

Welcome to Conifers Nursery, we offer full day care provision for children aged from newborn-5 years.

We opened our first nursery in the 2017 with an aim to pursue a policy of progressive improvements in the provision we provide and the highest quality childcare.

We understand that choosing day-care for your child is a difficult decision to make, we aim to work in partnership with parents/carers to ensure the best possible outcomes for all children.

This handbook is designed to guide you through your first few days at Conifers and provide you with useful information and a referral point in the future.

We hope both you and your child enjoy your time with us.

**Our vision and pedagogy**

*Conifers Day Nursery will strive to achieve a caring and stimulating environment in which to leave your child. We respect that each child is unique and individual. We aim to provide the best possible care which will help the children to develop to their full potential in line with the stated desirable outcomes laid down by the Early Years Foundation stage based around your child’s interests. We teach our children using a ‘plan-do-review’ approach to ensure we are giving the best quality education to your children.*

*Our main aim is to ensure our children’s* ***‘early years are happy years’****.*

**Staff**

Quality care is dependent upon quality staff. All staff are aware that working in partnership with parents/carers is essential to ensure that ‘seamless’ care is provided for your child. The nursery is run by a Manager and Deputy who are supported by a third in charge, Room Leaders and Nursery Practitioners. All staff will hold current childcare qualifications (NNEB, BTEC, NVQ), First aid, Food and hygiene, and safeguarding certificates. All staff are committed to providing high quality childcare and they are well supported and receive on-going training. The qualified staff work alongside outside agencies and other professionals to ensure the care that your child receives is second to none.

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **Contact Details** |
| **Hiren Patel** | Company Director | Website: [Welcome to Conifers Day Nursery, Smethwick, Birmingham](https://www.conifersdaynursery.co.uk/?gclid=Cj0KCQjw3v6SBhCsARIsACyrRAlXK1NzO0cXvtTS3_eR4PGFQvf7FGupVDw6Z-1H99pw70WSFlTZAywaAghjEALw_wcB)  [info@conifersdaynursery.co.uk](mailto:info@conifersdaynursery.co.uk)  0121 558 2998 |
| **Dimple Patel** | Company Director  Manager  Designated Safeguarding Lead  First Aider | [manager@conifersdaynursery.co.uk](mailto:manager@conifersdaynursery.co.uk)  0121 558 2998  Extension 2 Conifers Day Nursery  Extension 3 – Nursery Office  07846490832- Nursery Mobile |
| **Jade Johnson** | Nursery Deputy Manager  Setting based SENCO  Designated Safeguarding Lead  First Aider | [deputy@conifersdaynursery.co.uk](mailto:deputy@conifersdaynursery.co.uk)  0121 558 2998  Extension 2 Conifers Day Nursery  Extension 3 – Nursery Office |
| **Keira Harris** | Third in charge/Pre-school Room Lead  Designated Safeguarding Lead  English as Additional Language lead  First Aider | 0121 558 2998  Extension 2 Conifers Day Nursery  Extension 1- Pre-school |
| **Natalie Donnelly** | Babies Room Lead  First Aider | 0121 558 2998  Extension 2 Conifers Day Nursery  Extension 2- Babies |
| **Nosheen Akhtar** | Baby Room Practitioner | 0121 558 2998  Extension 2 Conifers Day Nursery  Extension 2- Babies |
| **Louise Moore** | Toddler Room Lead  First Aider | 0121 558 2998  Extension 2 Conifers Day Nursery  Extension 2 - Toddlers |
| **Hummara Salam** | Nursery Apprentice – Toddler Room  First Aider | 0121 558 2998  Extension 2 Conifers Day Nursery  Extension 2- Toddlers |
| **Amy Hyde** | Pre-school Practitioner  First Aider | 0121 558 2998  Extension 2 Conifers Day Nursery  Extension 1 – Pre-school |

**Staff to Child ratios**

0 - 2 years 1:3 staff to child ratio

2 - 3 years 1:5 staff to child ratio

3 - 5 years 1:8 staff to child ratio

**Communication Process**

If parents/carers have any problems, queries or complaints, then please contact the Nursery immediately using the below procedure:

Step 1 – Speak to Child’s Key Person or room leader and discuss any issues/concerns

Step 2 – Speak to Manager/Deputy Manager

Step 3 – If issue is not resolved, speak to Business Directors (contact available from Manager)

**Security**

We consider the safety of your children to be our prime concern. We have CCTV security camera’s covering external surroundings of the nursery and internally in all rooms except for private changing areas, for extra security internal doors are coded. The front door must always be kept locked, signs are displayed on the doors which also inform parents/carers/visitors not to let anyone in the nursery. Please ensure that any changes relating to who will be collecting your child from nursery are passed on to senior members of nursery staff. We operate a password system if someone other than yourself is collecting your child from nursery accompanied with a detailed description of the guardian and contact telephone number. They must provide staff with your child’s unique password upon collection and show a proof of photo ID. No child will be released to an unauthorised adult without prior agreement or to anyone less than sixteen years of age.

In accordance with our Safeguarding policy, we carry a duty to release children to a named parent on the Birth Certificate when collecting their child. If due to unforeseen circumstances and family situations change, you must inform staff so that the correct procedures can be followed.

**Mobile Phones- Free Area**

Please note that the nursery is a mobile phone free area, and all staff and

parents/carers/visitors are requested not to use their mobile phones in the or garden. So please turn off your mobile phones once you enter the nursery.

**Parking**

Parking is available on the road outside the nursery. We kindly ask you not to park in the bus stop area and leave this space open.

**Meals**

Our staff will provide a wide range of freshly prepared snacks for breakfast, mid-morning snack, tea and late afternoon snacks. Lunch and pudding will be provided by external caterers, additional information regarding food allergens or ingredients are available on request. All children are encouraged to make choices and try foods but staff will be sympathetic to any dislikes. Special diets can be catered for (vegetarian, dairy free, halal etc.). Fresh drinking water is available for the children throughout the day. We promote healthy eating within the setting with recommendations from the Health Education Authority and also due to possible allergies to other children, ask that you refrain from bringing sweets, chocolate and crisps to nursery. Any lunches provided by parents, will not be reheated at the setting due to hygiene and safety

Parents/carers must adhere to the food safety/ food allergies policy within the setting. Parents/carers wishing to bring in food/ birthday cakes for celebrations must provide the food, in their original containers with the ingredients visible. No homemade food will be given to the children due to severe allergies/ parental wishes.

All staff at Conifers hold their Food and Hygiene Certification. The nursery can take no responsibility for any allergies not stated on the allergy form.

**Curriculum**

From September 2021 the reformed EYFS (Early Years Foundation Stage) came into practice. There are seven areas of learning and development that must shape educational programme in the early year’s settings. All areas of learning and development are important and inter-connected. Three areas are particularly crucial for igniting children’s curiosity and enthusiasm for learning, and for building their capacity to learn, form relationships and thrive. These three areas, the ***prime areas***, are:

* Personal, social and emotional development
* Communication and language
* Physical development

We must also support children in four specific areas, through which the three prime areas are strengthened and applied. The ***specific areas*** are:

* Literacy
* Mathematics
* Understanding the world
* Expressive arts and design

The reformed EYFS enforces the importance of the individual child, and their interests, therefore the input of the parent/carer is paramount to *their* child’s learning.

To find out more about the EYFS, there are some very useful **‘Family Friendly’** websites which will provide you with some much needed information, regarding a full explanation of the EYFS and development of provisions within the nursery setting.

* <https://www.foundationyears.org.uk>
* <https://www.gov.uk/government/organisations/department-for-education>

The nursery will have use of an online journal recording all the learning and fun of children's early years education called Tapestry. Tapestry enhances this special time, helping practitioners to capture children's experiences as well as monitor development and learning. This unique journal is shared online with parents/carers and whoever main carers give access to are able to see special moments and view their child's progress. Text, images and videos can be easily uploaded via PC, tablet or our mobile app - anywhere there's an online connection.

Conifers day Nursery follows the Birth to five matter non statutory guidance to shape the delivery of the EYFS. [Birthto5Matters-download.pdf](https://www.birthto5matters.org.uk/wp-content/uploads/2021/04/Birthto5Matters-download.pdf)

|  |  |
| --- | --- |
| **Area** | **Aspects** |
| **Personal, and emotional Development** | **Making relationships** |
| **Sense of self** |
| **Understanding feelings** |
| **Physical Development** | **Moving and Handling** |
| **Health and self-care** |
| **Communication and Language** | **Listening and attention** |
| **Understanding** |
| **Speaking** |
| **Literacy** | **Reading** |
| **Writing** |
| **Mathematics** | **Numbers** |
| **Spatial Awareness** |
| **Shapes** |
| **Pattern** |
| **Measure** |
| **Comparison** |
| **Counting** |
| **Cardinality** |
| **Composition** |
| **Understanding the world** | **People and Community** |
| **The world** |
| **Technology** |
| **Expressive Arts and Designs** | **Creating with Material** |
| **Being Imaginative** |

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| --- | --- | --- | --- | --- | --- |
| **Range 1**  **Birth to 6 month /6-12 months** | **Range 2**  **12-18**  **months** | **Range 3**  **18-24 months** | **Range 4**  **24-36 months** | **Range 5**  **36-48 months** | **Range 6**  **48-60 months**  **60-71 months** |

**Photographs**

At Conifers we use tablets and the Tapestry software system (as mentioned above) to capture images/videos of the experiences that the children participate in whilst at nursery. These are used for the purpose intended and may be kept on file to use as evidence for OFSTED visits and to relate to the EYFS framework. You will be asked to complete a parent/carer permission slip (included in your application pack) giving your consent for staff to take photographs of your child whilst at nursery. Photographs are not to be removed from the premises by staff and are stored in your child’s individual profile. Occasionally some images, subject to consent, maybe use for our online website or to promote the nursery on social media.

**Policies and Procedures**

The nursery has a number of policies and procedures which guide our practice. These policies and procedures are available in the entrance area or in the office for you to view and read at any time and you can also fine them on our website. It is important that you familiarise yourself with these policies and procedures, paying particular attention to the following:-

* Safeguarding
* Health and Safety
* Managing Behaviour
* Prevent duty and radicalisation
* Confidentiality
* Other person collecting
* Sickness and illness
* Equality and diversity
* CCTV

We have a duty of care to safeguard and promote the welfare of all children who attend our nursery and thus a Legal Obligation to consult with and/or report any Safeguarding concerns or issues relating to any child in our care. It is therefore important that you familiarise yourself with the Safeguarding procedures.

The policies listed above will be discussed with you during your settling in sessions and copies will be provided for you to keep for future reference (email).If you would like to discuss any aspect of the nurseries policies and procedure, please do not hesitate to speak to a member of staff at your earliest convenience.

**Outings**

Outings are an important part of a child’s learning and where practical we aim to arrange outings to broaden the children’s experiences. As many of these will be within the local area and therefore may be at short notice, a consent form is to be signed on the morning of the trip/outing. Such visits may be to the park, local shops or library. Appropriate staff to child ratio’s will be maintained at all times on outings. Should we arrange an outing further afield which requires transport, you will be notified in advance and provided with a separate parent/carer consent form. Risk assessments will be carried out prior to each visit.

**Please note that fees are still payable in full if parents/carers choose not to send their child/ children on nursery trips. All staff will be required to attend the trips, therefore we cannot offer normal services on these days.**

**Personal Property**

We ask that children do not bring their own toys into the nursery as they can often get lost or mixed up with nursery toys and equipment unfortunately, we cannot be held responsible for any loss or damage to property. Please ensure that all outerwear is clearly labelled. Practical ‘inexpensive’ clothing is strongly recommended.

It is the responsibility of the parents/carers to name and clearly label all items of clothing. We also request that you do not send your child to nursery wearing small hair clips or jewellery that is attractive to others and could be easily handled, broken or swallowed by a young child. If this happens parents/carers will be asked to remove any items before coming into the nursery.

**Securing a Place**

When you are looking to secure a space, the nursery asks for a non-refundable £50.00 registration fee, you will then be given a registration form and a welcome pack to complete. (Cash or BACS can be accepted for the admin fee - BACS made to A/c **14981119** S/c **090129**).

If this is not done by the date agreed on your acceptance please be aware that they space may be given to another child. We have a waiting list which is updated each month.

The Managers or Room Leaders will contact you to arrange an induction for both parents and child/children prior to their start date. If for any reason all of our sessions are full, the waiting list is available. We try our very best to meet individual requirements.

Nursery Education Funding (NEF) or Early Learning for Two’s (ELT) places will be allocated on a first come first served basis, with available times offered. ELT parents/carers will be required to show their letter stating their entitlement. The nursery will aim to be flexible and will offer the full 15/30 hours where available.

**Settling in Sessions**

To help your child ‘settle’ into nursery we offer two settling in sessions, at which both you and your child can get to know our staff, routines and the other children. Try not to worry about your child; you are welcome to ring us at any time. Settling in sessions are not just for your child, they are also vitally important for you. They provide you with the opportunity to get to know your child’s main carers (key workers) a little better and also allow for an exchange of information.

On the second visit, parents/carers are encouraged to leave their child with us for a small period of time (up to 4 hours) in order for them to get to know the staff and meet their new friends.

If parents/carers request further inductions, this will be reviewed by the nursery management team.

**Attendance**

Please adhere to your contracted hours. If you require any additional sessions or wish to change your current attendance pattern, please discuss your needs with the nursery manager or deputy. If extra days are available, the additional fee will be added to your next invoice. If your child is unable to attend nursery, please telephone us as soon as possible.

Please note that if your child is absent from nursery, alternative sessions are not offered to compensate.

**Opening Hours**

We are open Monday to Friday from 7.45am – 6pm over fifty-one weeks of the year, closing for 1 week at Christmas. In some circumstances the nursery may wish to close the nursery at an earlier time on Christmas eve depending on how many children are due in, if this is the case you will be informed of this decision as early as possible. We are closed for all bank holidays including Good Friday; invoices are given a month in advance, please note the nursery still charge for bank holidays.

* Morning session 7.45am – 12.45pm
* Afternoon session 1pm – 6.00pm

We cannot accept any children onto the premises before 7.45 am, due to insurance regulations.

**Late Collection**

If you expect to be a little late, we ask that you telephone the nursery. The nursery closes promptly at 6pm and parents collecting children after this time will be charged £4.00 per minute penalty. You will be notified in writing if you have incurred a late collection penalty. If there is re-occurring lateness, the nursery management have the right to terminate your child’s place.

**Parents Evenings**

We shall hold one parent’s evenings per year to provide feedback to parents. All information is shared on a need-to-know basis and is kept confidential. We shall provide sufficient notice to allow parents to make arrangements to attend

**Illness**

If your child becomes unwell during the day we shall contact you and advise you of the situation and ask you to collect your child if necessary. Children with infectious or contagious illnesses including sickness and diarrhoea must not be sent to nursery, and any such children will be sent home. We follow the guidance on infection control in schools and other childcare settings document with regard to exclusion periods for illnesses. It is our policy If a child has sickness and diarrhoea then they cannot return to the nursery until **48 hours** after the last bout of diarrhoea/sickness. Unfortunately, a reduction in fees cannot be made to account for absences due to illness nor can alternate days be offered.

**Medication**

Medication will be administered at the nursery by staff after the completion of a medication form by the parent/carer. The dosage to be administered will be that stated on the label. It is important to note that if a child has been prescribed medication for an illness on a short-term basis, they should be kept away from nursery for the exact time stated on the Exclusion Policy guidance

If your child becomes ill, nursery staff will only administer medication that has a form filled out for that illness and not previous medication for a different illness. All dates are checked on medicine bottles before staff agree to administer. Labels will be checked to ensure the child’s name is clearly written/ dosage stated/ before expiry date/last time and dosage the medication was given. For re-occurring infections such as ear infections, medication should be prescribed for this bout of illness and not prior.

During periods of illness your child requires one to one care which cannot be provided at nursery.

Medications will only be administered by a qualified First Aider and witnessed by a Qualified First aider. Medication will be stored in the nursery in a lockable cupboard or if required in the fridge on a designated shelf. Please speak to a member of staff if you require a copy of the Medication Policy.

**First Aid**

Conifers Day Nursery reserves the right to administer basic first aid when necessary. If an accident does happen then it will be recorded and shown to and discussed with the parent/carer. If hospital treatment is required the parent/carer will be informed immediately with the expectation that they will meet the nursery staff and child at the casualty unit as soon as possible.

**Accidents**

Conifers Nursery reserves the right to administer basic First Aid Treatment when necessary. We aim to ensure that all our staff hold a First Aid Certificate. Parents/carers will be informed of all accidents and will be required to sign their child’s accident form. Where a child suffers a head injury or serious accident, parents/carers will be contacted by telephone immediately and, where necessary, asked to collect their child to take them for a GP or hospital check-up. A copy of the accident form will be sent home with the parents/carers if visiting GP or hospital.

An incident form is available for parents to sign if their child has had an injury at home or has arrived at nursery with a visual injury by a member of staff to comply with Child Protection Legislation.

For accidents of a more serious nature, involving hospital treatment, all attempts will be made to contact parents/carers. Failing this, the nursery will take appropriate action to enable the child has access to immediate treatment by a suitably qualified medical practitioner. These actions may include transporting your child to the hospital via ambulance. A senior member of nursery staff will accompany the child and if necessary, sign for Emergency Medical Treatment to be administered based on parental/carer permission. The senior member of staff will then remain with the child until the designated emergency contact person is available.

**Behaviour Policy**

We follow a policy of positive reinforcement and consistency within the nursery. Children are always encouraged to demonstrate positive behaviour. We will discuss any behaviour issues with you and hope to work together in seeking a solution. We have a thinking tree strategy that we use to help children reflect on their actions in a positive way, this gives them some time to think about what has happened and how they can resolve it. Positive words surround the thinking tree and staff used positive reinforcement to resolve the issues using words such as kind hands, kind words etc.

**Special Education Needs**

We have a named Special Education Needs Co-ordinator (SENDCO) and operate a policy of inclusion. Should you feel that your child has additional needs, please contact us and we will arrange a meeting to discuss how we may meet those needs.

**Complaints Procedure**

Please let the nursery manager know of any concerns or issues you may have. A personal interview can be arranged to discuss any concerns. Your complaint will be dealt with promptly and efficiently. Should you feel that your complaint has not been satisfactorily dealt with then you may choose to contact an inspector at OFSTED.

OFSTED Complaints Helpline: 0300 123 1231

**What do you need to provide for your child’s daily care?**

A variety of change of clothes

Nappy/eczema cream (if required)

Nappies/pants etc. (if required)

Wipes

Sun cream/hat

Toothbrush/paste (optional)

Slippers (optional)

Cup

Please ensure that all items are clearly labelled with your child’s name.

Parents/carers of children who are not potty trained will be required to provide nappies or pull-ups, although staff members will give every support to toilet train your child. Parents must bring in nappies/ pull-ups as soon as possible once staff have requested them. The nursery does not keep spare nappies and so we must ensure that children have enough of their own nappies to be changed throughout the day. Parents must also provide spare changes of clothes on a daily basis.

**Sun Protection**

The sun’s rays are particularly strong over the summer months and can damage skin. This may not appear to be a problem now, but sadly it can lead to ***skin cancer*** in later life. Your child’s health and well-being are very important to us as such we will actively encourage all children to ***wear a hat*** when playing outside. Please send your child to nursery wearing a comfortable wide brimmed hat or cap (please label).

Additional protection should be supplied in the form of sunscreen (minimum factor 15) Children in pre-school will be supervised and encouraged to apply their own sunscreen

**Unforeseen Circumstances**

Conifers Nursery and Dorothy Parkes Centre work closely together to make decisions regarding the site and due to unforeseen circumstances, may have to close the site and nursery early in the morning or during the day. If this decision is made all parents/carers will receive a text message from the Nursery informing them of arrangements. This text message will inform parents/carers that the nursery is closed and when it will re-open or it may ask parents/carers to collect their child/ children earlier so that the site can close.

Please be aware of the importance of this service and it is your responsibility to ensure you inform staff if your mobile number changes, so that you can be kept updated.

**Early Learning Funding for 2 year olds**

As part of the scheme for free nursery care we also offer places for eligible 2 years olds entitled to 15 hours per week government funding the term after a child has turned 2. This is on a term time only basis, 38 weeks of the year, the dates are set out by Sandwell council and outlined on their website. If entitled to this funding, parents/carers will receive a confirmation letter from the local authority, which you must bring with you to confirm. Without this letter being seen by nursery management, you will not be allocated a nursery place. If your child attends nursery already with a paid place and you then become entitled to funding later, we aim to meet your needs regarding the allocation of sessions and time slots however if it may mean you need to increase your days, we cannot guarantee we can always achieve this as it will depend on what vacancies we have in your child’s room.

If you would like to do extra sessions additional to your funded amount our normal full day and half day fee charges apply, please see below. Please note the top up amount is still to be paid during school holidays and your child can still attend for these sessions that are paid for.

For these funded sessions we will require a letter of acceptance from Sandwell Council before a place is offered.

**Early Years Free Nursery Entitlement Funding for 3 & 4 Year Olds**

All children are entitled to 15 hours free funding from the term after they turn 3, on a term time only basis, 38 weeks of the year, the dates are set out by Sandwell council and outlined on their website. In some cases, depending on income, some children are eligible to 30 hours. If you would like to do extra sessions additional to your funded amount our normal full day and half day fee charges apply, please see below. Please note the top up amount is still to be paid during school holidays and your child can still attend for these sessions that are paid for.

**Fees**

You are invoiced monthly for the weeks in that calendar month. We also offer a 10% discounts for siblings. **As of the 1st April 2025 the daily fees are**

|  |  |
| --- | --- |
| **Session** | **Rate** |
| Registration fee (non-refundable) | £50.00 |
| Half-day session (7:45am-12:45pm or 01:00am-06:00pm) 5 hours | £60.00 |
| Full day session (07:45am-06:00pm) 10 hours | £75.00 |
| Full week (50 hours) | £300.00 |
| Funded Lunch and pudding | £3.00 |
| Funded afternoon Tea | £2.00 |
| Late fee (per day) including weekends | £10.00 |
| Late lunch/tea (per day) | £2.00 |
| Funded Consumable (per session 5hrs) | £2.50 |
| Late Consumable fee payment (per day) | £2.00 |
| Sibling discount of total fee | 10% |
| Late collection | £4.00 per minute |

We collect fees in advance; an invoice will be raised in the first week of the previous month. All fees must be cleared by the 28th of every month. We accept cash, direct debit, standing orders and childcare vouchers. An administration fee of £10.00 per day will be charged against all late payments. You will receive one free week of fees at Christmas.

Conifers reserve the right to review fees annually and parents/carers will be informed of any the month before the change happens.

Please note, fees are payable during periods of absence from the nursery, such as sickness, holidays and during all public and bank holidays. If the nursery is closed due to unforeseen circumstances, such as adverse weather conditions, or where the Executive Principal of Dorothy Parkes Centre decides to close the nursery for health and safety reasons, fees must still be payable in full.

**Charges for meals**

As of 1st January 2019, children who access the funded hours will have the option to bring in a healthy packed lunch or can pay a fee of £3.00 per day that their child attends the setting for their child to have a hot dinner and dessert or £2.00 for their child to have a hot tea. Dinner and tea fees will be invoiced monthly and must be cleared by 28th of each month. If dinner payments are late, we will be charging a fee of £2.00 per day that the fee is late.

**Outstanding Fees**

Fees must be cleared by the 28th of each month. If fees remain unpaid after this date a verbal reminder and £10 fee will be issued by the nursery manager or deputy. You will be asked to clear the outstanding amount within five working days. If five working days elapse without payment a written reminder will be issued informing you that non-payment of the outstanding balance may result in your child’s nursery place being withdrawn. If after a further five working days payment has not been received your nursery place will be cancelled with immediate effect. If you encounter any difficulties regarding payment of your nursery fees, please discuss any concerns you may have with the nursery manager or deputy manager.

**Place Cancellation Amendments**

To cancel a place or amend session patterns, a 4-week notice is required. ‘Change’ forms are available from Nursery management, which needs to be completed and returned at least 1 calendar month before the alterations are purposed to start. The changes will apply after receiving this form along with a letter confirming the exact changes in writing. If insufficient notice is given, full charges for cancelled sessions will be made.

If you need to increase your child’s sessions or change the days on which your child attends, these can only be arranged when a vacancy on those days arises. Where possible we will ensure your child receives the number of funded hours they are entitled to, however, this will only be possible if the vacancies are available. For example, if your child does 10 hours per week and is later entitled to 15 hours funded, we will only be able to accommodate your child for the extra 5 hours once a vacancy arises.

**Childcare Vouchers**

We accept payment by childcare voucher from a variety of providers. Payments are deducted from your salary prior to tax deductions being made. If you wish to pay your fees using the voucher scheme, please discuss with the nursery manager or deputy.

**Change of Details**

Please ensure that you inform the nursery of any changes to your personal details, such as work contact details, home address or emergency contact numbers.

**CCTV**

The nursery is monitored by CCTV. The CCTV records audio and visual in all external and internal areas, except for private nappy changing areas. We use CCTV to ensure our children, staff, parents and any visitors are safe while at the nursery setting. CCTV may be used to third party professionals such as police when it is required for evidence.

**Insurance**

Conifers Nursery has extensive insurance cover - full details can be requested from the Nursery Manager.







