

DORCHESTER SERVICE OFFER

Sunny Day Nursery – Under-Threes

Full Nursery Day care offered from 7am-6pm all year around. Fees are fully inclusive of nappies, wipes/creams, milk feeds, art/craft resources, extra-curricular activities, snacks, hot lunches and drinks.

We accept 2-year-old Early Education Funding (up to 570 hours per year) for those children who are eligible. We provide this on a stretched offer throughout the term/year (please refer to funding section pg. 4).

Sunny Day Nursery – Preschool

Full Nursery Day care offered from 7am-6pm all year around for children from the age of 3 years. In Preschool, your child receives the care and education they need to be 'school ready'. Your 3-year-old child may be eligible for up to 1140 hours of Early Education Funding for the academic year. We provide this on an enhanced stretched offer throughout the term/year. These hours are offered with full day care and will include a freshly cooked hot lunch, snacks and enhanced resources/activities. These funded hours therefore incur an enhanced resources/activities fee (please refer to funding section pg. 4).

Sunny Day Play Club

From when your child starts attending school they may attend our Play Club. During term time, we offer a breakfast club from 7am-9am and an after-school club from 3pm-6pm. These sessions are fully inclusive of snacks/refreshments, art and craft activities and transport to and from school. During the school holidays, the Play Club is open from 8am-6pm (Sunny Sunrise of 7am-8am may be added with an additional charge) – there is a scheduled programme of activities, including a hot lunch, snacks/refreshments, local outings and art and craft resources.

DORCHESTER ACCOUNT OPTIONS

Fixed Booking Account

Applicable only to those booking into Sunny Day Nursery Under-Threes and/or Preschool.

- This account requires a permanent weekly booking form on registration and your commitment to a fixed annual booking. Your fee will be calculated for 48 weeks and then spread across 12 months of the year to provide a fixed fee amount each month. You benefit from 4 weeks' non-attendance per year with no additional charges to retain your child's place (includes BH days and Christmas closure). For example, if your child attends for two Sunny Mornings per week the weekly fee of £64.00 is multiplied by 48 weeks which equals £3072 and is then divided by 12 to give you a monthly fixed fee of £256. If you wish to book any 'holiday' this has already been accounted for within your 4 weeks' non-attendance per year.
- Bookings must be a minimum of a 5-hour block per week
- Any changes to your fixed annual booking will be subject to a £25 admin fee
- Any additional bookings/charges will be added to your account the following month –do not incur the £25 admin fee
- Payable by monthly Direct Debit only – amount will be adjusted quarterly to ensure no debt/credit
- Any Early Education Funding claimed will be spread across the 48 weeks
- Your weekly booking must be based on our bespoke hours or sessions – you cannot combine both fee options

Flexible Booking Account

Applicable only to those booking into Sunny Day Nursery Under-Threes and/or Preschool and the Play Club.

- This account requires a permanent weekly booking form on registration but provides the opportunity to amend the booking if required on a monthly basis
- Complete a booking form and submit it to the nursery administrator by the 1st of the month for the following month e.g. before 1st January for February
- To retain your child's place bookings must be a minimum of a 5-hour block per week
- Monthly invoices are issued in advance - i.e. by 20th of month for the following month - and due for full payment before 1st of month charged e.g. by 31st January for February
- Any Early Education Funding claimed will be stretched across the term/year (please refer to funding section pg. 4).
- Your weekly booking must be based on our bespoke hours or sessions – you cannot combine both fee options

To help us to provide and maintain the very highest standards, provide the best service for your child, and peace of mind for you, we require all parents to be aware of, to understand, and to agree to follow and abide by, the following Terms and Conditions.

Admission

1. Children will be considered for admission to a Sunny Days nursery/play club when the Registration Form has been completed and returned to us, a permanent weekly booking form completed and Registration fee of £50 paid, which together is an application for a Sunny Days place for your child. If accepted a Nursery Manager, Customer Care staff and/or Director will sign and on receipt of a counter signed copy your application is accepted and your child is registered, and he/she has a place at Sunny Days and is eligible to receive Sunny Days services as available.

Welfare of the Child

2. We will do all that is reasonable to safeguard and promote your child's welfare and to provide pastoral care to at least the standard required by law and often to a much higher standard. We will respect your child's individuality, human rights, and freedoms which must be balanced with the lawful needs and rules of our nursery/play club; and rights and freedoms of others.
3. Parents give their consent to such physical contact as may accord with good practice, and be appropriate and proper for teaching and instruction, and for providing comfort to a child in distress, or to maintain safety and good order, or in connection with the child's health and welfare.
4. Parents of children who are not potty trained must agree for nappies to be used for your child whilst in our care.
5. The nursery will provide formula milk for bottle feeding babies. All bottles of expressed milk must be made up at home and clearly marked with the child's name using indelible pen.

Health and Medical Matters

6. If your child becomes ill whilst attending a nursery/play club, nursery staff will contact the parent/carer or the emergency contact indicated on the registration form. Parents must inform the nursery/play club immediately of any changes to these contact details – you can check these are correct via ParentZone.
7. If your child is suffering from a communicable illness your child should not be brought to nursery/play club until such time as the infection has cleared. A full copy of the company's infection control policy is available from the nursery manager or our website in our Health and Safety policy – www.sunnydays.co.uk . Parents / carers are asked to refer to the illness / communicable disease list supplied for your information on minimum periods of exclusion from the nursery/play club.
8. Parents/carers are required to notify the nursery manager if your child is absent from the nursery/play club through sickness.
9. Any child who has been sent home from the nursery/play club because of ill health will not be re-admitted for at least 24 hours unless they have been seen by a health care professional who confirms there is no medical issue. If a child is prescribed antibiotics they will not be allowed to return to the nursery/play club for 48 hours.
10. The nursery/play club cannot administer any medicine to a child unless prescribed by a doctor. Should a child be on prescribed medication, it is the responsibility of the parent or carer to notify the manager or key person and to sign the necessary form of consent prior to any medication being given.
11. We reserve the right to call an ambulance in an emergency and escort your child to the emergency department of the nearest hospital. Any decisions regarding the child's welfare will then be made by the emergency department at the hospital.
12. It is your responsibility to inform the nursery/play club if your child is not vaccinated in accordance with their age. If it is considered necessary, information regarding children vaccinated in nursery/play club may be shared with other parents, however, individual names will not be given.

Food and Dietary Requirements

13. We will work with parents/carers to provide suitable food for children who have a special dietary requirement as diagnosed by a doctor or dietician. Although all reasonable care will be taken to ensure that a child does not come into contact with certain foods, even if provided with a doctor's note the nursery/play club cannot guarantee this.
14. Menus will be displayed for information.

Concerns/complaints

16. Any question, concern or complaint about the care or safety of a child must be made in the first instance to the supervisor in charge or nursery manager. If the matter cannot be resolved at this level the matter should be referred to the nursery manager or Director and should follow the settings complaints policy.

Disclosures

17. Parents must, as soon as possible, disclose to the nursery/play club any known medical condition, health problem or allergy affecting the child, or any family circumstances or court order which might affect the child's welfare or happiness, or any concerns about the child's safety.

Fees

18. You can choose, book and pay fees, by either Sessions or Hours – *these options cannot be combined* – so please choose which of these two options suits your family needs best, then complete and submit your permanent weekly booking form at registration.
19. All hours booked must be complete whole hours, starting and finishing from on the hour e.g. 07:00 to 18:00; part hours are not accepted.
20. Your child's permanent weekly booking is required at the time of registration and will retain your child's place. The minimum booking is 1 x 5-hour block per week and this may be taken hourly or as a session depending on your preferred fee option. Your Permanent Weekly Booking will always be applied in the absence of an alternative booking form.
21. Fees are non-refundable in the event of any absences for any reasons.
22. Confirmation of booking and any subsequent changes of booking must be requested by 1st of month in writing on a Sunny Days Booking Form, and which must be signed and submitted before the 1st of the month for the following month e.g. before 1st January for February. Booking forms are available from nursery reception. Alternatively, you can find bookings forms on our website to print at home under 'Funding and Fees' section.
23. If using a Fixed Booking Account, then changes to your permanent place booking are on an annual basis only. Any changes required during the year will be subject to a £25 administration charge.
24. We operate a paperless invoice system; invoices will be emailed by approximately 20th of each month. You can also access your account on ParentZone via our website or download the app. Please ensure your registered email address is up to date, ask your Customer Care staff for details. It is your responsibility to access your invoice promptly and to raise any queries with the Customer Care Team via email to allow solution and response.
25. Fees must be paid in advance before the 1st of every month e.g. by 31st January for February. Fees which remain outstanding on the 1st of the month will attract a late payment charge of a minimum of £25 or 5% of outstanding balance, whichever is the greater.
26. Our preferred method of payment is by Direct Debit, we also accept Standing Order, Cash, Credit/Debit Card (NOT AMEX) (in person or by phone), Cheque, Tax Free Childcare payments or Employer Vouchers – Please ask your Customer Care Team for details. Employer Voucher/Direct Debit payments must meet our terms; therefore, the account balance must be clear at the start of any month. Any outstanding balances due to late receipt of the voucher/direct debit will be subject to a late payment charge – see point 25.
27. Any account queries must be brought to the attention of the Customer Care Team before the 1st of the month, for that month's invoice e.g. before 1st January for January's invoice, and any adjustments will be carried forward to the following month's invoice period. Any adjustments must not prevent payment of current month before the 1st of the month – see 24 and 25. We aim to resolve account queries within 14 days.
28. Late payment of fees may result in suspension and/or cancellation of your child's place.
29. Continued late payments and/or failure to make payment shall entitle Sunny Day Nurseries Ltd to charge further interest, and additional charges, including all debt recovery costs and expenses, incurred in the collection of any late payments and/or any unpaid account. All Sunny Days administration and/or management time is charged at a minimum of £25.00 per hour or part thereof or Director's discretion.

30. Any cancelled payments will be subject to a cancellation charge of £25.00 and a further charge of £5.00 to set up payment arrangements again.
31. If your child is dropped off early and/or collected late, then a fixed rate charge will be applied for every 1 hour or part thereof and you will be charged on the next available invoice. Please check your current nursery fees for charge rate.
32. Trips will be charged at cost. On trips, hot lunch may be substituted with a picnic lunch.
33. West Dorset NHS Trust staff can receive a discount per family under agreement, providing Trust signed authorization received, and account adheres to T&Cs.
34. There will be a 5% sibling discount applied to your eldest child's account, providing account adheres to T&Cs. Any discounts applied will be to a maximum of 10% per child, providing account adheres to T&Cs.
35. In the event of unforeseen circumstances that impact on the welfare or safety of children, and/or on the ability of staff to attend nurseries, or for any reason at Director's discretion, Sunny Days reserves the right to close the Nursery at short notice, fees may not be refundable.

Early Years Education Funding

36. From the age of 3 years your child may be eligible for up to 1140 hours of Early Education Funding for the academic year (if you have a valid code). If your child is not eligible for the full 1140 hours then they will still be entitled to the universal funding of 570 hours for the academic year.
37. At Sunny Days, we provide these funded hours, subject to eligibility and availability, stretched throughout the year (over the DCC financial 50-week period) if your child becomes eligible from the Autumn Term (September). If your child becomes eligible for the funding from the Spring Term (January) and is starting school in the following September, then the funding is applied stretched for the 2 remaining terms (Spring and Summer) only.
38. To claim your Early Education Funding, you must submit a DCC Parental Agreement Form to Sunny Days in advance of each academic term – we will email these out to you or please ask the Customer Care Team for a hard copy - if this Form is not received the funding will not be applied to your account.
39. The Early Education Funding does not cover our additional services such as art and craft resources, extra-curricular activities, snacks, hot lunches and drinks therefore an enhanced resources/activity fee (ERF) of £1 per funded hour is applied to contribute to these costs. This fee has been calculated on an annual basis to keep the cost manageable and easy to apply and it is applicable over the DCC financial 50-week period to tie in with the stretched funding. This applies to Preschool only.
40. A limited number of preschool places with no ERF is offered for up to 1140 funded hours per academic year – these places are allocated on the following basis: siblings of existing children; waiting list children; first come first served.

Belongings

41. The nursery/play club does not accept responsibility for accidental damage or loss of property – please note this includes mobile phones and electronic devices. To comply with our safeguarding policy children, staff and parents must not use their mobile phones/cameras whilst in the nursery/play club.

Insurance

42. The nursery/play club undertakes to maintain those insurances required by law. Details of these are available from the nursery manager. Copies of the current employer's liability and public liability insurance policies are displayed on the notice board at the nursery.

General

43. You should be aware that the nursery/play club occasionally takes photographs within the nursery/play club, which may be used, in training, promotional material or on social media. Parental preference is adhered to and permission will be sought via the registration form which is completed at enrolment.

Safeguarding Children

44. It is understood that the nursery/play club is under an obligation to report to the relevant authorities any incident where we consider a child may have been abused or neglected. This may be done without informing the parent/carer.

45. Any information given by a parent regarding their child will be treated with the utmost confidentiality, except in cases where abuse towards a child is suspected. The divulging of confidential information relating to the nursery/play club, its employees or customers to any third party is considered a breach of confidence and as such is regarded as constituting gross misconduct which could lead to summary dismissal from employment or cancellation of a nursery/play club place.

Security

46. Parents/carers are welcome to visit the nursery/play club; however, we will not admit anyone without prior notification. It is the parent/carers responsibility to ensure that staff are aware of who will be collecting your child. No child will be allowed to leave the building with anyone, known or not, without prior notification and/or under the age of 16 years.

Data Protection

47. It is a legal requirement on the nursery/play club to hold information about children using the provision and its staff. Basic information is used for registers, invoices and for emergency contacts; however, all records will be stored in a locked cabinet.

Legal Contract

48. The offer of a place and its acceptance by the parents gives rise to a legally binding contract on the terms of these terms and conditions.

49. These terms and conditions are governed exclusively by English and Scottish law.

Length of Notice

50. One month's written notice or payment in lieu of notice is required from parents/carers if the child is to stop attending.

51. One month's notice will be given by Sunny Day Nurseries if the nursery wishes the child to cease attending for any reason other than late payment of fees – please see point 28.

Policies and Procedures

52. Sunny Day Nurseries Ltd has developed an extensive range of Policies & Procedures to help guide good practice, and these P&Ps are continuously reviewed and updated, however may not cover every eventuality.

53. Any anomalies and/or omissions and/or unusual/unforeseen circumstances and/or any disagreements/disputes regarding terms and conditions will be determined and decided by the Directors of Sunny Day Nurseries Ltd, and who have the right to override any term and condition in the best interests of Sunny Day Nurseries.

Introduce a Friend

If an existing customer introduces a new customer the following benefits are available. If you introduce a friend, credits are applied to your child's account, if your friend's child attends, as below:

- full time attendance i.e. 40 plus hours' credit to your account = £100
- half time attendance i.e. 20 – 40 hours' credit to your account = £ 50
- part time attendance i.e. up to 20 hours' credit to your account = £ 25

Financial Help Information

What financial help is available for families for childcare?

Tax-Free Childcare is a government scheme to help parents with the cost of childcare. You can apply for this through an online application – the childcare service – visit here for more information - <https://childcare-support.tax.service.gov.uk/>

The Working Tax Credit (WTC) is one of the ways in which families can get financial help towards childcare.

Parents could get extra tax credits to help pay for some of your childcare costs while you're working.

For the latest information visit <https://www.gov.uk/working-tax-credit>

DORCHESTER TERMS & CONDITIONS

Funded childcare places for eligible 2, 3 and 4 year olds. You can speak to your nursery manager or Customer Care Team or visit <https://www.dorsetforyou.gov.uk/childcare/funding>

There are several other sources of financial help for childcare,

Discretionary Learner Support – if you're 20 or over and on a further education course you may be able to get Discretionary Learner Support to pay for childcare. Each college has its own scheme so contact the college direct to find out more.

Childcare Grant – if you're in full-time higher education you can apply for a Childcare Grant to pay for childcare costs for children under 15, or under 17 if they have special needs.

Care to Learn – Care to Learn payments go direct to your childcare provider to pay for childcare costs. You may be able to get Care to Learn if you're under 20 and caring for your own child.

For more information on all these visit <https://www.gov.uk/help-with-childcare-costs/support-while-you-study>