

# Little Ellies

## Childcare Provision



## Application Pack

Revised: May 2019

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### Office Use Only

Received On: \_\_\_\_\_  
By (initials): \_\_\_\_\_  
Waitlist: Yes / No  
FEE2/NEG2: Yes / No  
FEE3/NEG3: Yes / No  
30 Hours / Payer: Yes / No  
Place Offered On: \_\_\_\_\_  
Quote Given: \_\_\_\_\_  
Invoice Start Date: \_\_\_\_\_  
Settling Date: \_\_\_\_\_  
Invoice Issued: \_\_\_\_\_

## What is in this pack?

Thank you for picking up an application pack for Little Ellies. Please ensure that your folder also contains the following:

- Handbook
- Information about Fees

We know this form is a little long but it's because we want to ensure we meet your child's needs.

This means we ask for the following:

- Basic information about you and your child
- Background information about your child
- Details on the sessions that you require
- Medical contacts for your child
- Medical information about your child
- Your permissions
- Terms & Conditions

Please ensure you remember to sign on pages 10 and 17 (our terms and conditions).

**Basic Information About My Child & Me**

**CHILD DETAILS**

First Name(s): \_\_\_\_\_ Known As: \_\_\_\_\_

Surname: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

**Please provide a copy of your child's birth certificate or passport**

**1<sup>st</sup> PARENT/CARER DETAILS *(Person making application and responsible for any fees)***

First Name(s): \_\_\_\_\_ Known As: \_\_\_\_\_

Surname: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Work No: \_\_\_\_\_

Mobile No: \_\_\_\_\_ Email: \_\_\_\_\_

**Please provide 2 proofs of address e.g. one must be a utility bill**

**2<sup>nd</sup> PARENT/CARER DETAILS**

First Name(s): \_\_\_\_\_ Known As: \_\_\_\_\_

Surname: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Work No: \_\_\_\_\_

Mobile No: \_\_\_\_\_ Email: \_\_\_\_\_

## Persons permitted to collect my child

Please be aware we will not release your child to ANYONE else, without first contacting you, even if they are known to your child.

	Collect Contact	Emergency
1 <sup>ST</sup> Parent / Carer	YES / NO	YES / NO
2 <sup>nd</sup> Parent / Carer	YES / NO	YES / NO
An Additional Contact / Person Who May Collect	YES / NO	YES / NO

Name:

Telephone No:

Relationship to 1<sup>st</sup> Parent / Carer:

If you inform us that someone new will be collecting your child, that we don't know, we will ask them to provide us with your password. Please make this something which you will remember!

The password / security word for my child is: \_\_\_\_\_

## Information About My Child's Background

**ETHNIC ORIGIN** (Please tick only one category)

White:	British	<input type="checkbox"/>	Asian:	British	<input type="checkbox"/>
	European	<input type="checkbox"/>		Indian	<input type="checkbox"/>
	Other	<input type="checkbox"/>		Pakistani	<input type="checkbox"/>
				Bangladeshi	<input type="checkbox"/>
				Chinese	<input type="checkbox"/>
				Other	<input type="checkbox"/>
Black:	British	<input type="checkbox"/>	Mixed Race:	British	<input type="checkbox"/>
	Caribbean	<input type="checkbox"/>		African	<input type="checkbox"/>
	Asian	<input type="checkbox"/>		Caribbean	<input type="checkbox"/>
	African	<input type="checkbox"/>		Asian	<input type="checkbox"/>
	Other	<input type="checkbox"/>			
Any other ethnic background		<input type="checkbox"/>	Wish Not to Disclose		<input type="checkbox"/>

If "Other" please specify: \_\_\_\_\_

**MAIN LANGUAGE SPOKEN** (Please tick only one)

English	<input type="checkbox"/>	French	<input type="checkbox"/>	Italian	<input type="checkbox"/>	Lithuanian	<input type="checkbox"/>
Urdu	<input type="checkbox"/>	Punjabi	<input type="checkbox"/>	Bengali	<input type="checkbox"/>	Arabic	<input type="checkbox"/>
Gaelic	<input type="checkbox"/>	Spanish	<input type="checkbox"/>	Hindi	<input type="checkbox"/>	Polish	<input type="checkbox"/>
Russian	<input type="checkbox"/>	Turkish	<input type="checkbox"/>	Cantonese	<input type="checkbox"/>	Other	<input type="checkbox"/>

If "Other" please specify: \_\_\_\_\_

**RELIGIOUS AFFILIATION** (Please tick one below)

Buddhist	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Muslim	<input type="checkbox"/>	Christian	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Sikh	<input type="checkbox"/>	Christian-Other	<input type="checkbox"/>	Other	<input type="checkbox"/>
Not Disclosed	<input type="checkbox"/>	No Religion	<input type="checkbox"/>				

If "Other" please specify: \_\_\_\_\_

## How Are You Funding The Childcare

Yes
No
Unsure

Do you qualify for free childcare?                                                 

If you are unsure if you qualify for free childcare then visit the official Government childcare website, [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk) which will assist you.

If you answer "Yes" above, which type of free childcare do you qualify for?

- |  |   |
|--|---|
| <input type="checkbox"/> <b>FEE2/NEG2</b> (15 hours pw/term time only)     | - for certain Under 3s contacted by Newham Children Services - "Golden Ticket"  |
| <input type="checkbox"/> <b>FEE3/NEG3</b> (15 hours pw/term time only)     | - available to <u>all</u> children aged 3 or over and under the age of 5 - NB: only tick this option if you wish to pay for additional hours            |
| <input type="checkbox"/> <b>30 Hours Free</b> (30 hours pw/term time only) | - most 3 year olds with working parents may qualify - check eligibility at <a href="http://www.childcarechoices.gov.uk">www.childcarechoices.gov.uk</a> |

## Which Sessions You Require

Please indicate which sessions you wish your child to attend at Little Ellies and how you are going to fund them. We will do our best to accommodate your wishes. If we are unable to do so, we may contact you and offer other days/times.

### SESSION(S) REQUIRED:

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Full Day</b> (8 am to 6 pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Half Day Session</b> (AM: 8am - 1pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Half Day Session</b> (PM: 1pm - 6pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Complete the following if you have a 30 Hours code or you think you qualify for 30 hours:*

- 30 Hours Free - Lunch (9am-3pm)**
- 30 Hours Free - Fulltime (8am-6pm)**

When do you wish your child to start (Date): \_\_\_\_\_

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**PREVIOUS NURSERY EXPERIENCE** (e.g. prior Children's Centre, Playgroup, Nursery etc.)

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## Medical Contacts For My Child

### DOCTOR DETAILS

Doctor's Name: \_\_\_\_\_

Doctor's Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone No: \_\_\_\_\_

### HEALTH VISITOR DETAILS

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone No: \_\_\_\_\_

### PROFESSIONALS INVOLVED

(e.g. Social Worker, Speech Therapist etc.)

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone No: \_\_\_\_\_

## Medical Information About My Child

	Yes	No	Wish Not to Disclose
Does your child have any long-term illness, medical condition or disability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide a brief description:

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If you answered "Yes" to the previous question:

	Yes	No
Has a professional assessment been undertaken to identify and confirm the long-term illness, medical condition or disability?	<input type="checkbox"/>	<input type="checkbox"/>
Can you provide copies of these professional assessment(s)?	<input type="checkbox"/>	<input type="checkbox"/>

If you answered "Wish Not to Disclose" to the above long-term illness, medical condition or disability question:

	Yes	No
Do you believe your child requires any additional support or assistance while they are within Little Ellies' care?	<input type="checkbox"/>	<input type="checkbox"/>

If "Yes" then please provide a brief description:

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Do you have any concerns or issues with your child's:

	Yes	No
Eyesight:	<input type="checkbox"/>	<input type="checkbox"/>
Hearing:	<input type="checkbox"/>	<input type="checkbox"/>
Speech or Language:	<input type="checkbox"/>	<input type="checkbox"/>
Co-ordination or Movement:	<input type="checkbox"/>	<input type="checkbox"/>
Behaviour:	<input type="checkbox"/>	<input type="checkbox"/>

If any of the above are answered "Yes" please detail these concerns below:

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	Yes	No
Is your child able to use the toilet unaided?	<input type="checkbox"/>	<input type="checkbox"/>



**Dietary Requirements**

Does your child have any specific dietary requirements (including Halal / non-Halal)?

	<b>Yes</b>	<b>No</b>
	<input type="checkbox"/>	<input type="checkbox"/>

If "Yes" please detail these below:

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**Allergies**

Does your child have any Allergies that need to be considered while your child is within the Nursery's care?

	<b>Yes</b>	<b>No</b>
	<input type="checkbox"/>	<input type="checkbox"/>

If "Yes" please detail these below, please be aware depending on the allergy we may need to meet with you to discuss a care plan before your child starts nursery:

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**Immunisations and Health Checks**

Please confirm whether your child has received the following Immunisations:

	<b>Yes</b>	<b>No</b>
Primary Immunisations (usually given at 8, 12 & 16 weeks after birth)	<input type="checkbox"/>	<input type="checkbox"/>
MMR Immunisation (first dose - usually at 12 months of age)	<input type="checkbox"/>	<input type="checkbox"/>
MMR Booster (second dose - usually at 3-5 years)	<input type="checkbox"/>	<input type="checkbox"/>
BCG Vaccination	<input type="checkbox"/>	<input type="checkbox"/>

	<b>Yes</b>	<b>No</b>
Any other immunisations undertaken	<input type="checkbox"/>	<input type="checkbox"/>

If "Yes" then please give details below:

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## Permissions for my child

Please tick the relevant boxes.

### I give my consent for my child to:

- receive first aid (and see a doctor as necessary) in the case of an emergency
- receive the use of plasters in the event of an accident
- see a health visitor
- have administered (by a first-aider from the Staff) an asthma inhaler and / or Epi-pen (only where such medication has been prescribed by a doctor for the sole use by my child and where the Nursery holds a copy of that prescription)
- have emergency paracetamol administered if my child develops a high fever
- have sun-cream applied in hot weather which I will supply
- go on walks / visits (using public transport with staff when appropriately supervised)

### USE OF PHOTOGRAPHS

Good early years practice requires the measurement and assessment of your child's progress. A common method for such record keeping is via the use of photographs and videos. By ticking the following boxes you give your permission to enable photos and video of your child to be taken and used whilst at Little Ellies or out on trips and visits for:

- his / her profile record
- displays within the setting
- displays within the children's centre
- Early Years training for the London Borough of Newham
- the use by the local or national media (e.g. Newham Recorder)
- the use on the Little Ellies' website or literature

### HANDBOOK

- I hereby acknowledge receipt of a copy of "Little Ellies' Handbook" and it is agreed that the information, terms and conditions detailed therein shall be binding upon both parties and are hereby incorporated into this agreement.

### TERMINATION

- I understand that the Nursery has the right to terminate this contract immediately (without recompense) should any of the following instances occur:
  - Non-payment of fees
  - Persistent late payment of fees
  - Persistent late collection of your child from the provision
  - Continued unacceptable behaviour by your child
  - Gross misconduct by the child's parent / carer (this includes but is not limited to using threatening or abusive behaviour) towards any Staff or indeed other parents or children who use the provision.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## Little Ellies Obligations & Your Obligations

These terms and conditions govern the basis on which we agree to provide childcare service to you.

### GENERAL OBLIGATIONS ON LITTLE ELLIES

We will:

- 1) Inform you as soon as possible - usually within 7 days of receiving your application - whether we have a place for your child. If we do then we will write and offer you a place formally;
- 2) Provide the agreed childcare facilities for your child at the agreed time as per your invoice (subject to any days when the nursery is closed). If we change the opening hours of the nursery, we will give you as much notice of our decision as possible and, if necessary, work with you to agree a change to your child's hours at the nursery;
- 3) Try and accommodate any requests you make for additional sessions and/or extended hours of childcare at the nursery (within our usual operating hours);
- 4) Provide you with regular feedback on your child's progress and well-being at the provision on an at request basis as well as more formal feedback sessions such as parents evenings
- 5) Notify you as soon as possible of any days on which your child's nursery will be closed (such as bank holidays etc.);
- 6) Try to make available to any other of your children, who are of an appropriate age, a place at our nursery. However we cannot guarantee that a place will be available; and
- 7) Whilst you are, or have attended Little Ellies, it does not give you an automatic right or any preferential treatment for your child to attend Ellen Wilkinson Primary School when your child reaches Reception School age;
- 8) Withdraw your child's place if you:
  - a. Fail to pay your fees by the required invoiced date as detailed in the **PAYMENT OF FEES - Overview** section that is later in this document;
  - b. Or your child's behaviour at the setting is deemed by us to be unacceptable or endangers the safety and well-being of the other children at the nursery or the staff. The suspension shall continue whilst we try and address these problems with you;
  - c. Or your child is suspended part way through a calendar month; no refunds will be given for that month. Charges will resume once the child has been accepted back into the provision;
  - d. Receive a period of suspension exceeding 1 calendar month;
  - e. Or either of us terminates this Agreement by written notice.
  - f. Are persistently late in collecting your child (this occurs at least 3 times in a period of 6 months).

## GENERAL OBLIGATIONS ON YOU

You will:

- 9) Confirm, within one week of receiving the offer of a childcare place @ Little Ellies that you wish to accept it. If you do not, Little Ellies reserves the right to withdraw that offer;
- 10) Complete and return to us our health record questions and consent information (as part of your application) before your child starts at our nursery and immediately tell the nursery manager of any change to the information or circumstances provided in your answers to those questions;
- 11) Immediately inform us of any changes to your contact details. The responsibility is on you to ensure that all such information is at all times current and correct;
- 12) Keep us informed as to the identity of those persons who will collect your child from the nursery. If you as the child's parent(s) are unable to collect your child from the nursery then you must pre-notify us of such an instance. Where this occurs we will require proof of that individual's identity prior to their collection of your child. That individual will also have to quote the security password that you have set up previously with the nursery for such instances. If the nursery is not reasonably satisfied that you have given that individual your authority to collect your child from nursery then we will not release your child into their care;
- 13) Inform us if your child is the subject of a court order and provide us with a copy of such an order on request;
- 14) Immediately inform us if you are unable to collect your child from the nursery by the official collection time;
- 15) Inform us as far in advance as possible of any dates on which your child will not be attending nursery. Any days or sessions where your child would normally attend nursery and they do not, for whatever reason, will be non-refundable;
- 16) Be liable for any invoice that is issued to you (for your child's care) once you have agreed to accept a place with us. If you decide to not take up the place or do not fully use the amount of childcare for which you have been invoiced - you will not receive any refund of any unused childcare fees.
- 17) Immediately inform us should your child be suffering with a contagious disease. For the benefit of other children in the nursery, you must not allow your child to attend the nursery if they are suffering from a contagious disease which could be easily passed from one child to another during normal every day activities within the nursery (please ask for contagious disease policy for details);
- 18) Provide us with at least FOUR calendar weeks' notice if you wish to alter the number of hours or days your child attend the nursery (subject to availability). Reduction in hours spent in the nursery may be dependent on the vacant hours being filled by another child. This may take longer than the four weeks stipulated above and you will be liable for the full charges until the changeover date can be accommodated. There is a fee payable for such requests - please refer to our Handbook;

## PAYMENT OF FEES - Overview

We will:

- 19) Review our childcare fees on at least an annual basis (usually in February). Any changes will be effective as from May's fees (with these invoiced for in April). We reserve the right to change this, and the frequency of the review at any time;
- 20) Give you at least 30 days' notice of any change in our fees or our terms and conditions - if you do not agree with these changes then you will be able to give notice to terminate your contract with us in accordance with the Termination requirements later in this document;
- 21) Invoice you monthly - an invoice will cover a monthly period starting on the 4<sup>th</sup> until the 3<sup>rd</sup> of the following month. E.g. April's invoice will run from 04<sup>th</sup> April to 03<sup>rd</sup> May;
- 22) Usually issue invoices at least 14 days before they are due. This will usually take place on or around the 15<sup>th</sup> of the month before the invoice is payable. e.g. April's invoice will be invoiced and issued to you on or around 15<sup>th</sup> March.
- 23) Expect to receive full payment from you for any invoice issued within 14 days of its issue. i.e. any invoice issued before 16<sup>th</sup> of the month is expected to be paid in full by 01<sup>st</sup> of the month for which it is due e.g. we would expect to receive April's childcare fees to have been fully paid by you no later than 01<sup>st</sup> April;
- 24) However the issuing of regular monthly childcare invoices may change if operational circumstances dictate the need for a different schedule (such as school holidays etc.) If this occurs - the expectation is that you are still to pay the invoice in full by the 01<sup>st</sup> of the month for which it is due. However, Little Ellies will waive any late payment fee (up to a maximum of 14 calendar days) on a discretionary basis if this were to happen;
- 25) Calculate any fees payable by you with any FEE/NEG or 30 Hours Free funding entitlement taken into account. The amount you are invoiced will be the amount you are expected to pay (the invoice will have already taken into account any childcare that is funded / paid for via FEE/NEG or 30 Hours Free funding);
- 26) No childcare fees will be refunded once they have been invoiced and received - in effect the childcare fees are non-refundable (unless you are invoiced in error);
- 27) If Little Ellies closes at short notice due to unforeseen circumstances and you have been invoiced and paid for childcare that we are unable to deliver (such as heating failure within the setting; a safety closure (the setting being unsafe to open or operate (because of snow/ice or similar) then the following refund / credit will be applied to the next month's invoice:
  - Parents who are scheduled to attend a full day session (usually 8am-6pm daily) and receive no NEG or 30 Hours Free funding (i.e. the parent pays for all childcare received)
    - ✓ First Day of Closure: £50.00 per day
    - ✓ For every working day after the first closure: £50.00 per day

- Parents who are scheduled to attend an half day session (8am-1pm or 1pm-6pm only) and receive no FEE/NEG or 30 Hours Free funding (i.e. the parent pays for all childcare received):
  - ✓ First Day of Closure: £25.00 per day
  - ✓ For every working day after the first closure: £25.00 per day
- Parents who are scheduled to attend a full day session (usually 8am - 6pm daily) and the childcare is jointly funded by FEE/NEG and Parent
  - ✓ First Day if Closure : No Fee payable
  - ✓ For every working day after the first closure: £25.00 per day
- Parents who are scheduled to attend an half day session and the place is jointly funded by FEE/NEG and the Parent
  - ✓ First Day if Closure : No Fee payable
  - ✓ For every working day after the first closure: £25.00 per day
- Parents who receive an FEE/NEG only funded place (the Parent does not pay for any childcare provided)
  - ✓ First Day of Closure: No Fee payable
  - ✓ For every working day after the first closure: No Fee payable
- Parents who receive 30 Hours Free funding and receive childcare on a Fulltime Basis (8-6pm) (the childcare is jointly funded by 30 Hours Free funding/the Parent)
  - ✓ First Day of Closure: £0 per day
  - ✓ For every working day after the first closure: £15.00 per day
- Parents who receive 30 Hours Free funding and receive childcare on a Lunchtime Basis (9-3pm) (the parent does not pay any childcare costs and only pays for the child's lunch)
  - ✓ First Day of Closure: £0 per day
  - ✓ For every working day after the first closure - £5.00 per day

28) Request a Deposit from you for two weeks' worth of fees. This will be held on your account and will earn no interest;

29) Offset your Deposit against any unpaid childcare fees that exist at the end or termination of your contract with us;

30) Refund your Deposit (by cheque) usually after 7 working days of your child's last day, provided that all terms and conditions have been satisfied;

31) Apply all monies that you submit to us (via either Bank Faster Payment, direct bank transfer, Childcare Vouchers, Tax-Free Childcare payments or CHAPs payments) to your Childcare Fees account with us;

32) Suspend or withdraw your childcare place if payments are not received on time;

33) Provide no refund for any period where your child is unable to attend due to their (or your) illness or holiday(s);

34) Provide no refund for the Nursery's closure on bank holidays and the three mandatory staff training days as these closures are built into your monthly charging structure. However, any additional closure days will be eligible for a refund of the equivalent daily rate (see point 27) above);



- 35) Try to provide you with any requested one-off emergency childcare for the appropriate chargeable fee;
- 36) Levy a Late Collection Charge\* to cover the costs of administration and staff who will be required to stay behind to care for your child if you are late in collecting your child at the end of their session. \*Our current Late Collection Charge is £25 per child per 15 minutes (or part thereof) e.g. If you are 25 minutes late in collecting your child, this will incur a late collection fee of £50.00 (2 periods of full/part 15 mins);
- 37) Charge you for any additional childcare incurred monthly in arrears if you are unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities in excess of £50 (per child) ;
- 38) Not charge you for your first late collection of your child within a 6 month period - this is at the discretion of Little Ellies management;
- 39) Enforce a daily interest charge of 2.00% above the base rate of the Bank of England from the day the monies fell due up to the date the funds clear in the Service Bank Account along with a Late Payment Fee. Our current Late Payment Fee is £25.00 - this will be incurred if you fail to make payment in full by the due date stated on your invoice;
- 40) Apply a child's new fee scale (2-3 years old or 3-5 years old) as from the start of the next school term following their 2<sup>nd</sup> or 3<sup>rd</sup> birthday as appropriate;

You will:

- 41) Pay the requested deposit in full, in advance and ensure that it is received by us before your child's formal starting date with us;
- 42) Pay each invoice as it falls due and in full by the 1<sup>st</sup> of each month for which the invoice is payable. You will also be liable for and have to pay for any additional Late Payment Fee(s), Late Collection Fee(s) or Change in Provision Fee(s) that you incur. Failure to pay the invoices in full by their required date may lead to your contract being terminated - please refer to the Termination Section later in this document;
- 43) Be responsible in ensuring that any owed monies, are paid and received by us before the date they are due. The monthly fees will be adjusted to take account of any late payment/collection charges that may apply.
- 44) Make all payments made under this Agreement by either by direct bank transfer, Childcare Vouchers, Tax-Free Childcare payments, CHAPs payments or Bank Faster Payment methods;
- 45) Retain responsibility for Little Ellies' timely receipt of your payments. You cannot blame or fault the payment mechanism that facilitates your payment (via any of the above payment methods) if Little Ellies receives the payment late;
- 46) Be responsible for the timely collection of your child - even if you nominate a 3<sup>rd</sup> party to collect them on your behalf;
- 47) If you are late in collecting your child you agree to sign a late collection form for each late occasion, failure to do this may mean we consider withdrawing your place;

48) If you are late in collecting your child at the end of their session then you will be liable to pay a Late Collection Charge to cover the costs of administration and staff who will be required to stay behind to care for your child.

### **TERMINATION**

49) You may end this Agreement at any time, giving us at least four weeks' notice, by completing the notification of leave date form or by emailing the management of Little Ellies;

50) Any termination request must be made by the person responsible for the fees i.e. the original applicant / the named person that signed the original contract. Precise dates must be provided;

51) Please note that your failure to give the required length of notice may result in your deposit being withheld;

52) Once you have terminated your contract, you cannot reapply, for the same child, within 3 months of leaving unless Little Ellies says you are able to do so;

53) We may end this Agreement if one or more of the following has occurred:

- a. You have failed to pay your fees by the due date;
- b. You have been persistently late with the payment of fees;
- c. You have been persistently late in collecting your child;
- d. You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time of us asking you to;
- e. You behave unacceptably, as we will not tolerate any physical or verbal abuse towards our staff;
- f. Your child's behaviour is unacceptable or endangers the safety or well-being of any other child at the Nursery, or indeed any member of the Nursery's staff;
- g. We are unable to provide a place to your child in the next room "up" - as all places are already taken (e.g. your child is eligible to move to the 3-5 year old room (from the 2-3 year old room at the start of the school term after their 3<sup>rd</sup> birthday).
- h. We take the decision to close the Nursery. We will give you as much notice as possible of such a decision;

54) You may immediately end this Agreement if:

- a. We have breached any of our obligations under this Agreement and we have not or cannot put that right within a reasonable period after you have drawn it to our attention; or
- b. We suffer any event of insolvency.



## NOTICE PERIODS

We will:

- 55) Abide by the relevant Notice Period(s) detailed below:
- a. A notice period of **FOUR CALENDAR WEEKS** is required for any changes to your childcare requirements - this includes the following circumstances:
    - i. End of Contract - if you no longer require the place;
    - ii. Changes to your requirements - you wish to increase or decrease the days/times of childcare (subject to availability and completion of the required contract amendment paperwork);
    - iii. Following our annual review of Childcare Fees -if you do not wish to pay the revised/new fees, you may end this agreement by giving us four weeks' notice, by completing our notification to leave form or by emailing Little Ellies Senior Management with your wishes;
  - b. If you do not provide the relevant notice period we reserve the right to withhold part or all of your deposit to ensure all invoiced fees are paid.

## REQUESTS FOR INFORMATION

- 56) We are happy to provide help with any form that you may need to complete to assist you in the payment of Childcare Fees (such as Childcare Confirmation Cost Forms from the Government and/or your employer). We will also assist with any Income Support Form that you may need to complete in relation to your Childcare Fee Costs.
- 57) Each child will receive 1 form completed for free / no cost by Little Ellies per school year / 12 months;
- 58) We will write and confirm when you have used your entitlement for that year. Any further requests within 12 months will incur a fee of £25.00 per child per form. This will be levied via your monthly invoice and is payable on the same terms as you childcare fee costs.

## DISCOUNTS

- 59) Parents with siblings in the setting can request a discount of 10%. This will be applied to the eldest child's fee if you have more than 1 child with us using our services. This discount will cease when the eldest child finishes receiving our childcare;
- 60) Ellen Wilkinson staff members are also entitled to a discount but these are limited in number and value. If this applies to you please speak to your line manager for details;
- 61) You are only able to claim 1 discount at any one time;
- 62) Any existing discounts that are in place will be honoured until the child receiving the discount leaves our care;
- 63) All discounts are discretionary and can be removed at any time with 1 months' notice.

## **SAFEGUARDING**

- 64) Our Staff will all be DBS checked and recruited in line with our and Ellen Wilkinson Primary School's Safeguarding Policy.
- 65) We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities.
- 66) We may inform such relevant authorities without your consent and/or without informing you.

## **GENERAL**

- 67) If you have any concerns regarding the services we provide then please discuss these with your Child's keyworker. If these concerns have not been addressed to your satisfaction please contact the Little Ellies Manager.
- 68) Customer satisfaction and your child's welfare are of paramount importance to us and any concerns/complaints will be addressed as impartially and ethically as possible. Should it become necessary you may wish to refer your complaint to the Nursery's governors for adjudication, following the Nursery's complaint procedure.
- 69) If the provision has to close or we take the decision to close due to events or circumstances that are outside our control, we shall be under no obligation to provide alternative childcare facilities to you. If the closure exceeds 2 days in duration (excluding any days the Nursery would otherwise be closed) we will credit you with an amount that represents the number of days the Nursery is closed in excess of those 2 days.
- 70) We carry a wide range of toys and equipment at the Nursery. Unless we specifically request otherwise your child should not bring any of its own toys to the Nursery. If they do bring toys with them, we accept no responsibility for any loss or damage to those toys.
- 71) From time to time we may have photographs taken of the children who attend the setting. If you do not wish your child to be included in these photographs you should complete the relevant consents section of the application form.
- 72) As the number of children with nut allergies is increasing, with the support of parents we aim to keep the facility NUT FREE. Parents are requested not to send food or empty food packaging into the Nursery. Parents are also requested not to use creams, sun creams, oils etc. on their child that may contain nut oil.

I agree to the terms and conditions listed in this application and those contained in the current Handbook, all of which form part of Little Ellies' terms and conditions.

I will pay all money that is due by the requested date (when requested by invoice).

I confirm that I am legally responsible for the child named on this application and can evidence that myself and the child reside at the address stated.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_