

DR Arora Enterprises Ltd trading as Little Roos Day Nursery Marlow and High Wycombe

Terms and Conditions

1. Parent /guardians will:

- 1.1. Notify DR Arora Enterprises Ltd nurseries if the child has any illnesses, sickness or allergies before bringing the child to nursery;
- 1.2. Inform the nursery, of any contact updates/new personal information regarding the Child within 24 hours of such change;
- 1.3. Permit and authorise DR Arora Enterprises Ltd in its sole discretion to seek medical assistance for the child where the parent cannot be contacted for prior approval;
- 1.4. Consent to the holding and processing of personal data relating to the parent and child in accordance with the new General Data Protection Regulation (GDPR) effective 25th May 2018;
- 1.5. Agree that from the date of this agreement, and during its term, and for 12 months after its termination the parent will not directly or indirectly or via an agency employ DR Arora Enterprises Ltd staff without the written consent. In the event that a parent does directly or indirectly employ a DR Arora Enterprises Ltd staff member, a figure representing 25% of salary will become payable;
- 1.6. Notify DR Arora Enterprises Ltd reserve the right to remove any discounts for the calculation for future month's childcare and if parent discount eligibility is no longer applicable and we reserves the right to retrospectively charge the parent for the discount awarded to them; One month's notice will be given before change to discounts / fees is implemented
- 1.7. Little Roo's recommends a "minimum session" policy that supports your child settling into the nursery initially, provides social experience and consistency for the child. The minimum number of sessions recommended is two full days or three half day sessions per week;
- 1.8. Access the nursery via the front door and adhere to on-site car parking and car access restrictions;

2. Little Roos will:

- 2.1. Ensure premises comply with all relevant legal requirements relating to childcare provision;
- 2.2. Comply with Data Protection and Privacy laws; in accordance with General Data Protection Regulation (GDPR) effective 25th May 2018;
- 2.3. Implement and review learning and development programme for children attending the nursery,
- 2.4. Ensure that the nursery shall be open Monday to Friday from 8:00am - 6:00pm throughout the year, except on public holidays, bank holidays and one week during Christmas.

3. Children

DR Arora Enterprises Ltd may require the parent to withdraw or remove the child from the nursery as soon as it is practicable, in the event that:

- 3.1. The child requires special medical care which is not available at the nursery, or which is refused by the parent;
 - 3.1.1. Reasonable cause to believe that the child is suffering or has suffered from any contagious disease, and there remains the risk that other children at the nursery may contract the disease;
 - 3.1.2. The parent is not open and honest about the child's condition, or withholds, or is subsequently found to have withheld important information;
- 3.2. The parent shall not be entitled to any refund of fees paid when child is absent from the nursery for any reasons above;

4. Fees & Invoicing

- 4.1. For our new starters a signed and fully completed registration form accompanied with a £50 non-refundable registration fee and a refundable £200 deposit, per child, must be in receipt before any confirmation letter is sent out;
- 4.2. The deposit will be refunded when your child leaves. If you wish to cancel/terminate your Child's place less than one month before they start or after starting the nursery, or for non-payment after leaving your deposit will not be refunded;
- 4.3. In return for providing day care service to the child, the parent agrees to pay the agreed fees which are charged monthly, in advance and payable by the due date 15st of the month to which they relate;
- 4.4. DR Arora Enterprises Ltd reserves the right to charge interest on late fees at the rate of 2% over the Bank of England base rate or a minimum charge of £25 if fees remain outstanding more than 7 days beyond their due date. Children may also be excluded from the nursery if fees remain outstanding 14 days beyond the due date and the registration terminated;
- 4.5. Fees will be invoiced to the primary contact named on the registration form. Fees are payable during periods of absence from the nursery, including sickness, holiday and during public/bank holidays;
- 4.6. All invoices are raised on the 1st* of each month and are calculated as per the current price list. Extra sessions, additional charges such as late fee or pick up charges will be invoiced in arrears.
- 4.7. Extra sessions must be booked at least 24 hours in advance and will be charged as 'Extra Sessions' as per the price list;
- 4.8. We follow age-related fee structure. When a Child moves into the next age band, any new charges will be effective from the 1st of the month following the Child's birthday regardless of room attended. Early Years age related staff to child ratios will be maintained in rooms;
- 4.9. Fees will be reviewed annually, every January, in the light of the Nursery's financial position, its future strategic plans, economic or social considerations deemed relevant.;
- 4.10. A sibling discount of 5% is offered on the elder Child's invoice only during the period when all siblings to attend on regular sessions (non-funded) only.
- 4.11. Please refer to our Fee Policy for our 2 and 3 year old Government funding offer.

5. Session Changes – Extra Sessions - Cancellation – Termination

- 5.1. Any postponement of the start date for your child to the nursery requires one month's written notice prior to the agreed start date, failing which one full month childcare fees will be charged from the original start date based on sessions the child was due to attend;
- 5.2. Termination of a child's place or cancellation/reduction of any one regular or extra sessions by DR Arora Enterprises Ltd or the parent for any other reason requires one month's written notice;
- 5.3. If a parent is found to be in breach of these terms and conditions and/or our nursery policies, and fails to rectify the breach within 5 days, DR Arora Enterprises Ltd has the right to terminate the childcare place with immediate effect. The parent forfeits the right to refund of overpayment of fees if any and deposit;
- 5.4. If a parent withdraws their child during the notice period, the fees payable in respect of that notice period remain payable to DR Arora Enterprises Ltd;
- 5.5. In exceptional circumstances, if a 'critical incident' triggers the closure of the nursery, i.e. severe weather, health pandemic or acts of terrorism, DR Arora Enterprises Ltd will not be held responsible and the parent shall not be entitled to any refund of fees;

6. Whole Terms and Conditions

These Terms and Conditions represent the entire understanding between the parties. All other understanding, agreements, warranties, conditions, terms, contracts, documentation, or representations, whether written or oral, expressed or implied, are excluded to the fullest extent permitted by law;

Name of child:

Parent signature:

Date: