



## Admission Policy

As an Ofsted registered childcare provider we adhere the Ofsted guidelines for staff/child ratios. Our Ofsted Registration Certificate is displayed on the notice board in the entrance.

At Wise Owls Nursery School, we allocate places depending on session availability. We recommend that children do a minimum of two sessions a week, though this is not compulsory. We do not offer children under two, our 'full day' session. This is because the sessions are long and very young children often struggle to cope with these. We ask that you take a half day or school day session. We also offer a 'home visit' from our practitioners as we have found that this encourages a smoother settle.

### Settling Sessions

- We will allocate at least three hours of settling in sessions. This will vary in length depending on the age of your child. (See Settling procedure document)
- Days and times will need to be arranged in advance in order to suit your needs and our availability.
- Please be aware that after your child has settled and been coming for a period of time, should they need to resettle for any reason, parents are still liable to pay for the full session.

### Key Person System

- Each child will be assigned a key person. Their role is to help ensure that every child has care designed especially for their individual needs. (In accordance with paragraph 1:11 Statutory Framework Early Years).
- Wise Owls believes that **all** staff should get to know **all** children and their families.

### Staff: Children Ratios-

- **We have 6 permanent practitioners with Qualified Teacher Status including our Artist in Residence and one Early Years Teacher with EYTS.**
- Under 2's 1:3 (Squirrels)
- 2's 1:4 (Hedgehogs)
- Over 3's 1:8 (Bluebirds)
- We are a free flow nursery and work within 'mixed Ratio's' when necessary.

### Transition and Continuity

Children can need additional support when facing changes. Transitions for children can include moving house, starting nursery, starting pre-school or school, parental break ups or new sibling arrivals. Our role as an education setting is to work in partnership with the child's parents/carers to support them through transition. This support will vary, depending on the individual needs of the child and their previous experiences of change. **Please let us know if any changes occur in your circumstances that might affect your child.**



Support that we can provide to help children prepare to start at a new setting can include:

- Sharing books about starting school/Nursery
- Practitioners doing home visits.
- Visits to the new setting/talking about the new setting and routine/looking at photos of the new setting/Internet site.
- Meeting new teacher
- Helping them to develop the skills they will need at the new setting, for example undressing and dressing themselves, independent toileting etc

If you have any concerns about your child's ability to cope with a future transition, please do not hesitate to contact us.

### **Security Collection Details**

We allow authorised adults to collect your child. Please give us prior notice for the day in question. You will need to give us details of the authorised adult and share a password with them and us. Please ensure that you tell any additional adults that you have given us their contact details so that we can contact them if we are unable to speak to you if your child is unwell, has an accident or is uncollected at the end of the session. If they have any questions or queries regarding this, please direct them to contact us directly.

### **Financial and useful information**

#### **Deposit**

A deposit of £100 will be required to secure your place. This will be fully refunded after 30 days of leaving the nursery, provided your nursery account has been settled.

#### **Deposit - Accessing EYFE hours only (Stand alone offer)**

We ask for a £50 deposit, which is 100% refundable 30 days after enrolling

#### **Can I get help with my childcare costs?**

The government is introducing new ways to help parents with childcare costs. Whether you have toddlers or teens, you could get support

<https://www.childcarechoices.gov.uk>

#### **Termination/Cancellation**

If you need to cancel your place during the first three months after the agreed start date, Wise Owls will retain your deposit (If applicable).

#### **Sibling Discounts**

We offer a generous 10% discount on the fees of the oldest child when both children attend a minimum of three days per week. We also waive any additional registration fees for siblings.



### **Early Start Drop-Off**

We understand that occasionally you might need a little extra flexibility and an extended session. We provide an Early Bird Drop Off from 7.30 am. This must be pre- agreed.

### **Review of Fees and Terms & Conditions**

We plan to review fees annually however, we reserve the right to increase fees or amend our Terms and Conditions at any time if we feel this is necessary. We will provide at least one month's notice of any changes.

**Late Collection** Children **must** be collected on time. We have a duty to record collection times and may be required to notify statutory agencies of persistent or significant lateness. A surcharge of £10 for up to every 15 minutes late will be incurred and will be added to the following months invoice. If you are running late please let us know. If you need to send another adult to pick your child up, please let us know.

**Payment of fees** Fees are payable monthly **in advance** and need to be cleared by 28<sup>th</sup> of each month. We ask that payment is made via BACS transfer, standing order, childcare voucher, HMRC portal or a combination. If you are using a voucher scheme or HMRC portal, please ensure you allow **five working days** for funds to clear.

### **Late payment of fees**

Failure to pay on the due date stated on your invoice will result in a £20 late payment fee, which will be added to the next invoice. If you fail to pay on time more than three times in six months, we reserve the right to terminate our agreement. **Wise Owls are willing to negotiate a different pay date if there is a problem making payments on time.**

### **Nursery closure & INSET Days**

Our nursery school is closed for 4 weeks of the year. However, we do offer a holiday club facility. You will need to book this in advance.

We are closed for all bank holidays and close for 5 days each year to allow for staff training. Wise Owls will ensure that INSET will fall on different week days through out the year. Dates for nursery closures are available on our website and will be reminders will be emailed out whenever necessary.

If a contracted day falls on a Bank holiday or INSET day you will be charged as a normal nursery day.

### **Absences and bank holidays**

No refund is given for days unattended due to sickness, family holidays or for bank holidays.

### **Giving notice**

60 days notice in writing or the payment of 1 month's fees in lieu of notice is required to reduce a child's days or before the withdrawal of a child from the nursery.



## **Policies and Procedures**

If your child arrives at Wise Owls with an injury, please inform a member of staff who will document this and ask you to sign the form for our records. Wise Owls staff will document any injuries that occur on site and will ask you to sign a form on collection. If your child sustains an injury that we consider serious, including any head injuries, we will phone you.

## **Nursery Day**

Children can arrive each day from 8.00 am and should arrive by 9.15am if they require breakfast. All children are encouraged to arrive no later than 9.30 am so everyone is together for morning group times.

Children attending morning sessions should be collected by 1.00 pm at the latest and earlier should you wish to hear full feedback from your child's keyworker. Afternoon children should arrive between 1.00 pm and 2.00 pm ready for afternoon group time.

If your child is collected earlier than the contracted hours the full fee still applies. This also applies to late drop offs, this does not constitute late pick ups.

Any parent who is listed on the birth certificate will be allowed to collect their child from Wise Owls unless we have had a confirmation of injunction from the courts.

## **Sickness**

We are a 'No Calpol' nursery- See Calpol Policy

## **Open Door Policy**

Wise Owls has an 'Open Door' policy which means we encourage parents to stay and play with their children when they drop them off or pick them up provided the child is well settled with us. We are also happy to negotiate times for parents to come and join in with sessions.

Parent will receive a copy of our policies and procedures upon request. These are also available on our Website. Please refer to these if you need any more information. Wise Owls will not accept children who have a contagious disease or who have diarrhea or vomiting for 48 hours. Please refer to our 'is your child well enough to be here today?' traffic light system on the website.

Wise Owls promotes a NO MOBILE PHONE policy and would ask that you refrain from using your phone when on the premises.

All information that we collect is necessary to meet our contractual and legal requirements as an Early Years Setting, from Ofsted, Local Authorities and the EYFS. Please visit our website to view our Privacy Notice (GDPR) to see how we handle and process your data.

**Thank you for choosing Wise Owls for your child. We hope they will be really happy here.**