



## Admissions Policy

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

At Wise Owls Nursery School, we allocate places depending on session availability. We recommend that children do a minimum of two sessions a week. We offer two daily sessions. Morning 8.15am-1.15pm and Core Day 9.00-4.00pm for all ages. We also offer an additional Breakfast Club (8.15am-9.00am) for Core Day children at an additional cost.

### Settling Sessions

- The settling process is child led.
- 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 3.34 Statutory Framework Early Years Foundation Stage).
- Wise Owls believes that **all** staff should get to know **all** children and their families.

### Staff: Children Ratios-

- Under 2's 1:3 (Squirrels)
- 2's 1:5 (Hedgehogs)
- Over 3's 1:8 or 1:13 with a qualified teacher (Bluebirds)
- We are a free flow nursery and work within 'mixed Ratio's' when necessary.

### **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 cancel your place before your child begins with us, we will hold back your deposit. If you decide to cancel once your child started, you will need to give us two months notice and full fee's apply.



### **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. We provide a Breakfast club from 8.15-9.00 at an additional cost. Parents can pre-book this on an ad hoc basis. Children booked in for a morning session may also extend to Core Day by prebooking with Anna Olley.

### **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 two 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.

### **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.

**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 open for 48 weeks of the year.

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 weekdays throughout the year.

Dates for nursery closures are available on our website and reminders will also be emailed/ posted on Family.

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 bank holidays.

### **Injury Policy and Procedure**

If your child arrives at Wise Owls with an injury, please inform a member of staff who will document this on Family. You will be asked to approve the form on the app. Wise Owls staff will document any injuries that occur on site and will ask the parent/carer to approve the form on the Family app. If a child sustains an injury that we consider serious, including any head injuries, we will contact the parent/carer to advise.

### **Nursery Day**

Children can arrive each day from 8.15 am and should arrive by 8.45am if they require breakfast. All children are encouraged to arrive no later than 9.15am so everyone is together for morning group times.

Children attending morning sessions should be collected by 1.15 pm at the latest and earlier should you wish to hear full feedback from your child's keyworker.

If your child is collected earlier than the contracted hours, the full fee still applies. This also applies to a late drop off. A late drop off does not constitute a late pick up.

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

### **Sickness**

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

Wise Owls will not accept children who have a contagious disease or who have diarrhoea or vomiting for 48 hours from the last attack. Please refer to our Sickness Policy.

Parents 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.

### **Mobile Phones**

Wise Owls promotes a NO MOBILE PHONE policy and would ask that you refrain from using your phone if on the premises. Wise Owls uses allocated work mobile phones only to contact parents/the office when offsite on trips. Staff do not use their mobile phones in the nursery when around the children.

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.**