

Terms and conditions

- 1. Admissions** - Admissions are offered on a first-come, first-served basis. Once full capacity is reached, a waiting list will be implemented. To join the waiting list, all admission paperwork must be completed, and a non-refundable £50 registration fee must be paid (this does not apply to Free Early Education Entitlement (FEEE) waiting list). You will be notified once a place becomes available. Acceptance must be confirmed in writing within one week; otherwise, the offer will be withdrawn.
- 2. Fee Payment** - All fees are billed by Kingswood Nurseries Limited and must be paid in advance by the 8th of each month. Accepted payment methods include standing order, cheque, and workplace nursery vouchers. Fees remain payable in full even if your child is absent for any reason, including illness or other personal circumstances, as staffing ratios and resources are pre-booked and allocated to maintain the required level of care. Sessions cannot be swapped, exchanged, or transferred for alternative days or times, and make-up sessions are not permitted. Additional sessions may be booked with prior approval from the Manager and will be charged at the standard rate.
- 3. Deposit and Registration Fee** - To secure a place at Kingswood Nurseries, a £200 deposit and a £50 registration fee are required. Families accessing only Free Early Education Entitlement (FEEE) hours will not be charged a registration fee or deposit. However, if funded hours are combined with additional paid sessions and/or any voluntary contribution then the registration fee and deposit will apply. The registration fee is non-refundable. The deposit is refundable only if your child has attended for at least three months and all fees have been settled in full. If your child is withdrawn before completing three months, the deposit will be forfeited. After the initial three-month period, eight weeks' written notice is required to withdraw your child. Any refunds (if applicable) will be processed via cheque or BACS once the account has been cleared.
- 4. Holiday Discounts** - Holiday discounts apply only to paid sessions outside funded hours. A discount of up to 20% may be granted if at least eight weeks' written notice is provided via email. Discounts are available for up to four weeks per year of absence; beyond this, standard fees apply.
- 5. Late Payment Charges** - Overdue fees are subject to interest under the Late Payment of Commercial Debts (Interest Act 1998). An administration fee of £25 will be charged for each reminder issued more than three working days after the due date. Any bank charges resulting from failed payments will be passed on to the parent/carer. Persistent non-payment may result in the refusal of entry for the child.

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- 6. Discounts-** A 10% discount is offered for siblings attending five full days per week or for children attending full-time. This discount will cease if the sibling leaves. Discounts do not apply to funded hours, and funded children must attend at least 80% of their scheduled sessions to retain their funding eligibility.
- 7. Late Collection Fees-** A charge of **£1 per minute** applies for late collections per child.
Repeated lateness (three or more times within a month) will result in a review meeting to discuss arrangements. Parents must notify the nursery as soon as possible if delayed.
- 8. Uniform -** At Kingswood Nurseries, wearing the nursery uniform is compulsory for all toddlers and preschool children. For those parents who are attending only Free Early Education Entitlement (FEEE) hours, uniform support is available (please speak to a member of management for details) All items of clothing must be clearly labelled with your child's name to avoid loss or confusion. Uniforms can be purchased on-site, and parents are responsible for ensuring their child wears the correct attire each day. The nursery cannot accept responsibility for any lost or misplaced items that are not clearly labelled.
- 9. Mealtimes and Fee Contribution-** At Kingswood Nurseries, attendance during mealtimes is considered participation in the nursery's meal provision and your agreement to a voluntary contribution. Contributions to meals are included in the standard fee structure. To ensure the safety of all children especially those with airborne allergies we do not allow any outside food or snacks to be brought into the setting. For families using our services solely under the Free Early Education Entitlement (FEEE), meals and consumables are considered optional extras and will require a voluntary contribution. Kingswood Nurseries participates in Merton Council-funded early education entitlements, subject to eligibility and availability. Funding covers childcare only. Meals, consumables, registration, deposits, additional hours, uniform and other extras are chargeable. Funded sessions are subject to specific time slots. Any hours beyond the funded allocation will be charged at the standard rate, and parents must provide valid eligibility codes and ensure their total funded hours across providers do not exceed their entitlement.
- 10. Collection -** Children must be handed directly to a member of staff at drop-off. Only authorised collectors listed on the child's registration form, presenting valid photo identification and the registration password, are permitted to collect the child. Any emergency changes must be communicated in writing to management immediately.

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11. Staff Training and Holidays- The nursery closes two days per year for staff training and on all public/bank holidays. Fees remain payable for these days as staff are still employed and operational costs continue. No additional days will be offered, nor can parents swap days.

12. Nursery Closure

The nursery operates 51 weeks per year and closes only for a one-week period over Christmas, two training days and all bank holidays. Fees remain payable during the training days and bank holidays. This means the funding does not cover the full 51-week entitlement. If the nursery is required to close due to circumstances beyond its control (e.g., government restrictions, severe weather, or natural disasters), standard fees remain payable.

13. Food - The nursery provides halal, nut-free hot meals daily. Packed lunches or home-prepared food are not permitted for health and safety reasons. Parents must inform the nursery of any allergies or dietary requirements at registration or as soon as they become aware. The nursery cannot take responsibility for undeclared allergies or dietary restrictions.

14. Emergency Clothing and Personal Items- Parents must provide spare clothing, shoes, nappy cream, and sun cream. Failure to provide these may result in a collection request if necessary. The nursery is not responsible for lost or misplaced items that are not clearly labelled.

15. Fee Review and Notice- The nursery reserves the right to review and amend fees, operating hours, or terms when necessary to ensure the safe and effective running of the setting. Fees are reviewed annually in April. A two-month written notice (or one month's fees in lieu) is required to withdraw or reduce children's hours.

16. Health and Emergency - Fees remain payable during periods of illness. For the safety and wellbeing of all children, we may ask that children who are unwell or contagious stay at home. If a child becomes unwell while at the nursery, we will contact parents or emergency contacts promptly. In urgent situations, staff may act on behalf of parents, including arranging hospital treatment if necessary. For more detailed guidance, please refer to our **Sickness Policy which can be located in the nursery entrance.**

17. Safeguarding - The nursery has a statutory duty to report any suspected abuse or neglect to the relevant safeguarding authorities, even without parental consent. **Please refer to our safeguarding policy which can be located in the nursery entrance.** Kingswood Nurseries is not responsible for pre-existing injuries occurring off-site. Parents/carers have a duty of care to inform the nursery of any such injuries before the child attends nursery on the EYlog App.

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18. Data Protection- Kingswood Nurseries handles all personal data in accordance with UK GDPR (2018) and the Human Rights Act (1998). Information may be shared with Merton Council or other relevant agencies solely for funding verification, safeguarding, or regulatory purposes.

19. Security and CCTV- CCTV operates within and around the nursery to ensure the safety of children and staff. Kingswood Nurseries complies fully with UK GDPR, the Data Protection Act 2018, and all relevant child protection legislation. Footage is stored securely for up to 31 days and is deleted automatically thereafter unless required for an investigation or legal reasons. CCTV data is not shared unless legally required, and any concerns about the use of CCTV can be directed to the Nursery Management Team.

20. Funding, Tax-Free Childcare, and Contributions- Parents using government funding, Tax-Free Childcare, or childcare accounts must ensure their eligibility codes remain valid. The nursery management must be informed in advance of any payments made via these schemes. Voluntary parental contributions (such as, meals, consumables, or extracurricular activities) remain payable by funded families who choose to attend any non-funded hours.

21. Additional Needs and Behaviour - Kingswood Nurseries welcomes children with additional needs or behavioural challenges where staffing ratios and resources allow. We adhere fully to the Equality Act 2010 and are committed to supporting every child's inclusion and well-being. Please note that spaces for children with additional needs may be limited due to staff-to-child ratio requirements.

22. Free Early Education & Childcare Funding (Merton Council)

Kingswood Nurseries participates in Merton Council-funded early education entitlements (FEEE) subject to eligibility. Funding covers childcare only; meals, consumables, registration, deposits, additional hours, uniform and other extras are chargeable. Any hours beyond the funded allocation will be charged at the standard rate, and parents must provide valid eligibility codes and ensure their total funded hours across providers do not exceed their entitlement.

23. Parental and Carer Conduct- Parents, carers, and guardians are expected to treat all nursery staff and families with respect and professionalism. Kingswood Nurseries Nursery operates a strict Zero-Tolerance Policy against abusive, threatening, or discriminatory behaviour. Such conduct may result in restricted access to the premises or termination of the child's place.

24. General- Kingswood Nurseries Nursery reserves the right to amend these Terms and Conditions with reasonable notice. By signing the registration form, parents or guardians confirm that they have read, understood, and agreed to all of the above Terms and Conditions.

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25. Attendance schedule - The Baby Room (3 months–2 years) operates on a 51 weeks per year basis. Families wishing to change this arrangement when their child transitions to the Toddler Room must provide 8 weeks' written notice to management. Toddler Room (2–3 years) and Preschool Room (3–5 years) placements may attend either a 38-week or 51-week program