

The Grove Nursery

Childcare and Parent terms and conditions.

This document outlines the terms and conditions for The Grove Nursery between parents and The Grove Nursery. The Grove Nursery will be referred to as we, our or us throughout this document and parents/guardians will be referred to as 'you'

Only a parent or guardian with parental responsibility for a child can register that child with us. We will ask to see birth certificates or other relevant documents as part of our registration process to confirm that you have parental responsibility.

Our details:

The Grove Primary School and Nursery

Campkin Road

Cambridge

CB4 2NB

Tel : 01223 577017

Email : office@grove.cambs.sch.uk

DfE Number 873/2123

Registered charity: 1204117

Terms and Conditions

The following terms and conditions govern the basis on which we agree to provide early education services to you.

1.0 Our obligation to you

- 1.1 Applications are accepted throughout the academic year dependent on pupil numbers on roll and staffing ratios.
- 1.2 On receipt of your application, the Nursery Manager will contact you to confirm whether we are able to admit your child or they are on our waiting list.
- 1.3 When able to admit your child, you will receive a confirmation letter detailing the sessions offered. The place will be held for 14 days.
- 1.4 Deposits are not required to secure a place for your child in our nursery.
- 1.5 During our session times, we offer an inclusive early education for all pupils on role.
- 1.6 Session hours are set prior to the school year but any necessary changes will be communicated with as much notice as practicable.
- 1.7 Where a further session is requested, we will accommodate these where possible. Adhoc sessions, above the 15 or 30 funded hours, will be charged at the school's current rate and invoiced accordingly.
- 1.8 Towards the end of each term, subject to availability, we offer all parents the option to change their session choices.
- 1.9 School and nursery closures will be communicated via Family and Arbor.
- 1.10 During the academic year, you will be offered formal updates on your child's educational progress.
- 1.11 Please see our admissions policy for more information.

2.0 Your obligation to us

- 2.1 Prior to your child's start date you are required to:
 - 2.1.1 Complete a full application form
 - 2.1.2 Provide a birth certificate or passport
 - 2.1.3 Complete the Medical consent and emergency treatment authorisation
- 2.2 Inform us immediately of any change of contact details or any changes to the original application form.
- 2.3 Inform us immediately if your child is suffering from any contagious illness or if a medical practitioner has diagnosed a notifiable disease. If a child has sickness and/or diarrhoea we operate a 48 hour policy.
- 2.4 If your child is unable to attend as they are unwell, this needs to be logged on Family before 9am or 12 noon.
- 2.5 Inform us immediately if another adult (collector) is collecting your child. The Family app allows you to add collectors and passwords. The collector will be asked the password for your child. If we are not reasonably satisfied with the collector we will not let a child go home until contact has been made with you.
- 2.6 Inform us if you are not able to collect at the agreed times and the name of the person collecting your child.
- 2.7 Late collection fees apply at morning and afternoon sessions. If you fail to collect your child within a reasonable time and we have reason to be concerned, our safeguarding procedures will be followed.
- 2.8 As per the Government policy, we do not encourage term time holidays. Applications for holidays should be made through the school office.

- 2.9 If you wish to decrease your child's sessions we require one full months' notice and the same if you decide to withdraw your child from the setting completely. Full fees are still due within this period.
- 2.10 If your child is subject to a court order, of any type, you are required to inform us immediately and provide a copy of the order.
- 2.11 You agree to avoid any social media communications that could damage our business interests or reputation, even indirectly or link us to any political movement or agenda. You will not use social media to harass, bully or unlawfully discriminate against staff or connected third parties.

3.0 Fees

- 3.1 Fees are paid monthly in advance. Invoices are issued via the Famly app by 28th of the month prior and are due by 1st month.
- 3.2 All payments are to be paid via bank transfer or school app, Arbor.
- 3.3 It is your responsibility to obtain receipt for payment via your chosen payment method. We will send a invoice paid note from Famly app when payment is recorded.
- 3.4 If payment is not paid by 14th of the month, a late fee occurs. This is £20 per day. If further action is required to recover any unpaid fees or charges, any additional costs to us will be included on invoices.
- 3.5 If payment is outstanding for a further 14 days we have a right to terminate the agreement. If the contract is terminated, the child will not be allowed into nursery and a formal demand will be made for any outstanding monies and subsequent fees.
- 3.6 If you require additional sessions or have not collected your child on time we will inform you the amount payable and add to your invoice.
- 3.7 If your child is not collected on time, we will charge a late fee of £15 for the first 15 minutes then £1 a minute thereafter.
- 3.8 Where the hourly amount changes, due to the age of your child, the reduction takes effect from the first of the following month.
- 3.9 Snack charges are 50p per session. We will charge 50p per session towards snacks. This is via monthly invoice. Parents can opt out by providing daily snack which matches our healthy eating guidelines and is prepared in line with current early years guidelines.
- 3.10 A session is a 3 hours either
 - 3.10.1 mornings session 0845-1145 or
 - 3.10.2 1215-1515 afternoon session.
- 3.11 There is an invoiced monthly £10 charge towards consumables used within the setting. The full list of charges is available on request.
- 3.12 Lunch sessions 11:45-12:15 are charged seperately at £5 per day. In line with new Early years agreement, funding can be used for this.

E.g. Your child receives 15 hours funded and does 3 full days a week.

Option a) Opt in to Paying lunch session.

- Day one 6 hours funded, Day two 6 hours funded, Day three 6 hours (3 funded, 3 unfunded)
- 3 hours unfunded @ £8 per hour (age 3) - £24
- Each day £5 charge for lunch x 3 = £15
- Total weekly charge £39

Option b) Opt out of lunch session payment using funding

- Day one 6.5 hours from funding, Day two 6.5 hours from funding, Day Three 6.5 hours long – 2 hours from funding and 4.5 hours charge
- 4.5 hours @ £8 an hour - £36
- Total weekly charge £36

Example Two – child receives 30 hours funding.

Option a) Opt in to Paying lunch session.

- Each Day 6 hours funding = 30 hours
- Each day lunch charged at £5 - £25
- Weekly charge £25

Option b) Opt out of lunch session payment using funding

- Day 1-4 6.5 hours funded Day 5 is 6.5 hours (4 hours to be paid)
- 4 hours @ £8 per hour- £32
- Weekly charge £32

4.0 Suspension of a child

- 4.1 If fees are failed to be paid we may suspend your early education. This will be after discussion with you around the debt.
- 4.2 If fees are not paid 14 days after a suspension we will terminate your agreement with written notice.
- 4.3 The school's Relationships and Behaviour Policy is followed – please see this for more information about exclusion and suspensions.
- 4.4 If your child is suspended part way through a month under clause 4.3 we will credit any fees paid for the remaining part of that month on a pro-rata basis. This may be offset against any sums outstanding to us.

5.0 Termination of agreement

- 5.1 You may end this agreement at any time with one calendar months' notice.

5.2 We may end this agreement if

- 5.2.1 You fail to pay the fees
- 5.2.2 Your breach your obligations outlined in 2.0
- 5.2.3 Your behaviour breaches the school's safeguarding policy. We do not tolerate any verbal or physical abuse or threats towards staff or parents
- 5.2.4 The Governors of the school close the Nursery on a permanent basis.

6.0 General

- 6.1 If the nursery closes for events out of our control, such as extreme weather conditions or no water/heating on site, all fees will continue to be paid and no refunds made. We are under no obligation to provide alternative early education to you. If the closure exceeds three days (excluding any days we would have been closed) we will credit you an amount that represents this closure time.
- 6.2 If you have any concerns around the early education we provide, please discuss with your child's key person. If these matters are not resolved to your satisfaction, the Complaints Policy will be followed.
- 6.3 We take images and video of children who attend our setting which can be used in promotional purposes. If you do not wish for your child to be included in images you must record this on your application form.
- 6.4 Our daily snacks include a carbohydrate and a fruit. You can purchase a lunch from our school kitchen – the menu will be sent home to you but is also on the school's website. Every effort is made that all early years' staff will complete basic food hygiene training.
- 6.5 Normally we seek consent before sharing information about your child with another professional or agency. We are required to share information to the local authority and other relevant agencies if there are any safeguarding concerns of your child. In certain circumstances, we will not seek consent to share information, or we may over ride a refusal to give consent
- 6.6 We reserve the right to vary the terms and conditions contained in this agreement giving at least one months' notice.
- 6.7 Acceptance of a place will be deemed as acceptance by you of these terms and conditions.

Updated 11/09/2025



I agree to the terms and conditions of the Grove Nursery dated _____

Name _____

Childs Name _____

Signature _____

Date ____ / ____ / ____