



CRÈCHE TERMS AND CONDITIONS

Fees - All fees are to be paid at Health & Wellness Reception. Please post receipts in the crèche receipts box outside the crèche or hand to a member of crèche staff. Details of prices and pre-payable sessions are displayed on the crèche notice board. The crèche reserves the right to review the fees. In the event of changes to the fees one calendar month's written notice shall be given.

Block bookings for the crèche are available and are valid for 1 year from purchase date.

Arrival/collection - Please sign in when arriving at the crèche. Due to staff/child ratios please collect your child on time. If you wish to extend your session please speak to a member of staff. The crèche reserves the right to charge parents/carers £5 when they do not collect their child at the agreed time. Please sign out before leaving.

Lateness - If you are late for your session it is not always possible to extend your booked session if we are busy and you may still have to collect your child at the booked time. The parent/carer is expected to notify the crèche if they are going to be late.

Booking/cancellation - Bookings can be made one week in advance only. Please book with a crèche staff member in person or by telephone. When the crèche is closed Health & Wellness Reception can take bookings and cancellations. It is advisable to book in advance as we cannot guarantee availability, alternatively please call before arriving. Failure to inform the crèche of a cancellation may result in a cancellation fee of £5 being charged.

Sickness/emergency treatment - Children must not attend the crèche when they are unwell or suffering from a contagious illness or infection. If your child is off school/nursery for any reason they will be unable to attend the crèche. In the event of a child becoming ill whilst at the crèche, the parent or nominated carer will be contacted to take their child out of the crèche.

In the case of an infectious condition the recommended exclusion time must elapse before the child can return to the crèche. In the case of an emergency staff will call health professionals. A senior member of staff will accompany the child to the hospital until the child's parent/carer arrives. The crèche will continue to make contact with their parent/carer if they had not been able to reach them immediately.

Complaints Procedure - The crèche complies with a laid down complaints procedure, a copy of this is held in the crèche, in compliance with Ofsted requirements.

Safeguarding Children Policy - The crèche observes the Children Act 2006.

Ofsted Registration - The crèche is registered with Ofsted and complies with all Ofsted procedures.

Loss/damage - The crèche does not accept responsibility for any loss or damage of property on its premises.

Other - Parents/carers must inform staff of their location and must not leave The Belfry premises whilst their child is being cared for in the crèche

For full details of our policy's and procedures please see the crèche notice board.

The Crèche reserves the right to change the above Terms & Conditions as and when the need arises. One months notice will be given in writing should there be any changes.