

Melrose Nursery Terms and Conditions





Cherrytrees Nursery, Dingleton Road, Melrose

Admittance Age– Cherrytrees cares for children from birth to 12 years.

Opening hours – Monday to Friday 07.00 – 18.00

Fees

Please contact the nursery manager for rates (see below).

Session Times

Full day is from 8am-6pm

Early riser additional hourly charge

Included in fees

Full day sessions include lunch and snacks

Morning sessions include morning snack and lunch (0-3s only-limited availability)

Enrolment Fee

We charge a non-refundable £40 registration fee on confirmation of your place at nursery

Minimum session requirement

There is a minimum of one full day session during this period.

Invoicing: Your invoice will be emailed to you as a matter of course. Can you please note that the accounts email cannot be replied to this is an unmanned address. Please use the email addresses provided.

Participation

Cherrytrees staff aim to develop effective partnerships with each individual parent within the nursery, in order to help enhance the learning and development of the children. Staff and parents can refer to our Participation Policy when necessary which is available for reference in the office, as well as being displayed on the Parent's Notice Board.

Funding

Cherrytrees Nursery is in partnership with Scottish Borders Council to provide Government funded places for 2 – 5 years olds. Funding is for 48 weeks of the year for 23 hours per week 8am-4pm (wraparound sessions 4pm-6pm includes substantial snack) or Term Time for 30 hours per week 8am-6pm and can be applied for through Scottish Borders Council. Please ask Nursery Manager for further details

Payment Terms

Fees are invoiced monthly in advance and must be paid by direct debit, standing order, vouchers and streamline card payments. Payment should be received by the 10th day of each month.

Please make sure that you let us know your preferred payment method.

Note: Outstanding balances 4 weeks after the original invoice date will be subject to a fee of 15% of the outstanding balance.

Failure to pay any outstanding monies will result in legal action being taken. Any costs incurred as a result of this, will be passed on to the parent/guardian directly. We have the right to terminate a contract, with or without notice, for non-payment of fees, misconduct of parent, or other, as deemed reasonable by Cherrytrees.

Termination of a child's place requires 4 weeks notice in writing.

Emergency Closure

In extreme circumstances, it may be necessary to close the nursery, i.e. power failure, adverse weather conditions, etc. A decision will be made as soon as possible on the grounds of health and safety for the children and staff. Parents will be contacted directly regarding arrangements for safe collection of their children. Normal fees will apply during these circumstances.



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Nursery Closure

Parents would be informed as soon as possible if the Nursery was to be closed or partially closed due to unforeseen circumstances on a permanent basis. This would be done to allow four weeks notice to be given to all parents / guardians to make alternative child-care arrangements. Regular communication would be maintained. The service would be continued as completely as possible until such time as most children were able to be accommodated elsewhere.

Short-term Emergency Closure

Parents will appreciate that early or full-day closure is not a decision the company takes lightly but only out of a duty to care for our children and members of staff. Normal fees will apply during these circumstances.

Children's Charter

All staff are aware of the Children's Charter which is displayed on our Parent's Notice Board.

Policies for Good Working Practice and Health and Safety at Work

Our Policy Statements are held in the Office for parents and staff to consult at any time. **All confidential information regarding our families is covered by the General Data Protection Regulation (GDPR) and kept in a secure environment.** If you have any queries or complaints regarding our Nursery please contact the following people:

Childcare Manager: Marie Green

Email: marie.green@cherrytrees.email

Telephone line1: 01896 820123

Administration Manager: Doreen Osmond

Email: doreen.osmond@cherrytrees.email

Website: www.cherrytreesnurseries.com

Owner/Director: Stewart Bennet 07799770442

Cherrytrees Nursery is registered with the **Care Inspectorate.**

Our Registration number is available on request.

Care Inspectorate: 01896 664400

Child Tax Credit and Working Tax Credit

Assistance in paying your child-care costs through the Government's Tax Credit Scheme may be available... We have a legal obligation to provide information regarding childcare to statutory bodies such as HMRC.

Please retain your invoices. A £20 administration fee will be applicable for providing copies of any past documentation (Including copies of invoices& breakdown of accounts)

Changes to Care Times

4 weeks notice, in writing, is required for any change to care times. This includes holidays, temporary or permanent changes or to cancel a place.

Note - Permanent and temporary changes must be for a minimum of 3 month period.

Additional non-booked time

Children who arrive before pre-booked session times or are collected after the end of a booked session will incur a minimum **one hour charge at the normal hourly rate.**

Child Protection

Our Child Protection Officer and key staff are trained by the Child Protection and Review Unit. All staff members are fully aware of the correct method of reporting any child protection issues and can refer to our Child Protection Handbook which gives full guidance. Our staff has a duty to report any concerns to our Child Protection Officer. Our Child Protection Policy is available on the main notice board in the front

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entrance. We also have an extensive Whistleblowing Policy which all our staff have read and signed to they understand it

Infection Control

In order to reduce cross infection, plastic shoe covers are available at the front entrance. Please use these if your footwear is especially dirty.

We are taking special measures with regards to Coronavirus, each room will be fogged, sanitised and cleaned with accredited products.

Illness

In the event of sickness or diarrhoea all children and staff must be absent from the nursery for 48 hours after the last symptom. Cherrytrees works with NHS guidelines at all times. Management discretion may apply.

Parking

Please be considerate to others when dropping off and picking up at the nursery.

Cherrytrees Nursery is a no-smoking environment.

