

1. General

Age of Admittance

We care for children from the age of three months to nine years.

Opening Hours:

Little Learners Day Care is a private setting; we are open 51 weeks of the year Monday to Friday 7.30am-6.00pm.

During the school holidays we run a fun club for school age children from four years to nine years.

During term time we run a fun club for the children of Pembridge Infants school we collect your children from Penbridge Infants school and bring them to the setting the operating times for this is Monday to Friday 3.00pm-6.00pm.

Reserving a Childcare Place

We can reserve a childcare place and booking pattern no more than 6 months in advance of your child's start date.

Should you wish to extend this 6-month period then you will have to pay your childcare fees in full of the 7th month onwards to keep your childcare place open.

Confirmation of Your Childcare Place

We will confirm your childcare place within seven working days as this is subject to childcare place availability.

Settling your child into Little Learners Day Care

It is our aim to allow all children time for settling in, so that the child can form relationships with their careers and become familiar within the nursery surroundings, we offer 4 hours settling in sessions, should your child need more hours to settle into Little Learners Day Care this can be arranged with our management team.

All-inclusive setting

Little Learners Day Care is an all-inclusive setting included in your fee's are:

- Nappies
- Meals
- Snacks
- Suncream

Changes

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice.

Change of Details

You must at once inform us of any changes to your registration details.

Court order

You must inform us if your child is the subject of a court order and provide us with a copy of such order on request. We will need a court order if a parent/carer is not allowed to collect your child.

Off Premises Visits

Staff will occasionally take the children for walks or visits off premises during their sessions following statutory staffing requirements.

Mobile Phone

To ensure the safety and wellbeing of all children who attend our nurseries we enforce a no personal mobile phone usage within our settings. Should you be on your personal mobile phone as you arrive at the nursery can we please ask that you conclude your phone call before entering the premises.

Equal Opportunities

We are equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

Complaints or Concerns

If you have a concern or complaint, please speak to the settings management team or you can email the management team on manager@littlelearnersdaycare.co.uk or the managing director on elaine@littlelearnersdaycare.co.uk

If you have any concerns about the services we provide, please arrange a meeting with our management team. If these concerns have not been resolved to your satisfaction, please contact the managing director.

If you feel that your complaint or concern is not dealt with appropriately you can contact Ofsted by going onto their website <https://contact.ofsted.gov.uk/contact-us>

Employment or Solicitation of Staff

If, during your childcare contract and for a period of 6 months after the termination of this contract, you (directly or indirectly) employ or otherwise engage the services of any member of our staff who has had contact with your child under this contract then you will be liable to pay and you will be invoiced a fee of £2,000.00 as payment to us recruiting and training a suitable replacement member of staff

2. Fees

Little Learners Day Care invoice you monthly, you will receive your invoice via Parent Admin on Nursery in a Box. Fees are paid all year round except for the settings closure days.

Deposit:

We charge a two-week deposit to secure your child's booking pattern. Once we have received your deposit we will add your requirements to our booking system.

How we use the deposit:

- The deposit is refundable when your child leaves the setting if there is no outstanding fee's.
- The deposit is held till your child leaves the setting this is to safeguard the setting from any unpaid fee's.
- The deposit will be used to pay any unpaid fees.
- Your child must be in our care for minimum of four weeks before your deposit becomes refundable.
- You can use your deposit when your child leaves as payment for any outstanding balances.

How to pay your fees

- All fee's must be paid by the 6th of each month.
- We accept payments via Bac's.
- We do not accept cash for payment.
- Payment of fees are applicable all year round with the exemption of bank holidays and Christmas holiday.
- Late fee's will have a surcharge of 15% of the total amount.
- Childcare voucher payments are paid directly to the setting; these payments must reach our account by the 6th of each month.

Closure Days:

- **Bank Holidays:** Christmas day, Boxing Day, New Years Day, Good Friday, Easter Monday, May Day, Spring bank holiday, summer bank holiday we do not charge for bank holidays within this list.
- **Christmas Break:** We close from 4.00pm Christmas eve and reopen 2nd January. We do not charge for this period.
- **Christmas Break:** during the Christmas break we do not charge.
- **In an event of a forced closure:** In case of closure due to the weather, forced closure due to public health England or our government forces closure full fees will apply.
- If the nursery must close or we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you.

Non-Payment of fee's

What happens when fees are not paid:

- If the payment of childcare fees is outstanding for 1 week you will receive a written letter from the management team, if payment is still not made by the end of the 2nd week, your child's contract will be terminated, your deposit will be taken as payment for your childcare and you will be invoiced late payment charges.

- Upon termination of your child's contract, your child shall not be permitted into Little Learners Day Care, we will issue a final invoice as a formal demand of any outstanding fee's, should this not be paid we will pass this onto our debt collection agency for full recovery, In addition you will be liable for all associated debt collection fees and court costs.

Absences:

If your child is absent such a holiday or sickness fees are still payable for all periods of absence.

Termination of Contract

- If you no longer wish to keep your child's place at Little Learners Day Care you must give four week's notice in writing, email or by writing to us via Nursery in a box.
- We reserve the right to exclude a child from Nursery for any breach of the childcare contract. We may end your childcare contract if your child's behaviour at the nursery is considered by us to be unacceptable or endanger the safety and well-being of other children or staff at Little Learners Day Care.
- To end your funded place, we need a terms notice, as once your child is funded, we are paid termly via Portsmouth City Council.

3. Booking Patterns.

Little Learners Day Care offers full day care and sessional care. The childcare we provide must be a regular pattern the same each week. We do not offer a creche service. If you wanted to book ad hoc sessions other than your normal booking pattern, we need 24 hour's notice. Once these are booked, they can be cancelled but you will still be charged for the ad hoc session.

Sessions we offer:

- Full days 7.30am to 6.00pm, 7.30am-5.30pm, 8.00am to 6.00pm
- School Day: 8.30am to 4.00pm
- Half day: 9.00am-1.00pm or 1.00pm-5.00pm
- Full Week Monday to Friday: 8.00am to 6.00pm, 7.30am-5.30pm or 8.30am-4.00pm
- Minimum of two sessions per week or two full days per week

Changes to your Booking Pattern

- To increase your child's booking pattern, we need 24 hours' notice subject to availability.
- To end your child's contract of childcare we require four weeks' notice. This must be done in writing, email or via Nursery in a Box.
- To decrease your child's booking pattern, we need four weeks' notice, this must be done in writing, email or via Nursery in a Box
- We do not swap days that are on your child's booking pattern these have to be booked as ad hoc days (Extra days or sessions)
- All added sessions must be booked in advance and are subject to availability.

4. Funding (Early Education Funding EEF)

You can visit this website to see what benefits you are entitled to: <https://beststartinlife.gov.uk/childcare-early-years-education/15-and-30-hours-support/>

Working Parents/carers 30 hours funding from 9 months to school age.

From the term after your child is nine months old until they start school you may be entitled to 30 hours funded childcare, this is for 38 weeks (term time), at little learners day care to enable you use your funding all year round we stretch the funding, you will receive 22 hours per week depending on our availability. You can check if your eligible for funding by visiting <https://beststartinlife.gov.uk/eligibility-checker/>

How we apply the funding:

- At Little Learners Day Care we apply the 22 hours over three days
- 2 days at 8.30am-4.00pm and 1 day at 9.00am-4.00pm this gives you 22 funded hours per week.
- The funding does not cover food, as we are an all-inclusive setting we charge a consumables fee for food, this includes breakfast, lunch, tea and snacks depending on what times and sessions your child attends.

- If you wanted to opt out of the consumables charges, please tell our management team and they will provide you with our policy on pack lunches.
- Any added days, sessions, and hours the settings fees apply. You can view our fee information on our website: <https://littlelearnersdaycare.co.uk/> <https://littlelearnersdaycare.co.uk/parents/our-fees>

Two-Year-old funding 15 hours per week.

For non-working parents and carers, you may be entitled to the two-year-old funding the term after your child is 2 years old, the funded hours are 15 hours per week, this is 38 weeks per year (term time), at little learner's day care to enable you to use your funding all year round we stretch the funding, you we receive 9 or 12 hours per week depending on our availability.

You may be entitled to the 2-year funding if you are on any of these benefits:

- Income Support
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Universal Credit, and your household income is £15,400 a year or less after tax, not including benefit payments.
- the guaranteed element of Pension Credit

Two-year old are also entitled to the funding if they are:

- Looked after by a local authority
- Have an education, health, and care (EHC) plan.
- Get Disability Living Allowance
- Have left care under an adoption order, special guardianship order, or a child arrangement order.

How we apply the two-year-old funding:

- At little learners day care we apply the 9 hours over 3 days 9.00am to 12.00pm or 1.00pm-4.00pm
- At little learners day care we apply the 12 hours over 4 days 9.00am-1.00pm or 1.00pm-5.00pm with this choice you will need to pay for an added hour as the funding only covers for 11 hours per week.
- The funding does not cover food, as we are an all-inclusive setting we charge for consumables for your child's food this includes on a 9.00am-1.00pm session lunch and snacks and on a 1.00pm-5.00pm session snacks.
- If you wanted to opt out of the consumables charges, please tell our management team and they will provide you with our policy on pack lunches.
- Any added days, sessions, and hours the settings fees apply. You can view our fee information on our website: <https://littlelearnersdaycare.co.uk/> <https://littlelearnersdaycare.co.uk/parents/our-fees>

Three- and Four-year-old funding 15 hours per week.

Once your child is three years old, they are entitled to the three and four funding all parents and carers are entitled to this element of the funding. Your child will be entitled to the 15 hours funding the term after they are three years old. The funding is for 38 weeks (term time.) At little learners day care we stretch the funding this enables you to use the funding all year round, you will receive 9 or 12 hours per week depending on availability.

How we apply the three- and four-year-old funding:

- At little learners day care we apply the 9 hours over 3 days 9.00am to 12.00pm or 1.00pm-4.00pm
- At little learners day care we apply the 12 hours over 4 days 9.00am-1.00pm or 1.00pm-5.00pm with this option you will need to pay for an additional hour as the funding only covers for 11 hours per week.
- The funding does not cover food, as we are an all-inclusive setting we charge for consumables for your child's food this includes on a 9.00am-1.00pm session lunch and snacks and on a 1.00pm-5.00pm session snacks.
- If you wanted to opt out of the consumables charges, please tell our management team and they will provide you with our policy on pack lunches.
- Any additional days, sessions, and hours the settings fees apply. You can view our fee information on our website: <https://littlelearnersdaycare.co.uk/> <https://littlelearnersdaycare.co.uk/parents/our-fees>

What is meant the term after.

The term after means the term after your child is 9 months, 2 years, 3 or 4 years.

- If your child turns 9 months, 2 years, 3 or 4 years between 1st January to 31st March you can access the funding from 1st April.
- If your child turns 9 months, 2 years, 3 or 4 years between 1st April to 31st August you can access the funding from 1st September.
- If your child turns 9 months, 2 years, 3 or 4 years between 1st September to 31st December you can access the funding from 1st January.

Consumables and additional hours.

The government funding pays for high quality childcare it does not cover meals or any additional hours, if you need additional hours, you will be charged at the settings fee rates. For meals we charge a consumable fee, this covers all meals and snacks depending on what hours, sessions, and days your child attends, if you wanted to opt out of the consumables charge, please tell a member of the management team. We will provide you with our pack lunch policy.

5. Funclub@littlelearners

At Little Learners Day Care we have a fun club for school aged children from four years to nine years. Please read all the terms and conditions as they also apply to the fun club.

Funclub@littlelearners school holidays

During the school holidays we have a fun club for children aged from four years to nine years, parents can book the fun club termly, the fun club is subject to availability.

Funclub@littlelearners term time

During term time funclub@littlelearners is for the children who attend Penbridge infant's school. During term time we offer an afterschool club, this runs from 3.00pm-6.00pm Monday to Friday. We collect your children from school and walk them back to Little Learners Day Care.

6. Medical, Accidents and sickness

During your child's time at Little Learners Day Care your child may have an accident, need medical attention or we may have to administer emergency treatment. All the team are first aid trained.

Emergency Treatment

Any child who attends Little Learners Day care and has an accident whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps, or bruises. If your child has a bumped head, we will telephone you and explain what the child has done as they may need to be seen by a doctor.

Any emergency treatment or medical advice will be allowed unless a parent puts in writing otherwise. Little Learners Day Care does not accept any responsibility for treatment given against parent's wishes if we have not been informed otherwise. Should your child need hospital or an ambulance we will contact the parent and meet you at the hospital.

On site we do have we have a defibrillator, which all the team have been trained to use.

Accidents

Accidents happen and can't always be prevented if your child has a minor accident within the setting or on a outing, you are required to sign the accident form, one of our team will explain what your child has done along with a written accident form which you will sign this all done on Nursery in a Box.

If your child has a bump to the head we will inform you by telephone, on some occasions you may need to seek medical advice from a doctor.

In the case of a more serious accident or incident a child will be taken at once to a doctor or the nearest hospital, and parents will be informed and met a team member at the hospital.

Sickness

Little Learners Day Care will make every effort to notify parents should their child become ill at Little Learners Day Care. Management team reserves the right to take the child to hospital in an emergency. Please note minimum exclusion periods

apply and must be adhered to. Our policy and guidelines are available from the management team. If your child has vomiting and diarrhoea they must not come to nursery for 48 hours after the last time they vomited or had diarrhoea.

Contagious Disease

For the benefit of the other children in the nursery, you must not allow your child to attend the nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of Little Learners Day Care.

Little Learners Day Care reserves the right to refuse to accept children until management is satisfied, they are not infectious. This is to protect other children from cross infection. The relevant local Authority guides the Nursery's exclusion policy.

If in doubt!

If your child is suffering from a doubtful rash, sore throat, discharge from the eyes, nose, diarrhoea, or any similar symptoms; please keep the child at home until the doctor has certified that the symptoms have disappeared.

You must inform us at once if your child is diagnosed with any allergy or intolerance.

Antibiotics

If your child is prescribed antibiotics, please keep them at home for 24 hours of the first dosage has been administered in case of adverse reaction to the medication. Antibiotics and medicines will only be administered by Nursery staff after the child has been taking them for more than 24 hours at home, and only then with written authorisation from their parent doctor must prescribe all antibiotics. The antibiotics must have the children name on them.

General Medication

It is our policy not to administer any general medication such as paracetamol, ibuprofen, or pain killers to your child. If your child requires general medication more than once they are too unwell to be in our care.

Sleeping Child

If your child is asleep when arriving to little learners day care, the staff member who greets them in will ask you to wake them up, we will not allow a sleeping child into the setting as they maybe unwell, or they had an accident at home. When arriving at the setting your child must be alert and awake.

7. Safeguarding/Child Protection

Safeguarding/Child Protection

Any child who attends the Little Learners Day Care, irrespective of their racial origin, gender, physical or mental impairment, class, religion, or cultural background has a right to protection from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care.

Little Learners Day care has a full written policy on Safeguarding/Child protection which is available within the setting.

Delivery of children

Children should be delivered by parents/carers into the care of a Little Learners Day Care staff member and entered into the attendance register. If your child is asleep when arriving to little learners day care, the staff member who greets them in will ask you to wake them up, we will not allow a sleeping child into the setting as they are maybe unwell, or they had an accident at home. When arriving at the setting your child must be alert and awake.

Collection of Children

Children will not be released into the care of anyone other than those named on the childcare registration form unless authorised by the parents personally, by telephone or in writing, we require photographic identification or a password given by the parent/carer. If we are not satisfied that an individual is allowed to collect your child, we will not release your child into their care.

In addition, a personal visit of introduction by the parents, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity.

You must inform us at once if you are unable to collect your child from nursery by the official collection time. All collections must be by a person over 16 years of age.

No person under the influence of alcohol or drugs will be allowed to collect your child (this includes the parents)

Social Services

It is our obligation to require or seek professional advice or actions from the local social services team if we suspect a child is suffering from harm. We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

Behaviour Management

Little Learners Day Care has a written policy on behaviour management which is available from the nursery management team. The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at the Little Learners Day Care.

8. Property and Premises

Personal Property

The Nursery does not accept responsibility for loss or damage of private property brought on to the premises by children or parents. This includes toys from home.

Clothing

During your child's time at Little Learners Day Care your child will have so much fun this includes messy play, we do encourage your child to wear an apron but sometimes they may not want to wear one due to this your child may get paint, pen etc on their clothes, It is not Little Learners Day responsibility to replace soiled clothing, Parents are requested to send children in clothing that is easy washable, clearly labelled clothing which is appropriate to the weather conditions. Please provide a spare set of clothing for your child in case of an accident or the need for change of clothing, we also recommend not sending your child in clothing that holds value.

9. Food and Drink

Water

Fresh drinking water is available to all children throughout the day. For the older children water is available for them to help themselves when thirsty, this promotes independence and self-help skills. For the younger children water will be available and offered throughout the day alongside designated snack and mealtimes in either beakers or cups depending upon the age and stage of development of the children

The staff will encourage all children to drink water throughout the day as part of our commitment to offering healthy food and drink options.

Meals & Snacks

We are an all-inclusive setting all meals and snacks are provided by little learner's day care, for lunch and tea we use a company called slice of pie which delivers fresh nutritious meals, the children are provided with a two-course meal, main meal, and dessert. Once your child becomes funded, we charge a consumables fee. (please see the early years funded section)

Milk Feeds

Formula is provided by the parents/carers, we will be happy to use expressed breast milk given following your written instructions, Little Learners Day Care provides cow's milk.

Allergy

As the number of children with nut allergies is increasing with parental support, we aim to endeavour to keep the nursery NUT FREE, if your child has any allergies parents/carers must inform Little Learners Day Care to prevent your child having contact with such food. If your child has any allergies, we inform slice of pie, and they cater for each individual child's needs.

**By signing the terms and conditions you are agreeing to the terms and conditions within Little Learners Day Care.
This includes agreeing to pay the consumables charges which is stated in section fees and early years funding (EFF)**