

Terms & Conditions

Registration

To register and reserve a place at Banana Moon Day Nursery, a non refundable registration fee of £50.00 is payable for each child registered. Fees are payable from the agreed starting date unless one calendar month's notice of cancellation or changes to start date is given.

Fees

All fees are charged in advance and must be paid by Standing Order and will be collected on or around the 1st of every month to which they relate. Please note all Childcare Vouchers must be redeemed by the 1st of each month. Fees will be the responsibility of the person named on the registration form. Fees are payable during any periods of absence from the nursery, including sickness, holidays and during public and bank holidays. Fees are reviewed annually.

The nursery is open for 51 weeks of the year, full time places are charged for 50 weeks, otherwise fees are calculated on the basis of the weekly charge for the number of sessions attended, multiplied by 51 (weeks) and then divided by 12 months to create a fixed monthly charge.

Prices quoted per child are for a full day (7.30am-6.30pm) or a session (7.30am-1.00pm or 1.00pm-6.30pm) and include lunch and tea if applicable. Extra sessions or Full days (if available) outside the contracted weekly sessions must be paid for on the day.

One full calendar month's written notice is required if you no longer require your nursery place, or wish to withdraw your child from the nursery, or reduce attendance. Fees are payable during this notice period.

Banana Moon Day Nursery reserve the right to charge interest on late payment of fees at the rate of 2% over the Lloyds TSB rate, for represented payments a charge of £20 per occasion will be automatically applied to your child's account. Children may be excluded from the nursery if the fees remain outstanding more than 14 days beyond their due date and registration may be terminated. No session can be swapped for another, extra sessions will be charged for.

Parents/guardians collecting children late from nursery will be subject to a surcharge of £10.00 per 15 minutes (or part thereof) or whichever rate is advertised at the nursery.

If your child falls ill during a nursery session, the manager will contact the parent/guardian. If your child is suffering from a contagious illness your child should not be brought to nursery until the illness has passed. Parents/guardians are required to inform the nursery if your child is to be absent due to illness.

You should be aware that your child will be taken on regular outings which may be outside the nursery premises. If you do not wish your child to partake in such outings please inform the nursery in writing

Termination

You may end this agreement at any time by giving us at least one full calendar month's written notice, we may immediately end this agreement if you fail to pay your fees. We may immediately end this agreement if you breach any of your obligations under this agreement and you have not or cannot put right that breach within a reasonable period of time. We may immediately end this agreement if you behave unacceptably towards any member of staff as we will not tolerate any abuse. You may immediately end this agreement if we suffer any event of insolvency.

Employment of staff

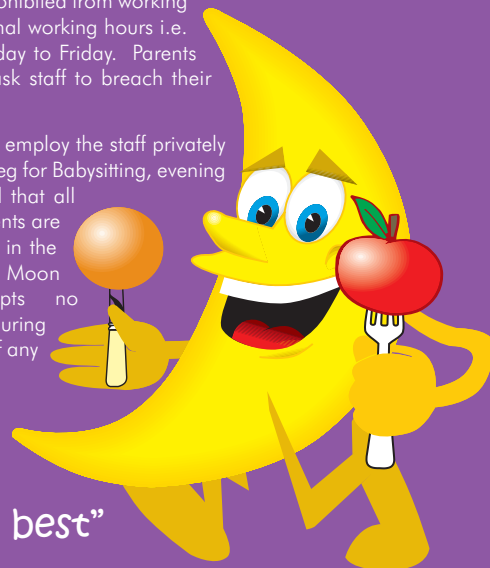
If during this agreement and for a period of six month after the termination of the agreement you employ (directly or indirectly) a member of staff who cared for your child at the nursery you will pay a fee of 50% of that members gross annual salary.

General

We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities with or without informing you. If you have any concerns regarding the services we provide then please discuss this with your child's key worker. If you feel these have not been resolved, please contact the Nursery Manager. Customer satisfaction is paramount and concerns/complaints will be reported to the Directors. We have a wide selection of toys and equipment at nursery, unless we specifically ask, your child should not bring any of their personal toys into nursery. If personal belongings are brought into nursery it is done so at your own risk. We may have photographs taken of children that attend nursery; these photographs may be used for promotional purposes, if you do not want your child's photo to be taken, please write to the Nursery Manager.

Members of staff are prohibited from working for parents during normal working hours i.e. 7.30am-6.30pm Monday to Friday. Parents are requested not to ask staff to breach their employments contracts.

Parents can if they wish employ the staff privately outside working hours (eg for Babysitting, evening or weekends) provided that all such private arrangements are not made or discussed in the nursery. The Banana Moon Day Nursery accepts no responsibility for staff during private hiring for care of any children.



“I like fruit the best”