



HOLISTIC
EARLY YEARS
DEVELOPMENT

Terms and Conditions
2025-26

1. Introduction

We are delighted that you have chosen to enroll your child at Pley Early Years. This document is meant to serve as a reference to the way the school operates. You acknowledge that the terms and conditions are an accompanying document to the registration process at the time of admissions and by enrolling your child in this Nursery, you accept the terms and conditions forthwith.

2. General

2.1 Age of Admittance

15 months to 5 years of age.

2.2 Hours of Opening

The Nursery is open Monday to Friday from 10.00am to 3.00pm, with an optional late stay (4.00pm closure) on request. These places are limited and subject to availability.

2.3 Settling In / Gradual Admissions

It is our aim to allow all children enough time for settling in, so that the child can form relationships with their carers and become familiar within the Nursery surroundings. Each child and their needs differ so the length of time for settling in varies from child to child. We find this normally consisting of 2-3 sessions.

We request that a parent attends the Nursery on the start date with the child for settling in until he or she is happy to be left and so that parents can read all policies and procedures and staff can obtain the relevant child related information and consent to ensure a smooth transition into Nursery.

2.4 Change of Details

You must immediately inform us of any changes to your contact details.

2.5 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.

2.6 Nappies

Parents are asked to provide supplies of their preferred nappies and additional nappy changing materials when required. These will be tagged with each child's name.

2.7 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 and do not use this again until you have left the Nursery.

2.8 Nursery Closure

The Nursery is closed on public holidays. Please refer to the academic calendar published online at www.pleyearlyyears.com

3. Child Security and Protection

3.1 Child Protection

Any child who attends the Nursery, 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.

3.2 Delivery of children

Children should be delivered by parents/carers into the care of a Nursery staff member and entered into the attendance register.

3.3 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. If we are not reasonably 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 are required to inform us immediately if you are unable to collect your child from Nursery by the official collection time. All collections must be by an adult over 18 years of age.

4. Partnership with Parents

We are committed to providing the best possible care and education opportunities to your child and in order to achieve this we work hard on building parents in partnership, involving you in the activities and care of your child.

The rich and personalised experiences that each child obtains within the home both with the parents and the family, assists us in enhancing each child's development and opportunities whilst at Nursery as this information enables us to offer tailored learning experiences to each child individually.

Parents and families are central to a child's wellbeing and by working alongside parents we can ensure that each child settles well, establishes a new routine and builds and forms positive and strong bonds and relationships with set staff and children within the setting.

Therefore we expect parents to:

- Meet with teaching staff by attending parent conferences and meetings arranged by the school, your child's main teacher and/or class parent representatives.
- Take the advice of the teaching staff regarding your child's progress at school, including any recommendations to test for learning difficulties, ascertain special educational needs or invite the involvement of external agencies.

5. Behavior

The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at the Nursery.

6. Complaints

While we aim to achieve the highest standards of care and education for children attending the Nursery and to foster a positive partnership with families, we

recognise that there could be situations that may lead a parent to make either an informal or formal complaint. All complaints will be dealt with professionally and promptly. It is always hoped that any concern can be discussed and resolved through discussion with relevant staff and management in the Nursery.

As the operations in a Nursery concerns a larger eco system of parents, children and carers, Parents are requested to follow the redressal process with the Nursery and not create potential disruption through either communication with parents on groups or on social media prematurely. The Nursery reserves the right to defend and appropriately respond to defamatory allegations including taking legal recourse if required.

7. Consent for photographs and videos

We seek a blanket consent for photographs and videos including children taken at school or on a school-supervised activity appearing on Pley Early Years and associated websites, social media, brochures, press releases and/or any other publicity or marketing supporting the school, including internet, print and broadcast media. Children will not be identified by their full names. Only appropriate pictures or footage will be used.

8. Property and Premises

8.1 Personal Property

The Nursery does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents.

8.2 Clothing

Parents are requested to send children in easily washable, clearly labelled clothing which is appropriate to the weather conditions. Please discourage your child from bringing items of value to the Nursery. Please provide a spare set of clothing for your child in case of a need for change of clothing

8.3 Car Park

Parents are encouraged to use the drop off zone provided. Drivers are asked to drive at a very slow speed and be cautious before setting off. Any vehicle parked in the Nursery car park is parked at your own risk.

9. Food and Drink

9.1 Water

Fresh drinking water is available to all children throughout the day.

All children will be encouraged by the staff to drink water throughout the day as part of our commitment to offering healthy food and drink options.

9.2 Packed Lunch

Parents will provide an appropriate packed lunch each day.

9.3 Healthy Snack

We encourage children to try fruits and vegetables, they will get more used to it and thereby likely to also try them at home. Being involved in the cooking and cutting process makes children keener to try new food or to try food that they have disliked previously. In the setting, we will restrict food that are high in fat, sugar and salt.

9.4 Milk Feeds

Formula bottle feeds should be supplied, prepared and labeled by parents and brought to the Nursery each day where they will be stored at the correct temperature until required. Bottles will be rinsed and sent home every evening for sterilization.

9.5 Nut Allergy

As the number of children with nut allergies is increasing with parental support we aim to keep the Nursery NUT FREE. Parents are requested not to send food containing nuts into the Nursery.

10. Medical

10.1 Emergency Treatment

Any child who attends Nursery 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.

Any emergency treatment or medical advice will be permitted unless a parent states in writing otherwise. The Nursery does not accept any responsibility for treatment given against parent's wishes if we have not been informed otherwise.

10.2 Accident form (Bump card)

All Parents will be informed and required to sign the accident form. In the case of a more serious accident or incident a child will be taken immediately to a doctor or the nearest hospital and parents will be informed.

10.3 Sickness

The Nursery will make every effort to notify parents should their child become ill at the Nursery. Senior staff reserves the right to remove the child to hospital in an emergency. Please note minimum exclusion periods apply and must be adhered to; our policy and guidelines are available with the admin manager.

10.4 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 the Nursery. The Nursery reserves the right to refuse to accept children until the Nursery is satisfied they are not infectious. This is to protect other children from cross infection. The Nursery's exclusion policy is guided by the relevant local Authority.

10.5 If in doubt

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

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

10.6 Antibiotics

If your child is prescribed antibiotics, please keep them at home until 48 hours 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 48 hours at home, and only then with written authorisation from their parents. All antibiotics must be prescribed by a doctor.

11. Payment Terms

11.1 Schedule of Fees

Upon acceptance of a place, we require the full deposit, admission fees and first term of the fees to be paid. Information regarding these fees is available with the

admin manager. Fees will be invoiced before the start of every term and is to be paid before the term commences.

11.2 Admission Fee

An initial admission fee is payable with your first invoice. The admission fee is non refundable.

11.3 Sibling Discount

Where parents have more than one child at the Nursery, a 5% reduction in term fees is allowed for the second and subsequent children. This is applicable only on the regular sessions and does not include extra sessions or additional hours. The sibling discount will be withdrawn if there is only one child in the nursery.

11.4 Absence

Fees remain payable for periods of absence (Holidays and Sickness) as the child's place is kept open and staff and associated costs continue to accumulate and be met by the Nursery.

11.5 Refunds and Deposit

There are no refunds on school fees if parents take their child out of school before the end of the school year. The deposit will be fully reimbursed two months from the child's leaving, minus any outstanding costs or damages to school property or equipment that have not been covered.

11.6 Pro-rata fees

We do not offer pro-rata fees of any kind.

12. Additional Services

12.1 Late Stays

Should you require additional childcare in the evening from 3:00pm to 4:00pm, then an additional charge will be applied to your termly invoice. Places are limited and subject to availability and should be booked a week in advance.

13. Cancellation of your childcare place

13.1 Withdrawal

If you no longer wish to maintain your child's place at the Nursery you will be required to give sixty (60) days notice in writing or by email to the Head of School.

13.2 Termination of contract

Pley Early Years reserve the right to exclude a child from Nursery for any breach of the childcare contract. We may terminate your childcare contract if your child's behaviour at the Nursery is deemed by us to be unacceptable or endanger the safety and well-being of other children at the Nursery.

13.3 Non Payment of Fees

If the payment of Nursery fees is outstanding for more than 14 days after the start of term this will result in the termination of your childcare contract and the loss of your childcare place. Upon termination of this contract the child shall not be permitted entry to the Nursery. This shall be regarded as a formal demand for all outstanding monies and we will issue a final invoice for full recovery.

14. Force Majeure

Pley Early Years may be prevented, hindered or delayed from performing any part of their obligations by reasons or any cause beyond their control. Such a happening or event shall include but not be limited to event of Force Majeure or acts of God such as fire, floods, epidemic, pandemic, strikes etc., or any restriction, regulation, order act or omission or operation by General, State, Local, Municipal or any other authority concerned such as the Department of Education.

In such an eventuality, Pley Early Years will be guided by the instructions given by the concerned authorities and shall endeavor to make alternate arrangements (such as online classes) to perform their obligations. The terms and conditions will continue to apply for such alternate arrangements including but not limited to payment of fees and notices for withdrawal.

15. Amendments

We reserve the right to make amendments to the terms and conditions of your childcare contract. Parents will be appropriately notified in such a case. The current terms and conditions are published online at www.pleyearlyyears.com

On Behalf of Pley Early Years

Accepted by

Aliya Arshad

Name and signature of Parent

Head of School

Date