



# Dawn to Dusk Day Nursery

## Registration Pack

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Thank you for choosing Dawn to Dusk Nursery for your child. All registrations are on guaranteed place basis following written confirmation from us. Therefore, no refund can be given if subsequently a place is not taken up from the agreed date of commencement. Wherever possible an alternative date may be agreed subject to availability.

If you wish to register your child for a place at then the registration form should be accompanied with a deposit and registration fee (see attached registration form). If we are unable to offer you the requested date then an alternative will be offered.

Please ensure you have read and understood the payment policy and terms and conditions, as these must be signed by the parent/guardian at the time of registration.

In the very exceptional circumstances that the company should need to exclude a child, one month's notice will be given.

# Registration Form

Child's full name

Address

Post code

Ethnicity

Date of birth

Religion

Who has parental responsibility?

Language spoken at home

Relationship to child:

**Parents/Guardian**

**Place of work:**

**Email Address:**

**Work Tel:**

**Mobile Tel:**

**Home Tel:**

**Emergency Name and Telephone number of a registered person who can collect your child in your absence**

## REQUIRED CARE

I/We wish to book the following place(s) (Please tick required)

am session  pm session  Fulltime  Flexi Hours

**Start Date**

**Cost per month will be**

I have read, understood and signed the Payment Policy Agreement and accept its terms and conditions. I also understand that I must give a month's written notice when increasing/decreasing my child's days and that my deposit will be adjusted accordingly. (Therefore superseding the original contract). Additional days maybe booked, dependent on availability, but set days cannot be swapped if your child is unable to attend.

I enclose the registration fee of £25.00  Cheque  Cash

(please tick payment method) I enclose the Deposit of £

(Non – refundable under any circumstances) Changes in deposit

Date

*At the end of your child's time at the nursery one month's written notice is required. In the absence of such notice one month's fees will be charged in lieu.*

Signed  Print

Date

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**For office use**

**Evidence of legal names and date of birth must be seen by a member of management.**

**Document seen**

**Date Seen**

**Signed**

## Payments Policy

### Payments

- 1 Payments need to be made by the 28<sup>th</sup> of each month. Payment methods are
  - Standing Order (S/O)
  - Online bank transfer
  - Faster payment
  - Cash
  - Debit Card
  - Credit card ( a charge of 3% will be made)
- 2 The contractual Agreement is between Dawn to Dusk Day nursery, (DDDN), and the Parents/Guardians, therefore, responsibly in ensuring payments reach DDDN Account by the due date are with Parents/Guardians. (DDDN cannot accept Bank or Voucher Error).
- 3 In addition to the payment methods above we may also accept payment from approved voucher companies providing the funds are cleared in our account by the due date. Parents should note that vouchers can take up to 4 days to reach our account. Consistent late payment will result in the parent no longer being able to pay by voucher.
- 4 No card payments will be accepted after the last day of the month.

### Default Payments

- 5 Payments are due on the 28<sup>th</sup> of the month, any payments not received and cleared into our account by the 2<sup>nd</sup> of the following month are considered as being in default and a £50 charge will be levied.
- 6 A further £50 will be charged for each week, or part week, a balance remains outstanding.
- 7 If by the 14<sup>th</sup> of the month a balance remains outstanding the contract may be terminated, without notice, utilising the deposit held with the company and an invoice will be issued for the outstanding balance of 2 weeks and any extras incurred.
- 8 Interest may also be added.

## Terms & Conditions

### Deposits

A deposit equivalent to one month's fees is required when submitting the registration form. This deposit is refundable when your child leaves the nursery or in part if your child changes sessions.

Deposits and registration fees are non-refundable if you decide not to take up your place.

### Notice to terminate

30 days written notice is required when you wish to remove your child from nursery, if this is not adhered to fees are still liable to be paid by the parents within this period. If a child does not attend nursery for more than 30 days and we have not received notice, fees are still liable and a place can no longer be reserved. In this instance parents will have to re-book where space is available. We also may inform HMRC of parents leaving and will take any necessary legal action to recoup any fees owed to us. This may impact on your credit status.

### Notice to when increasing/decreasing days

1 month's written notice needs to be given when increasing/decreasing days with the nursery and the deposit will be adjusted accordingly.

### Session times

The Nursery operating hours are between 7am and 7pm. We operate a strict time policy to ensure that we maintain our staff to child ratios at all times. Therefore please ensure that if you are unable to collect your child for any reason that you have made alternative arrangements.

A late or early drop off fee of £5.00 for the first 15 minutes and £10 for any part or full hour thereafter will be charged.

In the case of sessional children such as those that attend mornings only the same principal applies. Example If your start time is 10am and you drop your child off at 9.50am you will be charged the additional £5.00.

### Fees

The invoices are worked out at the daily rate and multiplied over 50 weeks of the year and then divided by the 12 months. The amount due will be the same every month. THERE IS NO DISCOUNT IF YOUR CHILD IS ON HOLIDAY OR SICK. E.g. £42.00 x 2 day per week x 50 weeks divided 12 months = £350.

If the nursery is closed due to inclement weather a full refund will be credited. If the nursery part opens for the day and then closes due to inclement weather no refund will be given as this will be for safety reasons.

We hope you can understand why we charge you if your child is sick or on holiday. As you can appreciate once your child joins the Nursery his/her place is totally secure, providing the fees are paid promptly, and the place will not be given to another child. Dawn to Dusk also staff the Nursery accordingly and maintains the ratio criteria laid down by OFSTED. Swapping days on an ad-hoc basis is not permissible and treated as an additional chargeable day.

Therefore, regrettably we are unable to offer your child a discount in fees if you take holiday or they are off sick. This is a standard procedure within nurseries.

Each year we will review our pricing structure and increase our prices in line with increases in staff costs, supplier costs, rent and rates etc.

### **Child Tax Credits**

We will advise the Child Tax Credit Agency (HMRC) of any child who leaves our nursery for which fees are left outstanding.

### **Sickness**

It is vital & the sole responsibility of the parent / guardian to inform dawn to dusk nursery of any changes to the information given within this pack. This is especially important with telephone numbers.

If your child is unwell whilst at Nursery, we will ring you immediately and a decision can be made between yourself and the Key Worker or Room Leader as to the best solution, that takes into account the health and safety of your child and the children and staff at the Nursery.

If your child becomes unwell and was due to attend Nursery, parents are asked to inform the Nursery Manager immediately. The Nursery Manager will then decide whether to inform other parents of a potential health issue that may arise

### **Free Early Education**

Where children are only using the Free Early Education entitlement (details in the prospectus) no deposit is required.



