

Terms and Conditions (April 2026)

Securing a Nursery place

A deposit of £250.00 is payable when booking your child into the Nursery. From this payment, £50.00 is a non-refundable registration fee (not applicable if applying for a funded only place), £100.00 will be deducted from your first invoice and £100.00 from your third invoice. The deposit is non-refundable if you then, for whatever reason, do not take up the Nursery place and fail to provide one month's notice.

Please note that places are offered on a first come first served basis and attending a visit does not guarantee a Nursery place.

Fees

Fees are based on a 51-week year (excluding the Christmas holiday period) and are **payable monthly in advance by Standing Order, and/or by using the HMRC Tax Free Childcare scheme, payable by the 3rd of each month, using your child's name as reference. All fees are non-negotiable. Please also note that The Wendy House does not accept payment by cheque or childcare vouchers and that all overpayments are non-refundable (these will be credited in the following month's invoice).** Public holidays, sickness and holiday periods are all payable.

Payments will commence from your child's start date. One month's notice is required if you wish to alter the start date. All places that are booked and then altered prior to starting will still be charged at the current rate for the first three months of attendance. We also reserve the right to charge three months fees for all places that are booked and then cancelled prior to starting. Deferred start dates will incur a 50% fee (to enable to hold the Nursery place) and places cannot be deferred for any longer than one month.

Fees will be reviewed and increased every April, however, The Wendy House Day Nursery Ltd reserve the right to adjust the fees should factors outside the Nursery's control impact the Nursery operating costs. As per our fees schedule, standard fees are charged at a reduced rate for children aged 3 years and above - this comes into effect the month **after** the child's birthday.

Additional fees

Extra sessions will be invoiced the following month and are still chargeable if cancelled.

Late payments will incur an automatic charge of £40.00 per child.

We reserve the right to cancel or suspend Nursery places if fees are not paid by the 3rd of the month - you will continue to be charged for the place during this time.

Opening Hours

The Nursery is open for 51 weeks of the year. It is closed for Bank Holidays and one week during Christmas and New Year (commencing from 6.00 pm on 23rd December and re-opening the first working day after New Year's Day). The Nursery opening hours are 7.30 am – 6.00 pm.

Due to the uniqueness of our settings and the role Forest Schooling and outdoor learning plays in our day-to-day activities, all children must arrive by 9 am and not be collected before 4 pm, unless absolutely necessary. This is to avoid disruption to the structure of the Nursery day, which could impact activities having to start late, be interrupted or having to be cut short.

In the event of loss of power or services, or in cases of extreme bad weather conditions, The Wendy House reserves the right to close the Nursery to ensure the safety and well-being of the children and staff. This also applies to any enforced closures imposed/recommended by Government and/or Public Health England (or similar agencies) to prevent the spread of illness and infection that may be more widespread and pose a significant risk to others. No refunds will be given for sessions that have been lost due to closure. Any reduction to Nursery fees will be discretionary and not guaranteed.

Sessions

We operate a minimum attendance requirement of three days per week - this does not apply when a child is accessing funded hours only. All places, whether funded, non-funded, or a combination of both, are offered subject to availability. Funded places are provided in line with statutory guidance and eligibility verification.

Our full day sessions run from 7.30 am to 6.00 pm. One month's written notice is required if you wish to alter your child's attendance permanently and changes will only take effect from the 1st of the month. For children receiving Early Years Funding, attendance can only be altered at the start of term (1st January, 1st April and 1st September) when completing the EYF forms. If you wish to book extra days these must be agreed with the Nursery Manager and are charged at the standard daily rate.

Notice Period

One month's written notice is required if you wish to terminate your Nursery place or one month's Nursery fees are payable in lieu, minimum attendance at The Wendy House is 3 months. Any credit on your account upon leaving the setting will be refunded on your leave date, less an admin charge of £25.00.

Absence

Full fees are payable during public holidays, sickness and any holidays. Please take time to read our Sickness Policy regarding children's absence due to sickness.

Late collection

Children must be collected no later than 6.00 pm. Collection times must be adhered to in order for us to follow our correct child/staff ratios. We do appreciate that there may be occasions due to traffic delay etc that parents are not able to make the specified collection time. In these

circumstances the Nursery must be informed immediately and we reserve the right to levy an additional fee of £40.00, and a further £20.00 for every 15 minutes thereafter.

Passwords and collection by others

In the event of someone other than a child's normal parents or carers coming to collect a child a password must be used. It is the responsibility of parents to ensure that passwords for entry are divulged only to The Wendy House staff. The Wendy House will not release children unless proper notification has been received and are satisfied that security arrangements have been adhered to.

Employing Nursery Staff

If a member of The Wendy House staff is approached by parents for a permanent or temporary nanny or child-minding position a 3-month notice period is required to terminate the Nursery place to enable the Nursery to advertise and recruit a new member of staff. Failure to do so will result in a fee equivalent to 15% of the staff member's annual salary. Staff contracts at The Wendy House Day Nursery Ltd prohibit staff from undertaking any baby-sitting duties for parents, carers or families.

Bottles and Food

All bottles sent home with the children at the end of the day are cleaned thoroughly but **not sterilised**.

Food items cooked and prepared away from the Nursery are not permitted due to strict allergy control procedures and legal allergens labelling requirements.

Allergies and Intolerances

To ensure the safety and well-being of all children, any diagnosed allergy, food intolerance or specific dietary requirement must be supported by a **doctor's note or other formal medical documentation**. This information is required so that our catering team and staff can implement appropriate food management procedures and minimise the risk of exposure to allergens. Without medical documentation, we are unable to provide bespoke meal adaptations beyond our standard menu. Parents are responsible for updating the Nursery immediately if a child's medical condition or dietary requirements change.

Early Years Funding

The Wendy House participates in the Early Education Funding Scheme, implemented by Cambridgeshire County Council. In line with the provider agreement, The Wendy House will set a number of funded places within the Nursery and the time at which they are available. Children become eligible the term after they turn 9 months, subject to eligibility criteria being met. For children who receive Early Years Funding, The Wendy House will describe the provision of care and learning it offers and any additional charges, which are pre-arranged prior to your start date. The Wendy House will provide information on any additional hours that may be charged for each month and full information on how the funding scheme is implemented.

Each month you will receive an invoice that will detail the number of hours funding claimed and the number of hours you are paying for outside of this funding entitlement.

Full details on Early Years Funding and any additional fees can be found on our website and fees schedule and will be explained in full prior to your Nursery visit and starting the Nursery.

Data Protection Act 2018 and The General Data Protection Regulation (GDPR)

We collect information in accordance with the Data Protection Act 2018 and The General Data Protection Regulation (GDPR). We hold information or may receive information from a previous setting. This personal data is used to **a)** support learning **b)** monitor & report on progress. This information includes name, DOB, ethnicity, address, EYFS assessment & any relevant medical info. We will not give any information about you to anyone outside the setting without your consent, unless required to by law. We are required by law to pass on information to the Local Authority and the Dept of Education, for example when applying for Early Years Funding. If you want to see a copy of the information we share please let a member of staff know. Please refer to our Privacy Statement for further information and guidance.

Policies and Procedures

In signing to confirm you have read and understood our Terms and Conditions you agree to adhere to our Policies and Procedures, copies of which are available on request and via our website www.thewendyhouse.org.uk, specifically regarding Safeguarding Children, Parental Conflict, Complaints, Injury, Sickness and Absence, Mobile Phones and Confidentiality.

Failure to comply with our Policies and Procedures and/or Terms and Conditions could result in your place being cancelled.

We also reserve the right to cancel your place should you not fully co-operate with us (or other external agencies), when coordinating your child's care and education, and if reasonable adjustments cannot be made (following a thorough analyses of our provision) to enable us to provide the best possible care for your child. In these circumstances one month's notice will be provided.

Terms and Conditions

The Wendy House Day Nursery Ltd reserves the sole right to amend its Terms and Conditions at any time. Parents will be notified in writing of any such changes and these will supersede all preceding Terms and Conditions issued by The Wendy House Day Nursery Ltd.

I confirm that I have read and accept the above Terms and conditions.

Full name Parent 1: _____ Signature: _____ Date: _____

Full name Parent 2: _____ Signature: _____ Date: _____

By signing you are confirming that you are entering into an agreement with The Wendy House Day Nursery Ltd and agree to adhere to the above Terms and Conditions, accept our current fees schedule/payment terms and our Policies and Procedures.