POLICIES, PROCEDURES AND PERMISSIONS

Please read carefully, sign and date as appropriate

ADMINISTRATION FEE

There is an administration fee of £50 which covers the cost of adding your child onto the booking system and our on-line learning and parent communication platform, FAMLY, as well as staffing for 'taster' sessions. We will need to see a copy of your child's birth certificate or passport for proof of date of birth.

PLEASE NOTE THIS ISN'T APPLICABLE FOR FAMILIES IN RECEIPT OF UNIVERSAL FUNDING (3-4 YEAR OLDS OR TARGETED FUNDING FOR 2 YEAR OLDS).

Places can only be secured when the administration fee, registration form and completed policies, procedures and permissions form have been completed in full and returned to the setting within two weeks of your initial visit to the setting.

SECURING A PLACE

Places can only be secured after a tour of the setting with a senior member of staff so that we are able to discuss your child's individual needs, any concerns you may have regarding their development and ensure that our setting is the right setting for you; every family has to do what is right for them and each child is unique.

PAYMENTS AND FEES

Our current fees are as follows:

6 months to 2 years - £8.40 an hour.
2 to 3 years - £8.15 an hour.
3 to 4 years - £7.65 an hour.
Holiday club* - £5.80 an hour.
Hot Lunches - £2.50

From January 2027 our fees will be as follows:

6 months to 2 years - £9.20 an hour.
2 to 3 years - £8.45 an hour.
3 to 4 years - £8.10 an hour.
Holiday club* - £5.80 an hour.
Hot Lunches - £2.75

***PLEASE NOTE ONLY SIBLINGS OF EXISTING FAMILIES OR CHILDREN WHO HAVE HISTORICALLY ATTENDED THE SETTING CAN ATTEND THE HOLIDAY CLUB.**

Parents are invoiced at the end of each calendar month, with payment required within 7 days. As invoices are sent out in arrears there is no tolerance for the late payment of fees; parents/carers will incur a 10% late payment fee. Preferred method of payment is by bank transfer, but we also accept employer's vouchers and tax-free childcare. Nursery fees are reviewed every six months.

BOOKING SESSIONS

We have three different models as follows:

- **A. PAYING PRIVATELY**

We require a minimum of 2 x 5.5-hour sessions as below. Parents are welcome to customize their hours around a short day but to ensure we maximize our quality time with the children our latest drop off in the morning is **9.30 AM** and our earliest pick up is **2.30 PM**.

AM session	PM session	Short day
7.30-1.00 **OR** 8.00-1.30	11.30-5.00 **OR** 12.00-5.30	9.00-2.30 **OR** 9.15-2.45 **OR** 9.30-3.00

- **B. 15 HOURS TARGETED TWO-YEAR-OLD FUNDING OR UNIVERSAL FUNDING FOR 3-4 YEAR OLDS**

Please note as we are open all year round, we only accept the stretched funding model of 11 hours per week and 5.5 hours a day.

Short days and morning sessions are very popular and subject to availability.

Parents are very welcome to access other hours outside of our 'short day' window - these will be charged at our private rate.

AM session	PM session	Short day
7.30-1.00 **OR** 8.00-1.30	11.30-5.00 **OR** 12.00-5.30	9.00-2.30 **OR** 9.15-2.45 **OR** 9.30-3.00

- **C. 30 HOURS WORKING ENTITLEMENT FUNDING FOR 9 MONTHS TO 4 YEARS.**
- Please note, as we are open all year round, we only accept the stretched funding model of 22.5 hours per week and 7.5 hours a day.

Parents are very welcome to access other hours outside of these hours to create a longer day subject to availability - these will be charged at our private rate.

Longer day
8.00-3.30 **OR** 8.30-4.00 **OR** 9.00-4.30 **OR** 9.30-5.00

PLEASE NOTE WE DO NOT OFFER TERM TIME ONLY PLACES.

OPTIONAL ADDITIONAL FEES POLICY FOR FAMILIES IN RECEIPT WORKING ENTITLEMENT ONLY

The government funding only covers the delivery of the basic EYFS which is the minimum provision for learning, development and care - aside from the obvious consumables such as snack and non-consumables such as nappies and wet wipes we also provide a wide range of additional services and enrichment activities over and above the delivery of the EYFS which significantly enhance the quality and care and education we give your children.
Please see the following detailed but by no means exhaustive list of these optional extras we provide - none of these are covered by the government funding.

Optional extras		
Outdoor mud kitchen & resources. FAMLY portal and iPads. ICO & registration fees. Specialist arts & crafts resources & equipment. Loose parts & open-ended wooden resources. Puddle suits, wellies & waterproofs. Hi-vis jackets for outings.	Enhanced staff ratios. Higher percentage of Level 3 (and above) qualified staff. Non-statutory & specialist training (enhancing quality beyond the EYFS minimum). SEND training. Speech & Language development courses.	Outdoor learning, nature play/experiences. Forest school. Sensory room. Jungle Gym. Cooking, baking activities & food play. Gardening activities & greenhouse growing.

Resources & specialist equipment for festivals & celebrations. Gifts from Santa, resources for Christmas party & celebrations. Graduation Ceremony gifts. Sleep mats, cots & beds. UV sun hats. Sun Cream.	PSED & positive behaviour training. Additional out-of-hour training. Medication administration. TWINKL subscription. NDNA membership. Open house sessions for parents. School transition teacher visits. Extra staffing ratios for trips out.	Woodwork shack. I-CAN activities. Small group work. Christmas Party/Visit from Santa. Graduation Party. Garden Party. Trips out to the local environment. Yoga/Gymnastics. Baby Bloom. Goal Getters. Gymnastics. 'Thrive' groups.

Consumables, non-consumables, and optional extra fees per 7.5-hour funded session; these will be itemised individually on your monthly invoice.

1.Consumables	2.Non-Consumables	3. Optional Extras
Snacks (AM & PM) £1.00/day*	Nappies, wipes, cream, gloves £1.50/day**	See list above £5.00/day

*Parents can choose to opt out and provide their own snack - this **must** fit in with our "Healthy Eating' policy.
**Parents are welcome to provide these for their child but do need to ensure there are adequate nappies, nappy sacks, wet wipes, cream and latex gloves for EACH change.

PLEASE DELETE AS APPROPRIATE

I wish to OPT IN/OPT OUT of paying the CONSUMABLE charge (1 - snack)

I wish to OPT IN/OPT OUT of paying the NON- CONSUMABLE charge (2 - nappies)

I wish to OPT IN/OPT OUT of paying the OPTIONAL EXTRAS charge (3)

Parents/carers name(s)……

Signed……

PLEASE NOTE IT IS THE PARENTS/CARERS RESPONSIBILITY TO RECHECK THEIR ELIGIBILITY CODE EVERY 3 MONTHS. FAILURE TO DO THIS WILL ENTITLE THE SETTING TO REQUEST FULL FEES FOR SERVICES RENDERED, IN A TIMELY MANNER.

IF PARENT/CARERS WOULD LIKE TO INCREASE OR DECREASE THE NUMBER OF FUNDED HOURS THEY WISH TO CLAIM; REQUESTS NEED TO BE PUT IN WRITING AND EMAILED TO CLARE.

DUE TO THE COMPLEXITIES OF THE FUNDING SYSTEM AND KEEPING THE GOVERNMENT PORTAL UP TO DATE; IDEALLY, WE PREFER ONE TERM'S NOTICE IN ORDER TO HAVE THE TIME TO PUT THESE CHANGES IN PLACE FOR THE BEGINNING OF THE NEXT FUNDED PERIOD FOR YOUR CHILD.
For example, if you child is currently attending in October (Autumn Term - September to December) and you request to decrease hours we would consequently put this in place for the following January.

Timescales as follows;

Requested Autumn Term (September to December) to start January 1st.
Requested Spring Term (January to March) to start April 1st.
Requested Summer Term (April to August) to start September 1st.

If putting requests in near the end of a funded period, ideally, we like a minimum of FOUR weeks' notice.

I/We agree to the above terms and conditions at Happy Hares Nursery and Pre-School.

Name(s)…….

Signed…….

HOT LUNCHES

These are an optional extra at £2.75 a meal. Please note that these are ordered a month in advance from our supplier 'Apetito' according to numbers booked. This does mean that meals still need to be paid for even when children aren't in attendance. Meals are nutritionally balanced and made with fresh ingredients; cooked on the Apetito premises and then freeze blasted on site. They are delivered to nursery frozen and go straight into the freezer on arrival ready to cook when needed. Please email louisehappyhares@gmail.com to check we have availability should you wish to book hot dinners for your child as we have a maximum number we can cater for each day. Please check our website for the latest menu.

HOLIDAYS/LATE CANCELLATIONS/CHANGES OF SESSION

As is common practice in most childcare settings, fees are chargeable at 100% 51 weeks of the year that we are open; this does mean that you will be charged if children are absent or on holiday.

If parents want extra sessions or wish to change sessions on an 'ad hoc' basis we will always be as flexible as we can according to availability.
We need requests for the above by email to louisehappyhares@gmail.com with a minimum of one week's notice.

If parents wish to change their regular sessions, we require a minimum of four weeks' notice; we will always endeavour to meet everyone's' needs however we must stress as the setting is very busy these changes cannot unfortunately be guaranteed.

Should children, for any reason be unable to attend their regular funded session, unfortunately we are unable to 'swap' or replace these for another day unless there are exceptional circumstances as other children will also be booked in and staffing already in place.

SICKNESS

We realise that sickness happens to us all; we would ask that you ring as early as possible on the day or send a message via the FAMLY App to inform us of your child's absence; the normal fee will still apply to cover staffing costs.

EARLY DROP OFF/LATE PICK UP

If parents are early for their booked sessions, or late picking up, there is a flat rate £5 charge for the first 5 minutes, regardless of whether this is 2 minutes or 5 minutes. After the 1st five minutes there will be a charge of £1 for every minute you are late. This is to ensure staffing costs are met. Early drop-offs will be charged at £1 per minute. You will be asked to sign our "early drop off/late pick-up" book so that we have a record of this. These additional fees will be added to your invoice at the end of the month.

If we notice a pattern of parents regularly picking up a few minutes beyond their actual booked session time; this will also be monitored, and should there be three incidents in a row; the 'late pick up' book will be signed as a record and additional fees also incurred on the invoice at the end of the month.

NOTICE PERIOD

We politely request that should you wish to terminate your child's place at Happy Hares, that you give us four weeks' notice in writing. We promise to give the same notice in the unlikely event of us ceasing to operate. We reserve the right to terminate parent/carer's contract in the case of frequent late or non-payment of invoices and incidents of inappropriate behaviour (such as being rude or verbally aggressive) towards members of staff.

I/We agree to the above terms and conditions at Happy Hares Nursery and Pre-School

Name(s)…….

Signed…….

FAMLY

At Happy Hares we use **FAMLY,** an online learning platform for all day care children in the setting. We create individual FAMLY accounts for all the children and record observations we have made; these are added directly onto the mobile app and then linked into your child's personal profile. Parents/carers can comment on new entries and even add their own. These records will also help us to make assessments of your child to ensure their learning and developmental needs are being met.

FAMLY is also used for recording meals, naps, nappy changes, incidents, accidents and to record medication for your child. It is also a very useful tool for you to use to communicate with the nursery. Please feel free to message us with any news or updates about your child and home life.

Whilst accessing and using FAMLY, our online Learning Journal as a parent/carer I/we will not publish any of my/our child's observations, photographs or videos on social media sites.

I/We understand that my/our child's image and name may be used in another child's profile if they are engaged in the same activity. This image will not be shared by the other parent.

I/We agree to the above terms and conditions at Happy Hares Nursery and Pre-School

Name(s)…….

Signed…….

SOCIAL MEDIA

We like to share some of the fabulous things we do on our website and sometimes through our social media platform Facebook. No names will ever be mentioned.

I/We DO/DO NOT give permission for my/our child to be used in this manner.

Name(s)…….

Signed…….

HEALTHY EATING

We aim for lunchtimes to be a happy, relaxed time where children socialise together with adults in small groups. We encourage children to be as independent as possible when eating their meals.

If your child brings in a packed lunch, please help us by providing the following items;

- A suitable lunch box clearly labelled with your child's name.
- An ice pack to keep food cool and safe.

NO PEANUTS, PEANUT BUTTER, NUTELLA, OTHER NUT-BASED FOODS, CHOCOLATES, SWEETS OR FIZZY DRINKS.

We will encourage your child to eat as much as he/she wants. Any uneaten food will be put back in the lunch box to help you estimate how much to send next time. Baby and Toddler lunches are monitored more closely by staff and logged on **FAMLY** for parents to see.

Crisps are very high in fat and so try to limit them by only providing them occasionally or by taking some out of the packet and putting them in a little pot.

PLEASE CAN WE POLITELY REQUEST THAT NO JUICE OR WATER BOTTLES BE BROUGHT INTO THE NURSERY AS WATER AND MILK ARE ALWAYS PROVIDED AT SNACK TIMES AND WATER AT LUNCH AND THROUGH OUT THE DAY.

CLOSURES

Happy Hares is open for 51 weeks of the year; we are shut for the bank holidays and in between Christmas and New Year.

Daily opening times;

- HAPPY HARES NURSERY AND PRE-SCHOOL 7.30 AM - 5.45 PM

CONTACTING NURSERY

At Happy Hares we are all passionate about childcare and spend most of our time engaged with the children; this means we have limited time for admin so please bear this in mind and be patient when sending emails to the setting. You can always use the **FAMLY APP** to send messages to the setting. Generally, these will be picked up more frequently.

PAYMENT OF FEES

Parents are sent invoices a month in arrears via our FAMLY App; parents have a 7-day window in which to pay. It is easy to keep track of payments by checking your account on FAMLY.

Please note that there is an In App payment option for any type of payment including Tax Free payments should you wish to set it up. If you require a receipt re; your payment this is the best option for you otherwise we have to check payments manually and it can take awhile to update them all on the system.

LATE PAYMENT

We aim to send a reminder regarding the non-payment of fees by day 8; if fees are then not paid within 24 hours there will be an automatic 10% of the outstanding fee added to your bill. If outstanding fees are not cleared by the time the next invoice is due (generally the fourth calendar week of the month) your child's place at the setting will be suspended until all fees are paid.

In the event this should happen again; unfortunately, your contract with us will be terminated and your child or children will no longer be able to attend the setting.

MEDICAL

There are qualified Paediatric First Aiders on site at all times who may need to administer basic First Aid to your child. This will include where necessary washing injuries with antiseptic wipes and applying plasters.
It is nursery procedure to always notify parents if their child has a head injury of any kind; this is done by telephone at the time of the incident.

Parents will automatically be notified of any accidents via the FAMLY APP.
Parents can also add prescribed medicine for their child on the app.

DELETE AS APPROPRIATE:
I/We DO/DO NOT agree that a qualified PAEDIATRIC FIRST AIDER can apply basic First Aid to my child if needed.

Name(s)……..

Signed……..

OUTDOOR PLAY/TRIPS

We like to take the children out and about within our local environment to further enhance their understanding of the world around them. The welfare of your child is paramount, so we always ensure that there is a detailed risk assessment in place and that there is a correct age-appropriate adult-child ratio in place at all times.

DELETE AS APPROPRIATE:
I/We DO/DO NOT agree that my/our child may be taken out for walks around the local environment by Happy Hares staff, where ratios will be followed and a detailed risk assessment undertaken prior to the trip.

Name(s)……..

Signed……..

DATA PROTECTION

I/We DO/DO NOT understand that contact details are kept safely in the office and are also securely stored digitally an only accessed by senior members of staff.

Name(s)…….

Signed…….

SUN PROTECTION

I/We DO/DO NOT agree that staff can apply FACTOR 50 sunscreen provided by the nursery.

Name(s)…….

Signed…….

POLICIES AND PROCEDURES

Our nurseries have a range of policies and procedures written in line with the statutory guidelines for a daycare provision. These are regularly updated and available to read on FAMLY; we advise all parents/carers to read these carefully.

DELETE AS APPROPRIATE:

I/We HAVE/HAVE NOT read and understood all the Happy Hares Nursery policies and procedures.

Name(s)…….

Signed…….

A COPY OF THIS FORM WILL BE RETURNED WHEN YOU COME IN FOR YOUR CHILD'S FIRST TASTER SESSION - THIS ENSURES YOU HAVE YOUR OWN COPY FOR FUTURE REFERENCE.

clare@happyhares.com
louisehappyhares@gmail.com
01271 377034