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## **About Us**

We are a privately-run nursery registered with OFSTED and based in a large house, we are ideally placed to the west of Reading for easy access to Reading Town Centre and surrounding areas. The Nursery is registered for 60 children.

### **OPENING TIMES**

We are open Monday to Friday from 7.30am to 6.00pm for 51 weeks (Closed the week between Christmas and the New Year) of the year except bank holidays.

### **OUR AIMS**

At Barn Owl our primary aim is to provide a happy, safe, stimulating environment where children are offered activities that cover all areas of the early years curriculum, we follow the Early Years Foundation Stage programme.

We strongly believe that all children are individuals who develop skills at different stages; activities are set to meet each child's development suited to the stage they are at.

### **KEY PERSON**

All members of the staff team will be involved in your child's well-being and development.

When a child starts at the Nursery they will be assigned to a member of staff within their base room who will be their 'Key person'. The Key person will be your first point of call in any discussion about your child. They will pass on any concerns to the room leader.

We are aware all children are individuals and settling into a Nursery is a completely different experience for each child. All parents are requested to be flexible with their time for the first week or two so if necessary we can contact you.

### **VISITS**

Visits to view the nursery are essential and are encouraged. This gives you the opportunity to see how we operate and we are able to answer any questions you may have. Please contact the management to make arrangements to view. We would encourage you to bring your child/children on this visit.

### **ILLNESS**

We will ask the parent/carer of any child arriving with conjunctivitis, stomach upsets and other infectious diseases to take the child home immediately. We will also ask parents/carers to collect children developing such conditions as soon as possible.

## **ITEMS REQUIRED**

We ask that these items are brought to the Nursery:

- ✓ Spare clothing, please name
- ✓ Slippers or indoor shoes, named
- ✓ Coat – suitable weather
- ✓ Sun hat
- ✓ Nappies
- ✓ Formula milk

To enable the children to enjoy all activities it is advisable your children wear clothes suitable for nursery. Please also label all your child's clothes.

## **HOW TO REGISTER**

To register with the Nursery a completed application form along with £100 deposit which is refunded on your first month's fees. A parent/carer can register their child at any age. A waiting list operates if the Nursery is at full capacity. On receipt of this and nearer the date you wish your child to start nursery, we will send you our full registration form to be completed.

## **FEES**

All fees are paid in advance and are then due on the 1<sup>st</sup> of every month.

If you wish to pay weekly, fees are collected on the first session your child attends in the week.

Fees are due for each session that your child is booked for. Fees are still payable for sessions if your child is sick, has an appointment or you take them on holiday. Fees are payable for all bank holidays. One month's notice is required in writing on leaving the Nursery. The Nursery also has the right to give immediate notice in writing for monthly and weekly payers, due to fees in arrears of two weeks.

## **METHOD OF PAYMENT**

Fees paid by standing order are preferable.

On return of completed admission form, bank details will be sent.

If this is not possible, cheque or cash can be considered in consultation with the Manager/Deputy Manager. This should be arranged on joining the Nursery.

## FEES

April 2020 for all registered children

Babies (0-2-year old's)	
Full Time (Mon - Fri)	£250.00
Full Day	£55.00
Morning	£33.00
Afternoon	£31.00
Hourly Rate	£8.00

Toddlers (2 - 3-year old's)	
Full Time (Mon - Fri)	£250.00
Full Day	£55.00
Morning	£33.00
Afternoon	£31.00
Hourly Rate	£8.00

Pre-school (3 - 5-year old's)	
Full Time (Mon - Fri)	£250.00
Full Day	£55.00
Morning	£33.00
Afternoon	£31.00
Hourly Rate	£8.00

Hourly rate must be used with either a morning or afternoon session.

Late collections will be charged at £15.00 for every 15 minutes or part of.

**FEES ARE DUE IN ADVANCE ON THE FIRST OF EACH MONTH**

## Meals

All meals at Barn Owl day Nursery will be supplied by crumbs Food Company.

Crumbs comply fully with Berkshire Nursery Health Policy Guidelines. These guidelines set out to encourage healthier eating habits, particularly the increased consumption of fruit and vegetables.

All materials are from traceable sources. Meat comes from animals that have been reared with the minimum of intervention. All fruit and vegetables are bought daily from London markets and local producers.

Lunches will be based on good quality, simple recipes. There will be 1 portion of fruit and/or vegetables every mealtime, with fresh meat, herbs and dairy produce. The use of sugar and salt are kept to a minimum. Eggs are free range and chicken breast is 'chicken'. Absolutely no processed foods are used.

Fruit, sugar free and low salt snacks are available as break time snacks. Water, milk and fruit juice are also available throughout the day.

A sample menu is supplied for your perusal:

	Monday	Tuesday	Wednesday	Thursday	Friday
Protein	Roast beef	Pizza with mixed meats, cheese and tomatoes	Chicken breast curry	Lasagne	Real chicken breast
Carb	Roast potatoes, Yorkshire pudding	Garlic bread	Wholemeal rice	Lasagne	Jacket wedges
Veg	Peas	Green salad	Roasted carrots	Broccoli	Sweetcorn
Veggie Protein	Spinach pasta bake	Cheese	Lentil curry	Quorn lasagne	Vegetable goujons
Pudding	Apple and banana crisp	Fresh fruit smoothie	Fruit salad	Raisin cookie	Chocolate sponge and custard

## APPLICATION FORM

### YOUR DETAILS

Name:.....

Address:.....

.....

.....Postcode:.....

Telephone Number:.....

Child's Name:.....Date of Birth:.....

### SESSIONS/DAYS REQUIRED

Administration Fee (deposit) = £100.00 (refundable on first month's fees).

Our Nursery is closed on all Bank Holidays, including the week between Christmas and the New Year. Normal charges will apply for all of these days. We offer the following sessions to all parents: -

Session Type	AGE GROUP			DAYS REQUIRED (PLEASE TICK RELEVANT BOXES BELOW)				
	0-2	2-3	3-5	Day	Full Time	Full Day	AM Only	PM Only
Full Time				Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Full Day				Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Morning				Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon				Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Start date required:.....

If a place is unavailable, at the time of your requested start date, would you like to remain on our waiting list? Yes / No

### AGREEMENT

I have read and understood the Terms and Conditions as supplied in the Welcome Pack and agree to comply by them at all times.

Parent's signature:.....

Print Name:.....

Date:.....

## Terms and Conditions

To enable us to provide and maintain the highest standards of care we require all parents to be aware of, and abide by, the following conditions.

### **Admission**

Children will be considered for entry to the nursery when the application form has been completed and returned to us and a non-refundable administration fee paid. A minimum of one session must be booked to commence Nursery. All sessions booked must fit into the Nursery session times. Barn Owl Day Nursery is open Monday-Friday 7.30am-6.00pm. The Nursery is open for 51 weeks of the year and will be closed on Bank Holidays.

### **Welfare of the child**

We will do all that is reasonable to safeguard and promote your child's welfare and to provide pastoral care to at least the standard required by law and often to a much higher standard. We will respect your child's human rights and freedoms which must however, be balanced with the lawful needs and rules of our nursery and rights and freedoms of others.

Parents give their consent to such physical contact as may accord with good practice and be appropriate and proper for teaching and instruction and for providing comfort to a child in distress, or to maintain safety and good order, or in connection with the child's health and welfare.

Parents of children who are not potty trained must provide disposable nappies.

The nursery will not provide formula milk for bottle feeding babies. All bottles must be made up at home and clearly marked with the child's name using indelible pen.

### **Health and Medical matters**

If your child becomes ill during a nursery session the nursery manager will contact the parent/carer or the emergency contact indicated on the registration form. Parents must inform the nursery immediately of any changes to these contact details.

If your child is suffering from a communicable illness your child should not be brought to nursery until the infection has cleared. A full copy of the company's infection control policy is available from the nursery manager. Parents / carers are asked to refer to the illness / communicable disease list supplied for your information on minimum periods of exclusion from the nursery.

Parents/carers are required to notify the nursery manager if your child is absent from the nursery through sickness.

Any child who has been sent home from the nursery because of ill health will not be re-admitted for at least 24 hours. If a child is prescribed antibiotics they will not be allowed to return to the nursery for 48 hours.

The nursery cannot administer any medicine to a child unless prescribed by a doctor. Should the child be on prescribed medication, it is the responsibility of the parent or carer to notify the manager or key worker and to sign the necessary form of consent. Parents will be required to administer the first dose of medication at home and all medication must be taken home at night.

We reserve the right to call an ambulance in an emergency and escort your child to the emergency department of the nearest hospital. Any decisions regarding the child's welfare will then be made by the emergency department at the hospital.

It is your responsibility to inform the nursery if your child is not vaccinated in accordance with their age. If it is considered necessary, information regarding children vaccinated in nursery may be shared with other parents, however, individual names will not be given.

We reserve the right to administer basic first aid and treatment where necessary.

We accept no responsibility for children contracting contagious disease or infections.

### **Food and Dietary Requirements**

We will work with parents/carers to provide suitable food for children who have a special dietary requirement as diagnosed by a doctor or dietician. Although all reasonable care will be taken to ensure that a child does not come into contact with certain foods, unless a doctor's note is provided the nursery cannot guarantee this.

Menus will be displayed for inspection.

No packed lunches supplied will be heated up.

### **Concerns/Complaints**

Any question, concern or complaint about the care or safety of a child must be made in the first instance to the supervisor in charge. If the matter cannot be resolved at this level the matter should be referred to the nursery manager.

### **Disclosures**

Parents must, as soon as possible, disclose to the nursery any known medical condition, health problem or allergy affecting the child, or any family circumstances or court order which might affect the child's welfare or happiness, or any concerns about the child's safety.

### **Fees**

All fees are charged monthly in advance and must be paid on the 1<sup>st</sup> day of every month. Fees will be invoiced to the person(s) named on the registration form. Fees are payable during periods of absence from the nursery, including sickness, holidays and during public and bank holidays. The nursery will be closed on the annual bank holidays.

The first payment is payable by cheque in advance and subsequent payments are to be paid by standing order of the 1<sup>st</sup> day of every month. Payments not made by standing order are subject to a £5.00 administration fee. The Nursery cannot accept cash payments. We must receive standing order cancellations in writing by the 15<sup>th</sup> of the month.

Fees are calculated on the basis of the weekly charge for the sessions attended, multiplied by 52 (weeks) and then divided by 12 (months) to create a fixed monthly charge. Fees will be subject to annual increase on notice from the manager.

Prices quoted are per child for a core day and include lunch and tea. A core day is 10 hours or 5 hours per session.

The nursery, in line with other nurseries, operates a policy of "minimum sessions." this aids your child settling into the nursery initially and then optimises maximum development from their time in the nursery. This is particularly true for the under two age group. Please see the manager for further details on the minimum sessions required.

Once a place at the nursery is confirmed the first month's fees become payable to secure the place. One month's written notice is required if you no longer require the place or wish to withdraw your child from the nursery. Fees are payable during the whole of this time, fees are also payable if there is any delay in taking up the place once accepted.

If you register your child for a full-time place (i.e. 10 sessions per week) and such a place is confirmed by the nursery, you will not be permitted to reduce the number of sessions attended within four weeks, as four weeks written notice is required to reduce the sessions.

Fees will not be refunded or waived for absence through sickness or any other reason. This rule is necessary so that the nursery can properly budget for its own expenditure and to ensure that the cost of individual default does not fall on other parents. We reserve the right to charge a £100.00 fee for costs incurred by default of payments. No compensation will be paid, or refund given if the nursery has to be closed due to any reason beyond the control of the nursery, such as power failures or weather conditions.

Extra sessions and charges will be invoiced in arrears. We are not liable for collections from third parties. Parents are responsible for all fees.

#### **Unpaid Fees**

If payments are cancelled or returned by the bank there will be a £50.00 administration charge.

#### **Exclusion for non-payment**

Children may be excluded from the nursery if fees remain outstanding more than 10 working days beyond the due date and the registration terminated.

#### **Late Collection**

Parents/careers collecting children late from the nursery will be subject to a surcharge of £15.00 per 15 minutes at the discretion of the Nursery Manager.

#### **Termination/Cancellation/Changes**

We require one month's notice, in writing, if you wish to terminate your Nursery place. Parents are liable for fees during the notice period. If a child is withdrawn during the notice period, these fees are still applicable.

We reserve the right to immediately terminate the Nursery place if a parent, carer or child displays threatening, abusive or inappropriate behaviour. In all other circumstances we will supply two months' notice in writing of termination of a nursery place.

One months' notice must be given if a parent wishes to change the number of sessions taken at Nursery. A change of session form must also be completed.

#### **Belongings**

The nursery does not accept responsibility for accidental damage or loss of property. It is recommended that all clothing and belongings be labeled clearly with children's name. It is not recommended to bring toys, books and other equipment to the Nursery.

#### **Insurance**

The nursery undertakes to maintain those insurances required by law. Details of these are available from the nursery manager.

Copies of the current employer's liability and public liability insurance policies are displayed on the notice board at the nursery.

#### **Liability**

We accept no responsibility for any loss suffered by parents arising directly or indirectly, as a result of the Nursery being temporarily closed or the non-admittance of your child to the Nursery for any reason. We accept no responsibility for children while in their parents care on Nursery premises.

#### **General**

Where a member of staff, within six months of leaving the employment of the nursery, is employed by a parent/career to care for their child, who was previously registered at the nursery, then the parent/career will be liable to pay the nursery a sum equivalent to six months' salary for the employee at the time their employment with the Nursery terminated.

You should be aware that the nursery occasionally takes photographs within the nursery, which may be used, in training or promotional material.

#### **Child Protection**

It is understood that the nursery is under an obligation to report to the relevant authorities any incident where we consider a child may have been abused or neglected. This may be done without informing the parent/career.



Any information given by a parent regarding their child will be treated with the utmost confidentiality, except in cases where abuse towards a child is suspected. The divulging of confidential information relating to the nursery, its employees or customers to any third party is considered a breach of confidence and as such is regarded as constituting gross misconduct which could lead to summary dismissal from employment or cancellation of a nursery place.

#### **Behaviour**

Parents may be asked to withdraw their child from Nursery if the Nursery manager feels the child's behaviour to be disruptive or inappropriate.

We will not tolerate Nursery staff being spoken to in an abusive or threatening manner by parents, carers or children. This kind of behaviour will result in termination of the Nursery place.

#### **Security**

Parents/carers are welcome to visit the nursery; however we will not admit anyone without prior notification. It is the parent/carers responsibility to ensure that staff are aware of who will be collecting your child. No child will be allowed to leave the building with anyone, known or not, without prior notification. If a parent has made arrangements by telephone for the collection of a child, we will require the name, address and telephone number of the person permitted to collect the child. This person will be required to provide identification to the satisfaction of nursery staff. We would appreciate a list of responsible adults who are authorised to collect the child. We would also appreciate a photo of those on the list.

#### **Data Protection**

It is a legal requirement on the nursery to hold information about children using the nursery and its staff. Basic information is used for registers, invoices and for emergency contacts; however, all records will be stored in a locked cabinet.

#### **Legal Contract**

The offer of a place and its acceptance by the parents gives rise to a legally binding contract on the terms of these terms and conditions.

These terms and conditions represent the entire agreement between Parents and the Nursery. Any other understandings, agreements, warranties, conditions, terms or representations, whether verbal or written, expressed or implied are excluded to the fullest extent permitted by law.

We reserve the right to update or amend these term and conditions at any time.