

# Refunds

## Refunds are made :

- Where an administrative error has been made
- Any overpayments by childcare vouchers the refund must be returned to the childcare voucher company, not direct to the parent (PAYE implications)
- If the nursery decides, in conjunction with the parent/carer/ outside agency, that it is in the best interest of the child to end the placement, a refund will be made for the part term not used. A four week notice must be provided in writing if a child is withdrawing from the nursery.

## Refunds cannot be made for:

- Child's sickness
- Holidays
- Hospital appointments
- Child/parent choosing not to come in some days

# Altering sessions

On commencing the nursery, parents and nursery must agree on set session/s that the child will attend each week. The nursery tries to be as flexible as possible to accommodate parents' shift patterns or extra sessions. At least 2 weeks' notice for session is requested, if working flexible hours.

Any permanent changes of sessions must be discussed and agreed with a member of the senior team and as much notice as possible given.

Where sessions have changed during a calendar month, a new invoice will be prepared. Staff and parents should inform the accounts personnel of any changes to ensure the correct bookings for the child are being charged for.

If a child is leaving, four week's written notice is required, unless otherwise agreed with the Manager. When one month's notice is not given, one month's fees will be charged.



# Gooseberry Bush Day Nursery



# Attendance Parent's Guide

## Punctuality

Arriving at nursery on time gives your child a great start to the day, putting them in a positive frame of mind to make the most of the day's learning and activities. The nursery doors open at 8.00am and sessions run throughout the day until 6pm.

If you arrive and there is no one in reception, please pick up the phone on the wall and a practitioner will come to the door.

## Collecting your child from nursery

We all understand that sometimes parents can be unavoidably delayed when collecting their child from nursery and we appreciate the phone calls to the office telling us if this is the case so that we can let your child know and avoid any worries.

Children must be collected by a parent, carer or guardian who is known to staff. If for any reason someone else needs to collect your child arrangements must be made with the Manager or a member of the management team.

If your child has not been collected by the end of the nursery day (6pm) the Gooseberry Bush shall make every effort to contact you or the nominated emergency contact persons on your child's record. At least two staff members will wait until you or the emergency contact arrives to collect your child.

If by 7.00 pm the nursery has not heard from either yourself or any of the emergency contact persons on your form, the nursery has a duty of care to call Social Care (01208 251 300) and inform them of the situation.

## Absences

Parents/carers should contact the nursery before 10.30am on their day of the child's absence. When parents/carers notify us of their child's absence it is important that they provide us with details of the reason for their absence. Any children absent without cause will be telephoned to establish the reason as part of our safeguarding procedures.

## Illness

When children have an illness that means they will be away from nursery, please inform us as soon as possible.

Long periods of absence will be questioned and a reason sought in line with our safeguarding procedures. In order to keep your child's place you will still be charged whilst your child is absent.

## Absence from Nursery for Holiday

Holidays will still be charged to keep your child's place.

### **IF YOUR CHILD MISSES NURSERY ON A REGULAR BASIS IT MAY:**

- Seriously hinder your child's learning and their ability to do well and achieve their potential.
- Affect their confidence to attempt new learning
- Disrupt your child's routines and make them feel vulnerable on their return to nursery
- Affect their ability to make and sustain friendship groups