



## **Frequent Questions and Answers**

- **When does the nursery open?**

The nursery opens at 7.30 am and closes at 6.00pm, Monday to Friday and is closed on Saturdays and Sundays. It is also closed on Good Friday, Easter Monday, May Bank Holidays (x 2) and August Bank Holiday.

The Nursery Closes on the 24th December at 1pm and we re-open on the first working day after New Year (this is normally after 1 week, around the 2nd January, depending when New Years Day falls).

The nursery is open for the rest of the year.

Parents will not be charged for Bank Holidays and the week at Christmas.

- **If my child attends part time can I book additional sessions?**

The nursery operates on strict staff to child ratios and we are limited in the number of children who can be in attendance at any one time. The nursery will always try to meet your needs for extra time and you should speak the Nursery Manager to see if we have availability.

- **Term-Time Places**

We do offer a limited number of term- time places for children. Children normally attend the nursery during the Warwickshire County Council term time dates only. These dates are available on request. Please ask to speak to the Nursery Manager if these dates vary in your area or County.

- **Can I ask a staff member to baby-sit for me?**

Our staff are not permitted to baby sit for parents. We politely request that parents do not ask staff to baby sit for them.

- **What do I do if my child is sick?**

If your child is sick and has a communicable illness the nursery is not permitted by Social Services, our licensing authority, to admit your child into the Nursery while they are contagious. We do not have a sick room or any facility in which we can care for a sick child. For events like this, it is important that you have alternative arrangements for the care of your child, such as a grandparent or a friend.

- **If I am concerned about my child, can I ring the Nursery?**

Yes, we welcome telephone calls at anytime from parents.

- **Who can collect my child from Nursery?**

We will accept any nomination from you. However, unless you have notified us in advance of that person, we will not release the child into their care.



- **What happens if my child does not settle?**

It is unusual for a child not to settle. The excitement of new surroundings and playing with other children usually helps to settle a child quickly. If we have any concerns about your child settling we will always discuss them with you. Equally, if you have concerns please discuss them with us. Between us we can usually overcome any difficulties.

- **Do I pay fees for when my child is not at nursery?**

Yes fees are payable all year around as places have to be reserved and held for you. The nursery cannot refund fees or change days due to a child not attending through illness, appointments or holidays etc.

- **When and how are fees paid?**

Fees are payable in advance on the 1<sup>st</sup> of each month. Payment is generally by standing order and / or voucher payments. We cannot unfortunately accept cash payments on the premises. Payment by cheque is by exception only and it will be necessary to speak to the Nursery Manager in advance of paying by cheque. We are also unable to take payment by credit or debit cards.

All Parents will receive an invoice each month for their child's booked days for that month. Any additional sessions must be paid for at the time of booking and will show on the following months invoice.

- **Can I bring food or sweets into the nursery for the Children?**

Yes, if it is a special celebration such as your child's birthday. At other times we would ask that you consult a member of staff before doing so in order to ensure that no child is given access to any food or sweets that might do them harm.

- **Do I need to label my child's entire clothing?**

Yes. It is helpful if you can. Although staff will do their best to keep all of your child's clothing separate there are times when it can get mixed up with others. If it is labelled, it enables us to quickly identify it and return items to you.

- **What happens if I realise I will be late collecting my child?**

In an emergency staff will remain at the nursery to look after your child. It is vital that you alert us to your problem as soon as possible so that we can make timely arrangements. Late pick up charges will be added to your invoice to cover additional staffing costs.

- **What equipment do I need to provide for my child?**

The nursery will advise you as to what is needed. It is normally restricted to personal items, such as nappies, wipes, cream, change of clothing, hat, wellington boots and named sun protection cream etc.



- **If my child has an injury will I be told?**

Yes, if your child receives any injury, no matter how minor, you will always be told. All injuries are recorded in an accident book and will identify the accident, the injury, what treatment was carried out and the staff member dealing with it. You will be asked to sign that you have seen the entry and that you are content with how the matter was handled.

- **If I need to change my child's days at the nursery how do I do that?**

It is possible to change your child's attendance pattern provided we have a permanent vacancy on the days you require. To help us meet your need we ask that a minimum of 4 weeks notice is given of any requested change. If in the event that is not possible, please speak to us as soon as possible. It is important to note that we are not always able to immediately change days due to staff children ratios. The nursery will always try to help you as quickly as possible. Ad hoc changes can only be accommodated if ratios permit and are treated as an additional booking for that day. The nursery cannot refund fees or change days due to a child not attending through illness, appointments or holidays etc.

- **Do you have policies on Nursery procedures?**

Yes. Parents are most welcome to access them as all of our policies and procedures are available at all times.

- **What can I expect from the nursery?**

You can expect the nursery to carry out its duties in a highly professional manner and for your child to be cared for by a staff member who has a love of children and for the care to take place in an environment that is both stimulating and safe. You can also expect that your child's emotional, physical and development needs will be catered for in a sensitive and caring manner.

- **What does the nursery do with my personal information?**

The information is treated as highly confidential and will only be used to assist in the care of your child. It is vital for your child's wellbeing that your emergency contact details are accurate and are kept up to date.

Your records are not shared or shown to any other party and when you leave the nursery they will be destroyed after a period of time.