1. To secure a space at Baby Bears Day Care, we require a registration fee of £60 (non-refundable) to be paid to the nursery on submission of the completed registration forms. We also require 1 weeks’ deposit which will be refunded when the child leaves Baby Bears Day Care upon the correct notice period.

**Terms & Conditions**

1. Fees include meals, nappies, wipes, and drinks (including formula milk for up to 12 months old).
2. A 5% sibling discount is offered and will be deducted from the eldest child’s monthly fees.
3. Fees are payable for the duration of the following - Holiday, Sickness and child absences and closures.
4. All fees are payable on the first of every month by bank transfer, tax free childcare vouchers or cash.
5. Baby Bears Day Care is closed for all bank holidays and 3.5 days between Christmas and the New Year. If the nursery must close due to adverse weather, or on health and safety grounds, no refunds or swapped sessions will be given for these periods.
6. Fees are reviewed in April each year. We will provide you with one month’s written notice of the fee increases.
7. Any extra sessions are charged at the rates displayed on our fees leaflet. They must be booked in advance of their commencement by email. Once booked and confirmed you are liable for the additional fee, extra sessions cannot be cancelled and must be paid for.
8. Late payments will be liable for a late payment fine if not paid within 2 days, an additional charge of £30 a week will be added on to the amount outstanding, Children may be excluded and refused entry from the nursery if fees remain outstanding for more than 5 days. If fees remain outstanding beyond 4 weeks from the due date, the contract for that child will be terminated. Please note that all invoices not settled within our payment terms will be referred to the County Court and will be subject to our recovery charges. A £30 fine will also be added onto the account for each week the fee remains outstanding.
9. Parents/Carers who are late when picking up their children will be charged a late pick-up fee for each child (after 1pm for morning session or 6pm for afternoon session). This fee is £5 for every 5 minutes (or part of) that you are late, this also includes any school time sessions or fully funded sessions. This charge is payable when you next bring your child to Baby Bears Day Care. Please ensure that your child is collected by no later than 12.50pm for the AM session and 5:50pm for the PM session (or all day sessions) to allow children and staff to leave by closing time at 6pm. It is the parent’s responsibility to inform the nursery if they are unable to collect on time. If you are unable to collect your child yourself, we will require additional identification from the persons collecting your child.
10. There is a minimum requirement of 2 sessions per week for any children registering with Baby Bears Day Care. Eight weeks written notice or one full term for funded children is required by the Parent/Carer to end this agreement. If you immediately withdraw your child from the nursery, eight weeks fees will be payable in lieu of notice. There will also be additional charges made to your account of £30 for every week until the account is settled in full.
11. Eight weeks or one full term (for funded children) written notice is required if you wish to reduce the number of sessions or change sessions on your existing registration form, when you are given a confirmed space at Baby Bears Day Care your notice period will commence. If you wish to increase your sessions and there is availability, we will do our best to accommodate.
12. A senior member of staff, providing that a parent/carer has completed and signed the child’s medication form, indicating times and dosage of each course will administer prescribed medication in line with our policies. All medication must be kept within their original bottles and packaging with the child’s full name clearly marked on the label. No medication will be administered without prior authorisation from the parent/carer and a fully completed medication form. No un-prescribed medication will be administered at any time. Written consent must also be given for the application of creams and lotions. Baby Bears Day Care Ltd will not be held responsible for any adverse reactions to any medication given. Please refer to our Medication Administration Policy for full details.
13. Parents/Carers have a responsibility to inform Baby Bears Day Care of any dietary or medical requirements their children have. Any changes during their period at Baby Bears Day Care should be emailed or written and shared with the nursery so we can update their information when necessary.
14. Baby Bears Day Care Ltd policies and procedures are available on our website and hard copies are available upon request. By signing your child up to Baby Bears Day Care, you are agreeing to have read and understood our policies and procedures.
15. Baby Bears Day Care Ltd has the right to pass on any information regarding any child or parent/carer who is enrolled/attends Baby Bears Day Care onto the Multi Agency Safeguarding Hub (MASH) if we feel that there is a safeguarding concern regarding the child. The child protection policy explains in full detail the referral procedure. In most cases, parents/carers will be notified before the referral and permission will be asked to share information with MASH, however in the case that the concern raised is serious, information will be shared directly with MASH.
16. Baby Bears Day Care require 3 forms of identification at the time of registration. Acceptable forms of identification are as follows:-
17. **1 of the following:**
	1. Childs full birth certificate (showing mothers name on it)
	2. Child Benefit
	3. Child Tax Credit award notice from current year
	4. Valid Passport
	5. Photo driving license
18. **2 of the following:**
	1. Utility bill (excluding mobile phone)
	2. Council Tax bill
	3. Bank or credit card statement (no more than 3 months old)
	4. Mortgage statement
19. Baby Bears Day Care also require at least 3 emergency contacts for the child to be added onto their registration form, if a child becomes poorly and is not well enough to stay at nursery we shall contact the parents/carers first, then the emergency contacts if there is no answer from the parents/carers this is to arrange the immediate collection of the child. We ask you not to bring in your child if they are unwell or have any symptoms of a contagious disease, this ensures the safety of all our other children and staff members. Please inform us of any absences by phone or email. Baby Bears Day Care has a sickness policy including an exclusion chart for your guidance.
20. Baby Bears Day Care will not tolerate any threatening or abusive behaviour, verbally, physically, or online towards any staff member, this behaviour shall result in an immediate termination of your child’s space. Baby Bears Day Care also reserves the right to suspend your child’s space with immediate effect if the child’s behaviour causes any harm to another child’s safety and wellbeing. We shall endeavour to sort out any issues with Parents/Carers during the time of the termination.
21. Baby Bears Day Care also reserves the right to terminate your child’s space by providing the adequate 8 weeks written notice or with immediate effect if the terms and conditions have not been adhered too. Baby Bears Day Care LTD reserve the right to change these terms and conditions when appropriate.
22. The above terms and conditions are considered to be fair and reasonable. In the event of any term found by a court of law to be unreasonable then it shall be removed but the agreement will remain in full force and effect. Having read and understood these terms and conditions both parties undertake to be bound by them. By signing up to Baby Bears Day Care and completing your child’s registration, you are agreeing to these terms and conditions.
23. Parent/Carers Signature & Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
24. Baby Bears Day Care Signature & Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_