



LITTLE FRIENDS NURSERY

Parent Terms and Conditions

Effective Date: September 2026

1. Welcome

Welcome to Little Friends Nursery.

Our aim is to provide a safe, caring, inclusive and stimulating environment where every child is supported to learn, develop and thrive. These Terms and Conditions form the legal agreement between Little Friends Nursery (“the Nursery”) and the Parent(s) or Legal Guardian(s) (“the Parent”).

By accepting a nursery place, signing the Registration Form or allowing your child to attend, you agree to these Terms and Conditions.

2. About the Nursery

Little Friends Nursery provides childcare for children aged from 9 months until school age.

The nursery operates in accordance with:

- The Early Years Foundation Stage (EYFS)
- Ofsted requirements
- The Childcare Act 2006
- UK GDPR
- Relevant Local Authority funding agreements

3. Registration

Before a child starts, parents must provide:

- Completed Registration Form
- Emergency contacts
- Medical information
- Dietary requirements
- Collection permissions
- Funding information (if applicable)
- Copies of required identification where requested

Parents must immediately notify the nursery of any changes to contact details, medical conditions or emergency contacts.

4. Settling-In Sessions

Children may attend settling-in sessions before their official start date.

It is our usual practice to keep the number of settling-in sessions to a minimum of three; however, the number and duration of these sessions will be agreed with the Nursery Manager.

5. Opening Hours

The nursery operates for **48 weeks each year**; however, we do offer **term-time** places as well.

Opening hours are:

Monday to Friday 8:00 am – 6:00 pm

The nursery closes for:

- Bank Holidays
- Christmas
- Two weeks during the Summer
- Staff training days

- Emergency closures where necessary

Published closure dates are not refundable.

6. Contracted Sessions

Parents agree to book regular contracted sessions.

Changes to contracted sessions are subject to:

- availability
- staffing ratios
- management approval

The nursery cannot guarantee requested changes.

7. Ad-hoc Sessions

Additional sessions may be booked subject to availability.

Ad-hoc sessions are charged at the current published rate.

Payment must be made before attendance unless otherwise agreed.

8. Minimum Attendance

Children should attend at least 30 hours regularly to promote continuity of learning and development.

The nursery reserves the right to review a place where attendance becomes consistently irregular.

9. Government-Funded Childcare

Funded places are offered in accordance with Local Authority guidance.

Government funding covers childcare only.

Parents remain responsible for any charges relating to:

- meals
- snacks
- consumables
- trips
- additional hours
- enrichment activities
- optional services

Parents must provide valid eligibility codes before funding deadlines.

Failure to do so may result in private fees becoming payable.

10. Nursery Fees

Fees are reviewed annually.

Parents will receive at least one month's written notice of any increase.

Fees remain payable during:

- illness
 - family holidays
 - public holidays
 - authorised absences
 - temporary closures beyond the nursery's reasonable control where services resume as soon as practicable
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11. Payment of Fees

Invoices are issued monthly in advance.

Payment is due by the invoice due date.

Accepted payment methods include:

- Bank Transfer
- Tax-Free Childcare
- Childcare Grant
- Employer Childcare Schemes (where accepted)

12. Late Payments

Where fees remain unpaid, the nursery may:

- issue reminders
- charge reasonable administration costs where stated in the nursery's fee schedule
- suspend childcare
- refuse additional sessions
- terminate the childcare agreement after reasonable notice
- recover outstanding fees and reasonable recovery costs where permitted by law

Parents experiencing financial difficulties should contact the Nursery Manager immediately.

13. Returned Payments

Parents remain responsible for any bank charges incurred due to failed or returned payments.

14. Late Collection

Children must be collected promptly.

Late collection charges apply after the contracted collection time.

Persistent late collection may result in a review of the childcare agreement.

Where parents cannot be contacted, safeguarding procedures will be followed.

15. Arrival and Collection

Children will only be released to authorised adults.

Identification may be requested.

Parents must notify the nursery if another authorised adult is collecting.

16. Absence

Parents should notify the nursery as early as possible if their child will be absent.

Fees remain payable during absence.

17. Illness

Children must not attend if they have an infectious illness.

Parents must follow NHS exclusion guidance.

If a child becomes unwell during the day, parents must arrange collection promptly.

The nursery may refuse admission where attendance may place others at risk.

18. Medication

Medication will only be administered in accordance with the nursery Medication Policy.

Prescription medication must:

- be in its original container
- display the child's name
- include dosage instructions

Written parental consent is required.

19. Allergies and Medical Conditions

Parents must inform the nursery of:

- allergies
- medical conditions
- dietary requirements
- ongoing treatment

Failure to provide accurate information may place the child at risk.

20. Accidents and Emergencies

Minor accidents will be recorded and shared with parents.

Where emergency medical treatment is required, the nursery will:

- seek emergency medical assistance
 - contact parents immediately
 - act in the child's best interests until parents arrive
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21. Safeguarding

The welfare of every child is paramount.

The nursery has a legal duty to safeguard children.

Where necessary, referrals may be made to Children's Services or other statutory agencies without parental consent where permitted or required by law.

22. Behaviour Expectations

The nursery promotes kindness, respect and positive behaviour.

Aggressive, abusive, threatening or discriminatory behaviour towards staff, children or other families will not be tolerated.

The nursery reserves the right to terminate childcare where behaviour places others at risk.

23. Parent Conduct

Parents are expected to:

- treat staff respectfully
- communicate appropriately
- follow nursery procedures

- respect confidentiality regarding other families
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24. Personal Belongings

All belongings should be clearly labelled.

The nursery cannot accept responsibility for loss or damage unless caused by its negligence.

Children should not bring valuables unless requested.

25. Clothing

Children should attend wearing practical clothing suitable for indoor and outdoor learning.

Parents should provide:

- spare clothes
 - waterproof clothing
 - appropriate footwear
 - seasonal clothing
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26. Outdoor Play

Outdoor learning forms an important part of the curriculum.

Children are expected to participate unless medically unable to do so.

27. Photographs

Photographs may be taken for:

- observations
- learning journals
- assessment records

Separate consent will always be obtained before photographs are used for marketing or social media.

28. Data Protection

Personal information is processed in accordance with UK GDPR and the Data Protection Act 2018.

The nursery's Privacy Notice explains:

- what information is collected
 - why it is collected
 - how it is stored
 - parents' legal rights
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29. Complaints

Parents should first raise concerns with the Nursery Manager.

If concerns remain unresolved, the nursery Complaints Procedure should be followed.

30. Notice to Leave

Parents wishing to end their child's place must provide **one month's written notice**.

Fees remain payable throughout the notice period.

31. Nursery Termination

The nursery may terminate a place where:

- fees remain unpaid
 - these Terms are repeatedly breached
 - false information has been provided
 - behaviour places staff or children at risk
 - continued attendance is no longer in the best interests of the child or the nursery community
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32. Policies

These Terms should be read alongside all nursery policies, including:

- Safeguarding
- Behaviour Management
- Complaints
- Admissions
- Equal Opportunities
- SEND
- Health & Safety
- Medication
- Data Protection
- Emergency Evacuation

The latest versions are available through the Famly App and from the nursery office.

33. Force Majeure

The nursery shall not be liable for delays or interruptions caused by events beyond its reasonable control, including severe weather, utility failures, public health emergencies, government restrictions or other unforeseen events. Where possible, parents will be informed promptly.

34. Liability

The nursery maintains appropriate insurance.

Nothing in these Terms excludes or limits liability where such exclusion or limitation is prohibited by law.

35. Changes to These Terms

The nursery may update these Terms from time to time.

Parents will normally receive at least one month's notice of significant changes.

The latest version will always be available via the nursery website and the Famly App.

36. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

Any dispute shall be subject to the jurisdiction of the courts of England and Wales.

Parent Declaration

I confirm that I have:

- Read and understood these Parent Terms and Conditions.
- Read the Nursery Policies.
- Read the Privacy Notice.
- Read the Fees Schedule.
- Read the Government-Funded Childcare Information.
- Agree to comply with all nursery policies and procedures.
- Confirm that the information provided is accurate and complete.

Parent/Guardian Name: _____

Signature: _____

Date: _____

Child's Name: _____

Nursery Representative: _____

Signature: _____

Date: _____