



Terms and conditions

1. Opening hours

Standard hours are 8am to 6pm, Monday to Friday, 51 weeks per year. Teddies Nurseries close on bank holidays and for approximately one week over the Christmas period. Most of our nurseries are able to provide early arrival and late pick up, please ask the nursery manager for specific arrangements.

2. Meal times

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| Breakfast | 8.00am - 8.45am |
| Mid-morning refreshments | 10.30am - 10.45am |
| Lunch | 12.00 noon (Baby Care, Little Learners), 12.30pm (Learning Centre) |
| High tea | 4pm - 4.30pm |

These times may vary slightly, so please check with your nursery manager.

3. Dress

Normal day clothes should be worn and parents are asked to bring a change of clothing, especially for babies. In order to help us identify clothes, Teddies request that all garments are labelled, particularly outdoor garments, tabards, sun hats and wellies.

4. Other activities

Occasionally Teddies may organise optional activities such as ballet, nature park visits, or items for purchase such as t-shirts or hairdressing, for which you will need to pay extra. Teddies will let you know about these in advance.

Optional trips and activities will occasionally be arranged. This may incur a charge and parental permission is always required.



5. Sickness

Children should not attend nursery if they are suffering from sickness, diarrhoea, an infectious illness or have any unspecific rashes (until diagnosed by a doctor).

If a child becomes ill while at nursery, a parent will be telephoned to tell them of their child's illness and be asked to collect the child. If the parents are unavailable other authorised contacts will be called. If necessary, the child's GP will be called. In the event of an emergency, the child will be taken to the nearest hospital, accompanied by a senior member of staff, who will act 'in loco parentis' until a parent arrives.

Medication is only given when prescribed by a GP, dentist or homeopathic practitioner. Parents will be telephoned before Calpol is given. However, if a child's temperature becomes exceptionally high and a parent cannot be contacted, then Calpol will be administered. This will only be after all other methods of relieving the temperature have been attempted eg tepid sponging.

If a child has to receive regular, prescribed medication whilst at Teddies, full written details must be provided, and the medication clearly marked with the child's name and dosage instructions. Attending the nursery whilst on medication will be at the discretion of the Nursery Manager.

6. Health and safety

Registered under Part XA of the Children Act 1989, Teddies are regulated by OFSTED. Suspected instances of child abuse or neglect are dealt with by the area child protection team.

Teddies Nurseries are fully compliant with all the legal obligations requiring policies for safe guarding children, equal opportunities and health and safety. Each nursery has nominated personnel responsible for ensuring these requirements are met.

Teddies Nurseries operate high standards of hygiene, particularly in the nappy changing area, when administering first aid and when dealing with body fluids.

7. Special requirements

Where your child has a severe allergy or medical condition please call 020 8744 1531 and request a special requirements assessment pack before registering. You must ensure that you provide Teddies with all the relevant details and advise Teddies promptly of any changes in those details or any additional relevant details. This information should be posted to the Nursery Manager prior to your child starting at the nursery.

8. Employing Teddies staff

If parents decide to employ Teddies staff on a full or part-time basis between 8am and 6pm, Monday to Friday, a recruitment fee based on 20 percent of the staff member's Teddies salary is payable by the parent to Teddies. For three months after leaving Teddies, staff are not permitted to work for any parent, unless agreed with Teddies in which case a recruitment fee based on 20 per cent of the staff member's Teddies salary is payable by the parent to Teddies. These provisions only apply where the staff member works or worked at the nursery when it was attended by the relevant parent's child.

9. Lost property

Parents are encouraged to clearly label all their children's clothing to help avoid items going missing or being misplaced. Unless it has acted negligently, Teddies Nurseries does not accept any responsibility for the loss of property in the nursery.



10. Teddies Nurseries fees

10.1 Fee payments and securing your place

Parents can pay by direct debit, by using childcare vouchers or a combination of both. Fees are payable monthly in advance. If the direct debit is not set up in time for the first month's fees, parents are required to pay the fees by cheque, credit or debit card prior to starting at the nursery. Fees for the month paid by direct debit will currently be collected on or around the 14th of each month ie September fees will be collected on or around 14th September. This date may change in the future and will be subject to six weeks notice. Teddies calculate your monthly fee by taking your weekly charge, multiplying it by 50 (weeks) and dividing by 12 (months). The calculation allows you to pay a regular amount each month, whether there are four or five weeks in the month. The calculation of fees takes into account the fact that Teddies Nurseries are closed on some days during the year, such as bank holidays and during the Christmas period. For your child's first and last month's invoice you will be billed for the actual number of sessions booked to attend during that month. If the fee rate is due to change as your child is moving to the next age group, this will be applied from your child's birthday.

10.2 Fee rates

Nursery fee rates vary from nursery to nursery and depend on the age of your child. If the fee rate is due to change as your child is moving to the next age group, the new fee rate will apply from the first of the month following your child's birthday.

10.3 Collection of children

There is a charge for out of hours care on an hourly basis or pro-rata if it is a regular arrangement - this is payable at the end of each month. Out of hours care includes any hours before 8am or after 6pm, or after 1.30pm if a child is attending a morning session and needs an extra hour but not a whole afternoon session. If you need to pick up your child after 6pm, please let us know before 5.30pm at the latest.

If you arrange out of hours care at least 24 hours in advance, it costs £10 per extra hour. Otherwise it costs £20 per extra hour for unbooked out of hours care. Our insurance arrangements and registration provisions only allow us to look after your child until 7pm, in most of our nurseries. Children may not be left after 7pm as this contravenes registration and our insurance. In the event that it occurs, an additional flat fee of £50 will be incurred on top of the hourly rate. For security reasons children can only be collected by the authorised contact(s), for whom we have seen photo identification. Changes must be provided in writing and photo identification is required for any new contact(s). Children cannot leave the premises unaccompanied or with an unauthorised person and the person collecting must be over the age of 18 years.

10.4 Securing a place for my child.

To request a place, you need to complete a registration form and return it with a £50 non-refundable registration fee. Teddies will confirm your booking at your visit to the nursery. In the event that a place is not available Teddies will contact you as soon as Teddies can offer you a place.

Once we have confirmed your place in writing, you will need to pay your first month's fees by cheque, credit or debit card if your direct debit is not already set up prior to your child starting at the nursery. Teddies will ask you to pay for subsequent month's by direct debit in which case a deposit will not be required. If you are unable to pay by direct debit please contact our customer service team on 020 8744 1531 to enquire about other methods of payment. On agreement of an alternative payment method you will be required to pay the equivalent of one month's fees as a deposit, in addition to your first month's fees. Teddies reserves the right to undertake a credit check before a place is confirmed. Teddies will refund your deposit when all your fees are paid in full and any final charges have been notified by the nursery manager. This will usually be within six weeks of your child leaving the nursery.

After your place has been confirmed by Teddies, if you then decide not to send your child to Teddies' nursery or to delay your child's start date to after the scheduled start date, then if you give written notice of your decision at least one calendar month prior to your child's scheduled start date, no additional monies will be payable. However, if you give less than one calendar month's written notice, you must pay Teddies fees for the unnotified period. Any changes in your start date will be subject to availability. Teddies may deduct these fees from your deposit or credit card notified on the registration form.

10.5 Reduction of sessions

The number of sessions per week can be reduced, subject to one calendar month written notice and your new requested block of sessions being available and a minimum of two sessions per week being attended by your child. To reduce the number of sessions, you need to give at least one calendar month written notice and you will only pay for the reduced number of sessions. Any reduction in sessions will only commence from the 1st of the month. If you increase your sessions mid month, you will be billed for the actual number of sessions attended. However, if you give less than one calendar month written notice, you will pay for the original number of sessions booked. Core sessions booked are not permitted to be swapped to other days and any additional sessions required will be charged at the appropriate sessional rates.

10.6 Notice of termination

A minimum of one calendar month's written notice is required when you wish to terminate your child's place at Teddies. Teddies reserves the right to terminate a child's place with immediate effect if a serious breach of these terms and conditions occurs, or if termination of a place is considered by Teddies to be in the best interests of the nursery and/or the continuing welfare of the other children at the nursery. Examples of this are a parent using foul language or being abusive to staff and serious breaches of the agreement would include a parent frequently arriving late at the nursery without prior notification, or regularly failing to pay fees.

10.7 Late payment of accounts

Teddies also reserves the right to terminate your child's place with immediate effect, if accounts are outstanding by more than 30 days from date of invoice. Teddies reserves the right to refuse any bookings for additional sessions or services, or bookings for siblings, and/or suspend your child if any accounts are outstanding. In addition, Teddies reserves the right to apply a surcharge of 4% above the Bank of England base rate for late payment. After 30 days Teddies reserve the right to terminate your child's place with immediate effect and without further notice.

10.8 Notice of eligibility for discounts

The company discount scheme will only apply for accounts prepared after you have given written notice that a discount applies and Teddies have confirmed your entitlement to the discount. Teddies cannot backdate any discounts. You must give Teddies at least one month's written notice prior to any change in your eligibility for discount. If you fail or delay to give this notice, you must pay Teddies the amount of any discount received by you for the period that you were not entitled to the discount.

10.9 Refund for non attendance

If your child is absent due to illness, away on holiday or if the nursery closes due to 'acts of god' or environmental factors beyond our control, Teddies cannot offer you a refund.

10.10 Other

Our fees are reviewed annually. Parents will be given at least six (6) weeks' notice of any change in fees. Teddies may change the terms and conditions where such change arises from regulatory issues or changes in legislation affecting Teddies Nurseries, proposed changes in invoicing procedures or in the reasonable opinion of Teddies it is in the interests of children attending the nursery. Teddies will give you at least six (6) weeks' written notice of such change.

Teddies will not be in breach of these terms or otherwise liable to you by reason of any delay in performance or non-performance of its obligations due to any event outside its reasonable control including 'acts of god', fire, flood, lightning, war, act of terrorism, strikes or other industrial action.

Teddies may assign this agreement upon written notice to you. Teddies may terminate this Agreement on reasonable notice to you.

For more information call

020 8744 1531

