



The Little Firefly: Terms and Conditions

All of our childcare options and pricing can be found online at www.thelittlefireflyforestschool.co.uk

The Little Firefly operates on a termly basis. The terms are as follows:

Autumn term August (last week) - December

Spring term January - April

Summer term - May - August

Research suggests that in order for Forest School to benefit a child's development and wellbeing, children should participate over a long period of time. Due to this, children are required to attend the nursery for a minimum of **one term at a time**.

We will inform parents of their termly fee in advance to the term. Parents have the option to pay this fee in one amount or in monthly instalments.

Fees are reviewed annually. Annual increases to fees may be applied each year. Parents will be informed at least one term before any price increase becomes effective.

Fee Payment

Fees must be paid 7 days prior to the child's first day of that term or 7 days before the month begins. Any late payment of fees will incur a £5.00 late payment fee per 24 hours of non-payment. If the balance is not settled in full, including late payment fees within 14 days of invoice due date, the child will no longer be able to attend the nursery.

We are registered to accept payment from the childcare voucher providers as listed on our website. Please contact us if you would like us to add any other providers that are not listed.

Vouchers must be paid by the 1st of the month.

'Stand Alone' Offer - 15 hour Universal Funding



We operate for 46 weeks a year and offer the stretched model of 45 weeks a year plus one week additionally which is not part of offer for FEF (in Bucks):

15 hours a week Universal FEF (570 hours over 38 weeks of the year)

Monday to Wednesday 8:30am – 4:30 pm

Eligibility for Funded hours

We are registered to provide Government funding

We offer a limited number of funded places, please get in touch with us to discuss this.

Where possible we will offer additional sessions to make up any residual hours remaining.

We are also eligible to accept the 30 hour funding.

Notice

We ask that all parents give written notice when either reducing the number of days their child attends or when withdrawing from the nursery. The required notice period is detailed below, depending on term time or all year round attendance.

If you plan to leave The Little Firefly, reduce the number of days or change the days that your child attends, you will need to give one full terms notice.

If your child will be leaving the nursery at the end of term, the deadline to give notice will be one week into the term, please see the table below for more guidance.

When your child will be leaving the forest	Deadline to give notice
End of Spring term	First week of the Spring term
End of Summer term	First week of the Summer term
End of Autumn term	First week of the Autumn term

***** Please note, we will **not** be able to accept mid-term notice. You will need to give a minimum of one full terms notice when leaving The Little Firefly. *****



After acceptance of the offer by the parent either party may terminate this agreement by the service of one full terms' notice in writing. During that period the nursery undertakes to continue to admit the child and the parent undertakes to pay all fees due. In the event of the parent failing to pay the term fees the child's place shall be immediately withdrawn and the nursery shall be entitled to serve a formal demand for payment of such monies which may incur additional charges.

In the event of the parent giving notice of withdrawal of the child and immediately withdrawing the said child there shall be due to the nursery one terms' fees in lieu of notice. Failure by the parent to provide one terms' notice or any notice at all shall render the parent liable to the nursery for one terms' fees.

Termination

The Little Firefly reserves the right to terminate your child's place immediately at the nursery in the event that any fees remain unpaid or where any of the terms and conditions are breached.

Communication

Communication with parents is by email so do check your inbox regularly for information and updates. Please make sure therefore that we are added to your address book so that our messages don't go into spam by mistake. Sometimes we like to use your kind comments as testimonials. If you have any objection to this, please let us know.

Reservations

We are unable to hold a child's place. A place will be confirmed after the initial offer in line with our admissions policy.

Changes to sessions

If you wish to decrease from full days to half days, then please note that you will be required to give the same notice period as outlined above. All requests for changes to sessions types are also subject to our availability of places. Where possible, we will accommodate requests to increase days.

Swapping days

Please note, swapping your child's days of attendance is not permitted at any given time.



Food

Upton - The cost of snacks are included in your nursery fees. Full day children receive one snack in the morning and a snack in the afternoon. The afternoon snack will be cooked on an open fire as often as possible.

Kingston Blount - The cost of snacks are included in your nursery fees. full day children receive one snack in the morning and a snack in the afternoon. The afternoon snack will be cooked on an open fire as often as possible.

Clothing

Parents should ensure that their children arrive in appropriate day clothes and bring a full spare set of clothes. Parents must provide sturdy outdoor waterproofs to ensure that your child remains warm and dry. As the seasons begin to get cold, children will need Winter Waterproofs.

We will provide all families with a recommended kit list and this is also available on our website.

We recommend thermals, long sleeves and wellington boots in winter. In summer, long sleeve shirts and closed shoes are required. Please note, full length trousers are required at all times whilst at Forest School. We request parents provide shoes, gloves and hats. All items of clothing must be labelled. The Little Firefly cannot accept responsibility for any lost or damaged property.

Sickness / Absence:

Children who have, or develop, an infectious illness must be excluded from nursery for a minimum of 48 hours. This is in the best interest of the child and the other children, and complies with regulations set out by the Environmental Health Department. Please notify the nursery of all absences. We are sorry to say that sickness or absence from The Little Firefly does not qualify for a reduction in fees.

Children may not attend the nursery if they have:

- Nausea;
- Diarrhoea;
- Any infectious illness;
- Any unknown rashes;



- If they are unwell, e.g. not able to join in activities or require 1:1 care;
- If they are dependent on liquid paracetamol;
- Within 24 hours of the first dose of any medication not ever previously taken, and may not return until the condition is diagnosed by a physician who certifies they are able to attend.

Children who become ill while in our care will be looked after until parents can be contacted to take them home. Parents will be notified immediately at the first signs of any illness. If a parent cannot be contacted, we will contact NHS direct and act upon the advice they provide. If possible we will endeavour to contact the child's named GP.

In the event of an emergency the child will be taken to the nearest hospital, accompanied by a member of staff from The Little Firefly who will act in loco parentis until the parents arrive. We will not administer medication without permission. We will contact you for approval to give your child liquid paracetamol (the only medication kept on site aside from first aid items), and will not give this to your child until you have provided authorisation, and are on your way to collect your child. All other methods to reduce temperature will be attempted first. If your child's temperature is dangerously high, we would contact an ambulance. In the event of an allergic reaction we would call an ambulance.

Parents have the responsibility to keep us informed of any changes in any contact numbers and addresses, or any changes in your child's medical condition or GP.

Should your child require regular medication to be administered during the hours he/she is in our care at The Little Firefly you will need to complete all necessary paperwork in line with our policies. The medication must be prescribed by a doctor and be clearly labelled to include your child's name and the required dosage. You must take the medication home at the end of each day (we cannot keep any medications on site with the exception of liquid paracetamol and first aid items).

When changing nappies, providing first aid or dealing with any bodily fluids we have to take necessary precautions to ensure the safety of children in our care and staff against the possible transmission of any diseases. We ensure that there is always a number of staff fully trained in first aid and health and safety.

Late collection

The Little Firefly closes promptly at 4:30pm. Any parent who is unable to collect at the correct time must inform us immediately, so we are able to staff accordingly. Whilst we have a legal



responsibility to ensure that a child is looked after if a parent is not in time to collect a child, we are only registered to have children on the premises from 8:30am to 4:30pm. Early drop-offs or late collections impact on our statutory ratios and our registration. In the case of late collection of your child, a late collection fee of £5 and then £1 per minute thereafter will be applied. This late collection fee goes directly to the educators who have had to remain behind after their shift has finished as compensation. Payment should ideally be made in cash to the educators on the day.

Collection security

For security reasons, your child may only be collected by those individuals you have listed on the registration form. Any changes to these named contacts can only be accepted in writing, in advance, and the new named alternate contact must introduce themselves, with identification, to the child's key worker. We will never permit a child to leave the premises unaccompanied or with an unauthorised person.

Only in the event of an emergency will we allow your child to be collected by an alternative individual who has not been designated as a named contact. In this instance, the parent must first provide the nursery with a photograph of the emergency contact.. The emergency contact must bring valid identification.

Finally, we will not permit a child to be collected by an authorized, named contact or alternate, if they appear to be unfit to provide for the child's safety, or appear to be under the influence of alcohol or drugs.

Safeguarding and Child Protection

We follow the guidelines set by the local authority on safeguarding children and child protection at all times. Our first priority is towards the children in our care. In any instance of suspected child abuse or neglect we will deal with the matter first in the nursery and then with Local Authority Safeguarding if necessary. This is a legal requirement for the nursery, and we must ask you to read our policy documents and sign them as part of the settling in period in the nursery.

Holidays

The Little Firefly is closed for all public and bank holidays, as well as a two weeks period over Christmas, one week over Easter and 3 weeks in the summer. We are open at all other times, aside from notified inset days (see below). We are sorry to say that refunds or swapped



sessions/days are not available for Bank Holidays or if you chose to take an extended holiday with your child yourself - we are still required to pay our staff during these times. Fees are not charged for Bank Holidays.

Inset days

In line with other local schools and nurseries, we reserve the right to host up to four inset days each year, typically at the beginning or end of a term, and will provide 8 weeks notice of this to parents. We will seek to hold this on such a day to cause minimal disruption to our parents and carers and for fairness the day of the week is rotated each term. It is necessary for this inset day to be charged and refunds and swapped days/sessions are not possible.

Emergency closure

The Little Firefly endeavour to remain open at all times aside from Bank Holidays and the defined holidays. In the event of severe weather conditions or where the nursery has to close totally or partially for other reasons (e.g. illness epidemic), parents will be contacted by the nursery, by phone, email or text message, asking them to collect their child/children.

Where the nursery has closed please ensure that you have confirmed with the nursery that the nursery will be open the following day before bringing your child back in.

In the event of inclement weather, we will open the nursery if we can get staff in – but we may have to offer a limited number of spaces, based on available and expected staff. This would be done on a first come, first served basis. Sometimes we may ask parents to wait with their child until staff members may be able to get into the nursery, or to take children home and return at a later time, once we know which staff are able to come in. We may also need to ask parents to make arrangements to collect their children early in such an eventuality.

The Little Firefly cannot provide refunds to parents for emergency closure, as we still need to pay staff, and such events are deemed to be force majeure. We understand that it is inconvenient, and potentially costly, and will endeavour to do our reasonable best to make sure that this does not happen.

Review of terms and conditions

We reserve the right to alter our terms and conditions at any time. In this instance, you would receive written notification regarding new terms and conditions.

