



SMILES

MONTESSORI PRE-SCHOOL



Dear Parent

Further to your enquiry, I am pleased to enclose a copy of our prospectus.

At Smiles, we pride ourselves on giving each and every child personal care and attention making sure that your child's time at Smiles is enjoyable, rewarding and as positive an experience as possible. Above all, we believe that children should have fun at nursery.

If you would like to view the nursery, please telephone 01279 422922 and we will be happy to book an appointment for you.

Yours sincerely

Julia Jeffrey

Julia Jeffrey

Owner

Smiles Montessori Aims, Ethos and Mission Statement

Children:

At smiles we aim to provide the best loving care and education for children within our warm and stimulating environment.

Strong relationships are built between key workers and their children enabling them to feel settled, secure and ready to learn and create friendships of their own.

It is important to us that each child is given the opportunity and encouragement to develop to their full potential from their individual starting points.

We do this by assessing children's developmental baselines, challenging them through a broad-based curriculum and personalised education programme.

We follow the Montessori method, which promotes early independence, high expectations and fosters strong self-esteem and confidence in our children thus allowing the children to leave Smiles becoming well rounded, responsible members of society.

We develop in children a positive attitude towards themselves and others, by valuing each child as an individual irrespective of gender, race, disability or academic achievement. We also encourage the children to respect and celebrate the similarities and differences between themselves and others.

Our mission is to provide an outstanding service for all children, in which they are cared for and educated to the highest standard to give them the very best start in life.

Curriculum:

Our curriculum is designed around our individual nursery ethos, class ethos', the birth to 5 matters, the characteristics of effective learning and the Montessori method.

We offer an age-appropriate curriculum that focuses heavily on Personal Social and Emotional Development, Physical Development and Communication and Language development, as we believe this core foundation of fundamental knowledge is crucial to acquiring knowledge in other areas of learning and development.

We use individual interests to challenge the child which encourages a deep love for learning.

Community:

We develop a community which values all its members and encourages mutual respect, concern for others and truthfulness.

We foster close relationships between the nursery, the children's home life and the local community.

SMILES Montessori Pre-School- The Montessori Approach

Here at Smiles we care for children from birth to five years of age, and we know that our partnership with parents is essential to create the best learning opportunities for children.

Our knowledge and experience enables us to focus on encouraging your children to have positive attitudes to challenge, learning and respect. We know that their brains will be 85% formed by the time they are four and we therefore give them as much opportunity as possible to explore and discover, both indoors and out.

It is important to us here at Smiles, that all members of staff are carefully selected based upon not only their qualifications and experience, but also their caring nature towards the children. Our recruitment criteria is one that demands energy, commitment and increasingly, a real understanding as to how the body and brain develops. We continue to develop and promote practice through various, relevant courses, workshops and seminars.

We work using the key-carer system, thus enabling us to assign one member of staff to each child who is then responsible for the child's development and welfare whilst at Smiles.

MONTESSORI

Dr Maria Montessori was born in 1870 and 26 years later went on to become the first woman in Italy to become a qualified doctor. After qualifying, she was appointed assistant doctor in a clinic within the University of Rome to work and observe children in a scientific manner. Without the usual pre-conceived educational ideas, she was able to create new techniques of education which would emphasise the "unique" development of each child. This has led to the Montessori Approach believing strongly in spontaneity and independence whereby the child is encouraged to select their own activities, explore and manipulate for themselves.

Research into this approach has shown that the earlier a child learns to interact with others, the more developed their social skills and confidence is in the future. A nursery of good standing – like Smiles Montessori, aids greatly in the development of the child. "All children have an innate desire to learn". This philosophy enthused by Dr Maria Montessori is practised by the whole nursery through three traditional Montessori principles. These are:-

- Observation
- Individual Freedom
- Preparation of the environment

These three principles guide teachers to "control the environment" and not the child. To look at the child as an unknown entity or being and allows the child's true nature to freely emerge.

The school is divided into 5 classrooms, Babies, Toddler Room, Reception 1, Reception 2 and Pre-school. Each classroom provides a range of activities appropriate for the age and stage of the development of the child. The nursery also has an outdoor play area and when the weather permits, children can also take advantage of going out into the community

Smiles Montessori Pre-School is situated at Unit 1, The Fairway, Bush Fair, Harlow, Essex – Telephone 01279 422922. www.Smilespreschool.co.uk

SERVICE

Smiles is an educational establishment, our service meets the needs of a large client base that includes:-

- Parent/carers in full or part-time employment who require more than just basic childcare
- Parent/carers who wish to prepare their child for the transition into the school system by developing their academic and social skills.

We understand that many of our prospective parent/carers work full-time so we devise the child's day taking into account their requirements and the desired length of stay.

7.30am-9.00am	Children requiring breakfast attend this social period.
12.00noon – 1pm	Lunch hour is a time for the children to dine and relax before we open our nursery doors at 1.00pm for our afternoon children.
4.00pm – 5.00pm	Teatime allows the children to interact with one another in a relaxed atmosphere.
5.00pm – 6.30pm	Relaxation period, where the children enjoy free play and weather permitting take advantage of our outdoor play area.

While the formal nursery day (9.00am-4.00pm) remains the same, the full day is structured so that the social, physical and emotional requirements of the children are met.

During the hours of 9-4 the children will be taught through age appropriate activities that support them in reaching their milestones.

FRAMEWORK

Early Years Foundation Stage (EYFS)

The foundation stage is designed to accommodate all children aged between birth and five years. The areas covered within the foundation stage are:

A Unique Child. Every child is a competent learner from birth, who can be resilient, capable, confident and self-assured.

Positive Relationships. Children learn to be strong and independent from a base of loving and secure relationships with parents/carers and a key carer.

Enabling Environments. The environment plays a key role in supporting and extending children's development and learning.

Learning and Development. Learning and development is divided into seven areas:

- Personal, social, and emotional development.
- Communication and language
- Physical Development
- Literacy
- Mathematics
- Understanding of the world
- Expressive arts and design
- **Child Development and the Early Years Foundation Stage (EYFS)**

All children are different and to reflect this, age ranges are overlapped in the EYFS to create broad developmental phases. This emphasises that each child's progress is individual to

them and that different children develop at different rates. A child does not suddenly move from one phase to another, and they do not make progress in all areas at the same time. However, there are some important steps for each child to take along their own developmental pathway.

The EYFS fits beautifully with the Montessori Method and Ethos in that, each child is individual and will find their own way of learning, thus helping them to become independent and well rounded adults

Family

Family is a digital system that allows parents to log onto their child's development page from anywhere in the world at any time. The system enables practitioners to record observations, track children's progress and generate statutory reports on child development. The system also supports practitioners planning and to facilitate parent-practitioner collaboration in furthering a child's progress.

ACTIVITIES

At Smiles we ensure the safety of the child is paramount, whilst continuing to convey a nature that is still caring, inspiring and thought provoking. We encourage the children to explore and discover any apparatus and materials on their own accord, which in turn allows the children to develop, socially and academically.

Smiles activities include: -

Cooking and Gardening

All children are encouraged to take part in cooking and gardening activities from which they learn basic science, food safety and health and hygiene.

Pre-Primary Maths, Pre-primary English and Topical Projects

At Smiles we introduce these activities on your child's first day at nursery. We find that this approach makes the transition from Pre-School to Primary School easier for the child.

French

French is taught to the children in pre-school. The children perform both oral and written exercises with a qualified French Teacher.

Practical Life

Practical life exercises are tasks that we as adults take for granted, such as pouring a drink from a jug to a cup or tying our shoelaces. We assist the children to develop these skills and control and co-ordinate their movements. We believe this encourages independence.

Sand and Water Play

These activities stimulate the child's perception of basic scientific and mathematical concepts such as capacity, volume, and mass.

Imaginative Play

Role-play is very important during the formative years; it provides real life experiences and it is a well known fact that it assists the children in conveying their freedom of expression. We have a variety of dressing-up clothes and moveable characters for this purpose, ensuring that all areas of learning are embedded within their play. For example, being designated characters and re-enacting fairy tales, the children are developing their language and listening skills, whilst also being encouraged to converse and interact with others.

Music and Movement

We introduce the children to a variety of easy to use musical instruments, which develops the children's expressive communication skills, whilst also allowing them to relax and enjoy listening to and participating in creating their own music.

Construction Toys

These activities develop physical and manipulative skills allowing the child to show their understanding of the world in terms that demonstrate their newly acquired developed skills.

Art and Craft

These activities are very important for young children. It is a form of communication and a way of expressing themselves. These activities can help children process feelings and experiences and help children gain self confidence and a belief in their abilities.

Computer Skills

Children are introduced to basic computer skills such as learning basic computer safety, clicking, and dragging with the mouse. The software that the children use is designed to help children learn to problem solve such as matching and sorting as well as basic language skills.

Nursery Outing

A yearly nursery outing is organised for the pre-school children which reinforces the theme of the current project. The outing is not compulsory, but those who attend, the cost is payable by parent/carers.

Homework

Homework for Pre-school children is given out every two weeks. Parent/carers are encouraged to help their child complete this work at home.

Reading Books

Children are initially introduced to books with no words and are encouraged to interpret the story through the pictures they see, they will then move onto word books with simple VC and CVC words. We follow the Jolly Phonics reading scheme.

Rugger Bugs

Rugger bugs is enjoyed by the children throughout the nursery. A professional rugby teacher attends the setting alternate weeks to Dance. Rugger Bugs is designed to promote and instil a fun positive attitude towards sport and fitness. The activities centre on developing children's basic co-ordination and agility, social interaction is also a key concept as children learn valuable life skills such as listening, sharing, turn taking and team work.

Dance

Dance is enjoyed by the children throughout the nursery. A professional dance, drama and music teacher attends alternate weeks to Rugger Bugs. Children develop self expression and creativity while also improving body awareness and movement.

Although activities change on a daily basis, the fundamental daily/weekly routine is consistent thereby fulfilling the child's need to know "what comes next".

Other Areas of the Curriculum

Throughout the year, children are also introduced to science, biology, geography, history, culture, creative and physical activities. These areas are all incorporated within the planning.

GENERAL INFORMATION

We are open Monday to Friday 7.30am – 6.30pm, 50 weeks of the year. Each child is required to attend a minimum of 3 sessions per week. We close the nursery over the Christmas period and bank holidays. Exact dates of closure are stated in our parent/carer's calendar, a copy of which is available for your collection from each January, but generally our Christmas period covers 10 days.

Uniform

Smiles Montessori Pre-School sweatshirts, polo shirts, cardigans and summer dresses with the pre-school emblem are available from the office. All other items are available from leading retail stores.

Uniform is compulsory for children in Reception Class upwards.

ALL ITEMS OF CLOTHING MUST BE CLEARLY LABELLED. This will not prevent loss, but greatly improves the possibility of the item being returned to the rightful owner.

Yellow Polo shirt (with SMILES emblem)
Grey Sweatshirt (with SMILES emblem)
Yellow summer dress for girls (with SMILES emblem)
Grey Cardigans (with SMILES emblems)
Grey pinafore dress/skirt/shorts/school trousers or jogging bottoms
Shoes – comfortable shoes with Velcro or buckle fastening (no laces).

A bag containing spare clothes should be brought into the nursery in case of toilet or water accidents. (Please do not leave any other items in your child's bag as staff do not check them)

Settling-in Process

It is important for us to ensure that your child settles in as quickly as possible. Therefore, we encourage the parent/carer, to come for three pre-settling in sessions the week before your child starts with Smiles. This time is used to exchange information and to see how your child reacts to the classroom environment.

Security Arrival and Departure

We understand that not only is it in our best interest, but also that of our parent/carers that our security system is effective. We use a fingerprint recognition system to gain access to the nursery. If a parent/carer has not had their fingerprint scanned, access to the nursery is by ringing the doorbell. Fingerprints are only scanned for parent/carers whose children attend between the hours of 8-9am and 4-6pm. We have CCTV in all classrooms and on the perimeter of the nursery.

We ask you to provide your child with their own password, so if there is a problem and you are unable to collect your child yourself, we will ask the person collecting your child for this password. Without it, we will be unable to let your child leave the premises.

Parent/carers who are persistently late in collecting their child or dropping off early will incur a late/early charge of £10 for each 10 minutes over their agreed times.

Government Funding

Here at Smiles, we accept Government Funding. In the term your child is eligible for Government Funding, you will receive a Parent/Carer Declaration Form which we ask you to complete and return to the nursery. Parents of children accessing the Government Funding need to be aware that the 38 weeks funding is stretched over 50 weeks and an additional

charge of £2.17 per hour will be payable for food and consumables. This will not exceed our sessional charge

Voucher Schemes

We accept a variety of voucher schemes. Should your employer be running a scheme that we do not currently participate in, we will be happy to register with your nominated scheme.

Children's Work

All of your children's work will be displayed upon the walls once the displays are changed, your child's work will be sent home. The children's learning journeys are available for you to see at anytime using our digital online system.

Yearly Questionnaire

Annually, you will be provided with one of our in-house questionnaires, to obtain your feedback on the service we provide. We welcome all comments and suggestions that parent/carers have, to ensure that our continued high standards are maintained.

Medication

Any medication that is required to be administered to a child will not be given without:-

- a) A label that clearly shows that the medication is in date;
- b) A signed consent form, to be signed by the child's parent/carers each day the medicine is required.

We regret, that should you child be in our care for less than four hours a day, we are unable to administer medication to them.

Sickness

Unfortunately, Smiles do not have any facilities to care for sick children. We therefore urge that if your child is unwell, suffering from a raised temperature or any sort of infection, they do not attend the nursery on those days. If whilst in our care your child is found to be unwell with a high temperature we will contact you immediately to either request authority to administer Calpol or to collect your child from nursery as soon as possible. If you child is suffering from vomiting and diarrhoea they will be unable to attend the setting for 48 hours after the last episode. This policy is in place to protect both children and staff.

Equal Opportunities

Here at Smiles Montessori Pre-School, we value children and families from all religious cultures and backgrounds, whereby everybody is treated as an individual.

Throughout the year, the children are taught and participate in various activities that relate to worldwide festivals and celebrations. We do so through a vast range of equipment, which includes multi-cultural clothing, food, maps, puzzles, dolls and project work. All children are encouraged to participate in these activities. We follow the Early Years Foundation Stage and the Montessori Method.

Open Evening

We have a yearly open evening for parent/carers and prospective parent/carers to look around the nursery to gain an understanding of how children learn using our wide range of equipment and to answer any questions you may have. Unfortunately, children are not able to attend this event.

Parent/carers Evening

Once a year, parent/carers of children from Reception Class and Pre-School are invited into the nursery to discuss your child's progress and development. Children's work is also on display.

Policies

If you would like to have a copy of any of our policies, please contact the office who will be happy to supply them to you.

Special Needs

- All children attending Smiles are given equal encouragement and respect.
- Smiles' aim is to provide for the development needs of each child to ensure they reach their full potential.
- All children within the nursery are regularly discussed with the key carer and supervisors and their development carefully monitored.
- Should any concerns come to light, these will be discussed with the key carer the SENDCO (Miss Codie Williamson/ Miss Carly Almond) and the child's parent/carers.
- Should parent/carers have concerns regarding their child, it is encouraged that they will be discussed with the appropriate staff, (see Partnership with Parent/carers Policy).
- If it is required that a child needs specialist assistance from outside professionals, the nursery will actively encourage close liaison. This may include agencies visiting the nursery for assessment and monitoring and staff carrying through prescribed developmental programmes.
- It is not uncommon for children to exhibit aggressive behaviour or inhibited types of behaviour when first attending nursery. It is a mechanism children use to help overcome the vulnerability that they may be experiencing because of unfamiliar surroundings. Therefore all observations and written notes may not go towards a one plan in the short-term i.e. the first twelve weeks.

Minor Accidents

It is not uncommon for children of this age to experience minor accidents that may result in slight bumps, scrapes and bruises. In the event of this happening to your child, all details will be recorded on an accident form which you will be asked to sign.

Discipline

- Physical punishment is NEVER used.
- We use positive language and positive discipline techniques.
- Good behaviour is always reinforced by positive praise.
- We always try to redirect a child's attention into a positive activity.
- Clear limitations are set so that children feel secure and know what is expected of them.
- We have simple rules around the nursery i.e. use quiet indoor feet in the classroom and noisy outdoor feet in the outdoor play area.
- The children are gradually made aware of the reasons for rules and they are presented in a positive way.
- Unacceptable aggressive behaviour from one child to another will be dealt with by explaining why these actions are unacceptable at nursery.
- If this behaviour persists, parent/carers will be informed so that we can all work together to find a positive solution.

Comforters/Toys and Personal Belongings

Some children require a comforter during nursery hours, we welcome these but would prefer that toys are left at home as they can be the cause of upset in cases where children are unwilling to share or the toy is lost or broken. Your assistance in this matter will be

appreciated. In any event, the practice of children bringing personal belongings to nursery should cease shortly after the children have settled in.

Complaint Procedure

If you have a specific complaint, you can speak to the Managers, Mrs Julia Jeffrey or Miss Codie Williamson or alternatively you can read the Complaints Policy which is kept in the office.

Child Protection Statement

The nursery is committed to promoting the health and welfare of all children and if staff see signs which suggest that a child may have been a victim of abuse, staff will (as required by law) follow the procedures laid down by Essex Safeguarding Board.

NB. Such action in no way infers that any parent/carer or other individual is being accused of wrongdoing. A full version of the nursery's Child Protection Policy is available upon request.

Sequence of Priorities

- Should an opening be made available within the nursery, we are obliged to offer it to the parent/carers with children currently attending the nursery or those who are waiting to increase the number of sessions that their child already attends.
- Any remaining places are then offered to parents whose children are on our external waiting list on a first come first served basis.

Admittance

We accept registration for children from birth to 5 years. Should you wish to register your child with us, we ask that you return your completed registration form to us along with the initial non-refundable registration fee of £30 alongside a deposit of £50 that will be deducted from your last month's fees. If you do not take up the place offered the deposit will not be refunded. We will not be able to reserve your place until the nursery receives the forms and payment. If the nursery is holding a place for three months or more, half a month's fees will be needed to secure your sessions. In the event you no longer require your place the fee becomes non-refundable.

During your child's time with us, we require that all fees are paid one calendar month in advance by standing order. Should you wish to pay by cash, card or cheque, special arrangements can be made.

Should payments arrive late, a penalty of 10% may be added to the bill.

EATING WELL

Over 30% of brain development is down to good nutrition and we treat it as an essential part of each child's learning and wellbeing.

We know that 50% of the calories that young children consume are used to support their intense brain activity and that 30% of our foundation is based on what and how we eat.

Encouraging children to explore eating and to ensure a balance is as vital as having the opportunity to discover through play. So, giving children the opportunity to see, hear and smell food and being able to serve themselves from an early age will be beneficial to the child and help with independence.

Therefore, our catering team are an integral part of our nursery as we encourage the children to explore and take part in in the whole process of growing, preparing, cooking and eating a healthy balanced diet.

Meal times are relaxed and sociable with adults supporting and encouraging children to serve themselves, using correct table manners and tidying away once they have finished.

We have been lucky enough to work closely with a registered Dietician for Early Years and pilot schemes such as "Food analysis" to show we are part of the healthy eating scheme.

We hold 5 stars for our hygiene rating.

Food, Diet and Menus

All children who attend during meal times will be provided with the following meals. Should your child have any medical or religious dietary requirements, provisions will be made.

Breakfast 7.30am – 9am

A variety of Cereals, toast, fruit juice, milk or water and fresh fruit

Rolling Snack

A variety of healthy snack options that cover all food groups are available daily along with Milk and Water.

Drinking water is available all day.

Lunch 12noon – 1pm

Hot cooked meal, dessert, fresh fruit, milk or water

Rolling Snack

A variety of healthy snack options that cover all the food groups are available daily along with Milk and Water.

Drinking water is available all day.

Tea 4pm – 5pm

Teatime consists of a hot meal, dessert and fresh fruit. Milk or water is always available.

Menus are carefully planned and selected to ensure all meals are both nutritious and well balanced. All menus are displayed each week.

Dietary Requirements

We request that should you child have any allergies to specific foods, or if for medical or religious reasons your child should not be given certain foods, that you include these details under the section on the registration form that relates to your child's health.

BABY ROOM

We have a dedicated baby room which is warmly decorated with individual care and attention. We purposely take no more than 6 babies at one time to ensure a cosy, homely atmosphere allowing more one to one attention.

We provided toys and resources to stimulate their physical and intellectual development. The babies are given freedom to explore their surroundings and investigate the world around them. Staff ratios for babies are one member of staff to three children. The staff are always the same providing your baby with continuity of care and enabling them to begin to form a special bond with the staff caring for them. Our baby room has specially qualified staff in infant care.

You will be given a daily record sheet everyday which gives you all the information on your child's day including sleep times, feeding times, nappy changing details and any other relevant information.

The babies participate in a wide variety of activities and the resources enable them to be creative and explore the rich environment. We implement the Early Years Foundation Stage and all information about your child can be accessed through "Family" digital online system at any time.

We have a separate kitchen for sterilising bottles, preparing drinks and morning and afternoon snacks. The meals are prepared in the main kitchen and they can be pureed if necessary. The nursery also provides a variety of dried baby milk. However, if your child is on medicated milk or liquid formula, parent/carers will need to provide these themselves. It will be assumed that once children move up to the Toddler room, they will then move on to cow's milk.

Nappies are supplied as are nappy rash creams and wipes.

FEE TABLE

(UNFUNDED)

SESSION	HOURS	Daily fee X 1	Daily fee X 2	Daily fee X3	Daily fee X 4	Daily fee X 5
Early Morning	7.30am – 8am	£4.35	£8.70	£13.05	£17.40	£21.75
Breakfast	8am – 9am	£6.90	£13.80	£20.70	£27.60	£34.50
Morning Session	9am – 12 noon	£20.70	£41.40	£62.10	£82.80	£103.50
Lunch	12 noon – 1pm	£6.90	£13.80	£20.70	£27.60	£34.50
Afternoon Session	1pm – 4pm	£20.70	£41.40	£62.10	£82.80	£103.50
Tea	4pm – 5pm	£6.90	£13.80	£20.70	£27.60	£34.50
School Day	9am – 4pm	£48.30	£96.60	£144.90	£193.20	£241.50
Extended Afternoon Session	5pm – 6pm	£6.90	£13.80	£20.70	£27.60	£34.50
Late Session	6 - 6.30pm	£4.35	£8.70	£13.05	£17.40	£21.75
Full day with all meals	8am – 6pm	£69.00	£138	£207	£276	£345.00
Full day including Early Morning and Late Session	7.30 – 6.30pm	£77.70	£155.40	£233.10	£310.80	£388.50

Siblings of attending children will be given a 10% discount.
Price is inclusive of nappies, wipes, milk, formula and creams
Funded hours are charged at £2.17 per hour

Revised January 2020

REGISTRATION FORM

Please inform the Manager immediately if any details contained in this application form changes at any time in the future.

Details of the Child

Child's Name:
Date of Birth:
Address:
Post code:
Home Tel:
Sex F/M:
Religion:
Languages Spoken: (Please state your child's first language at home).
Country of Origin:

Contact Details

Parent one name:	Parent two name:
Address:	Address:
Email address:	Email address:
Occupation:	Occupation:
Home Tel:	Home Tel:
Mobile:	Mobile:
Work Tel:	Work Tel:
Work Address;	Work Address:
Is there any other person with parental responsibility for the child?	Please state:

Please provide a copy of your child's birth certificate along with the registration form.
 Sessions required (please tick)

Sessions	Hours	Monday	Tuesday	Wednesday	Thursday	Friday
Early Morning	7.30 – 8am					
Breakfast	8-9am					
Morning	9am-12pm					
Lunch	12-1pm					
Afternoon	1-4pm					
Tea	4-5pm					
Extended Afternoon	5-6pm					
Late Session	6 – 6.30pm					

Each child is required to attend for a minimum of 3 sessions a week.

Required date of commencement:.....

Expected leaving date if known:.....

How did you hear about us?.....

I enclose a non-returnable registration fee of £30 Y/N

I enclose a deposit of £50 Y/N

Cheques made payable to "SMILES Montessori Pre-School".

I confirm that I have read all the information contained within SMILES Montessori Pre-School Prospectus and agree to be bound by all policies and procedures mentioned therein.

Signed..... Date.....

 (Office Use Only)

Date form received.....

Payment enclosed Yes/NO

Terms and Conditions of Payment

Fees

- Fees are calculated on the basis of the weekly charge for the sessions attended, multiplied by 50 (weeks) and then divided by 12 (months) to create a fixed monthly charge. Fees are payable by standing order calendar monthly in advance. Fees will be subject to annual increase on notice from the manager.
- Fees are not charged during the school's official Christmas closure (usually 10 working days).
- Half a month's fees will be requested if your space is being held for more than three months. If you decide not to take up your place, this money will be non-refundable.
- Fees will not be refunded or waived for absence through sickness or any other reason. This rule is necessary so that the nursery can properly budget for its own expenditure and to ensure that the cost of individual default does not fall on other parents.
- No compensation will be paid or refunded if the nursery must be closed due to any reason beyond the control of the nursery, such as power failures, weather conditions or diseases.
- Payment by cheque, card or cash may be accepted by special arrangement.
- The nursery, in line with other nurseries, operates a policy of "minimum sessions." this aids your child settling into the nursery initially and then optimises maximum development from their time in the nursery. This is particularly true for the under two age group.
- To guarantee your nursery place, all forms need to be completed and handed into the office along with a non-returnable £30 administration fee and a £50 deposit, which will be deducted from your last month's fees. Please note should you decide not to take up the place offered to you at Smiles the £50 deposit will not be refunded.
- Fees and terms and conditions of payment are reviewed yearly.
- These terms and conditions form part of our contract, entered when coming off the waiting list and confirming a precise commencement date

Unpaid Fees

The nursery reserves the right to charge interest on late fees (over 14 days) at the rate of 10% over the bank (gb) base rate. For dishonoured cheques/payments a charge of £20 per occasion will be applied

Exclusion for non-payment

Children may be excluded from the nursery if fees remain outstanding for more than two calendar months beyond the due date and registration will be terminated.

Late collection

Parents/carers collecting children late from the nursery will be subject to a surcharge of £10 for every 10 minutes or part thereof.

Extra One-off and Short-Term attendances

Subject to availability, it is possible to attend extra sessions at Smiles on days that your child does not normally attend. The fee charged will be that published on the fee sheet at the time of attendance. It is also possible, if available and within normal opening hours, to increase the length of the day that your child attends the nursery on a one-off basis.

Notice Period

On the occasion that you no longer require your child's place at the nursery, or you choose to reduce your child's attendance, the nursery **MUST** be given a minimum of four weeks' notice in writing.

Concerns and Complaints

Any questions, concerns or complaints about the care or safety of a child must be made in the first instance to the supervisor in charge. If the matter cannot be resolved at this level the matter should be referred to the nursery manager and should follow the settings complaints policy

Disclosures

Parents must, as soon as possible, disclose to the nursery any known medical condition, health problem or allergy affecting the child, or any family circumstances or court order which might affect the child's welfare or happiness, or any concerns about the child's safety

Formal Acceptance

Following the offer of a place at the nursery, a formal agreement confirming your acceptance of our terms and conditions must be signed prior to commencement.