

Childrens Services

Childrens Centre Childcare

Terms and Conditions 2025

Your child has been offered a place at Manor Wood Children's Centre nursery. To enable us to offer a high-quality service and work in partnership with you, it is necessary that the following terms and conditions, attached to the acceptance of the place, are read and agreed.

Allocation of a place

1. The nursery fee is for a place not attendance. If your child does not attend because of holidays or illness the fees are still payable.
2. We reserve the right to withdraw the place if it is underused. Failure to use your place for two weeks without telling us about the absence will be considered as cancellation of the place and the place will be offered to another child unless the Centre Manager agrees in writing that your place will be held open because of circumstances.
3. We will make every effort to accommodate any request for an increase in sessions / days but reserve the right to decline such requests if we have no capacity. All additional sessions must be paid for in advance.
4. The nursery normally operates between the hours of 7:30am and 6pm.
5. The nursery offers full day care and opens Monday to Friday each week unless these days fall on a public holiday or is a designated training day. We ask for a minimum of 2 sessions per child, per week, to encourage a positive nursery place
6. All of the sessions for full day care operate Monday to Friday each week unless these days fall on a public holiday or a designated training day. Whichever sessions you book you will be charged at the appropriate rate even if your child only attends part of the session or some of the days booked.
7. If you need to change your sessions, we need to receive a minimum of 4 weeks written notice of your intention to reduce the number of sessions you are attending. Emails to cc@manorwood.owlcotesmat.org

Your obligation to keep us informed

8. You agree to inform us immediately of any changes to your address, contact details and telephone numbers
9. You agree to disclose any disabilities or health problems with your child which we will need to know in the event of an emergency. You will inform us immediately if there are any changes to your child's health information or emergency contact details or any other details which are important for the care and safety of your child.
10. If your child is exhibiting any symptoms of, or suffering from any infectious disease they may not attend nursery until the infection has cleared. If you are not sure if the infection your child has should stop them attending nursery please speak to an appropriate member of staff before attending the centre.
11. You will immediately inform us if you are unable to collect your child from the nursery by the official collection time. If you fail to inform us and do not collect your child within one hour of your normal collection time, we are obliged to take the appropriate action and put other arrangements in place for the care of your child.
12. You will keep us informed as to the identity of the persons who will be collecting your child from our nursery. If the person collecting your child is not usually responsible for collecting them, we will require proof of identity. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care. We have a password system in place.
13. You will provide us with at least 28 days' notice of your intention to decrease the number of days your child spends at the nursery or to withdraw your child from our nursery and end this agreement. If insufficient notice is given you will be responsible for the full fees for your child for 1 month from the date of any change as if their hours had not decreased.
14. You will inform us as far in advance as possible of any dates in which your child will not be attending the nursery so we know not to expect them. You will still be responsible for fees for the time booked.

Our obligation to keep you informed

15. If the nursery has to close or we take the decision to close due to events or circumstances which are outside our control, we will be under no obligation to provide alternative childcare facilities.
16. The centre will close for staff training and support 5 full days per year. We will inform you when this will happen with as much notice as possible. We may also have early closures throughout the year.
17. Our staff have designated paediatric first aid. If your child has an accident while they are at nursery, we will inform you of any significant injury which in our first aiders judgement requires more than basic first aid or if they need to be taken to hospital by ambulance. If you require to be informed of all minor injuries immediately, please let your child's key worker know. We will also provide accident updates on the Family app.

18. Where there maybe safety/ wellbeing concerns we will discuss these with you to ensure the safeguarding of your child is paramount. All staff and volunteers are regularly DBS checked and comply with Leeds Safeguarding Board policies and procedures at all times.

Important things to remember before you come to nursery

19. We do not permit the use of mobile phones or personal cameras within the Childrens' Centre. Please turn off your mobile phone before entering the building.
20. We have Equality Policies which means we will not discriminate against you on the grounds of disability, race, colour, ethnic origin, religion, age, sexuality or gender.
21. We aim to encourage a wider understanding and acceptance of the diversity within communities in Leeds. Therefore, we have a zero-tolerance policy towards abusive language, raised voices, intimidation, racial incidents or physical assault on our centres' premises. Any abusive or aggressive behaviour may result in the loss of your childcare place.
22. We must inform Ofsted if a serious accident, injury or death occurs whilst a child is in our care as well as social care and the police. We are also required to report an injury to a child whether or not occurring at the centre to social care and the police if we have evidence or a well-founded belief that the injury was non accidental.
23. Your child should attend nursery in suitable clothing for play. Children will be playing outside in all weathers so please make sure their clothing is also suitable for cold / wet weather. Please make sure your child's clothing is clearly labelled with their name.
24. We cannot guarantee that your child's clothing will not get reasonably dirty or damaged during a normal day's play from craft materials such as glue, paint etc. For the avoidance of doubt, we will not be liable in any circumstances for any damage caused to your child's clothing whilst attending the nursery. This is also the case for items of clothing and belongings that go missing.
25. Medicines can be administered by centre staff. Prescribed medicines must be clearly marked with your child's name, prescribed dosage and date of prescription. You will be asked to acknowledge medicine given on the Family app.
26. We provide a wide range of resources and equipment at our nurseries. If you choose to allow your child to bring their toys with them, please understand that we can accept no responsibility for any loss or damage to those toys.
27. Please do not allow your children to bring precious or special clothing/items with them unless special arrangements have been made with the centre as we cannot accept liability for clothes or personal items lost or stolen while your child is in the centre.
28. If you leave your pram / pushchair in the pram store we cannot take any responsibility of loss or damage to this equipment. You are strongly advised to secure your pram with a padlock to prevent theft.
29. During the normal course of the day your child may need a change of clothing. If you do not provide a change of clothing for your child the nursery will use 'nursery clothes' which we

hold for such eventualities. We cannot guarantee that the clothes will fit perfectly. We also require you to return these clothes to the nursery on your next visit. We ask them to be clean on their return.

Food and Drink

30. If your child has any food allergies, please make sure we are informed in writing, prior to your child starting at our centre
31. We provide a nutritious balanced pescatarian menu of meals, snacks and drinks during the day., Unless your child has an allergy, intolerance or has cultural/religious beliefs for not eating a particular food they will be offered the same menu as other children in the centre
32. If your child needs a diet which has been prescribed by their health professional, please inform the centre.
33. Nursery snacks at the beginning and end of sessions are not designed to replace family mealtimes at home.
34. If your child has problems with their diet or eating, please speak to your child's key worker. We are able to refer you for additional support if you wish.

What is included in the fees

35. The nursery provides nappies, wipes and sunscreen, along with Calpol (when needed) as part of the fee structure.

Rules about Fees and Payments

36. Fees are payable directly to the nursery or by authorised alternative payment methods, in advance in all circumstances. Please refer to the 'how to pay' leaflet on the Family app.
37. Once you have received confirmation of your place starting, we will request a new starter fee to be paid to secure the booking.
38. Invoices are annualised and are due in advance by the 16th of the previous month.
39. Unless specifically agreed with your nursery manager, fees are payable monthly.
40. If fees are not paid in full by the invoice due date, an additional £25 fee will be automatically added to your account for any late or overdue payments. If your account remains unpaid for over a week, this could impact your child's place with us.
41. If fees are paid persistently late, or not paid with no explanation, we reserve the right to terminate the child's place.
42. If you think you may have a problem paying your fees, according to your agreement, please speak to the nursery manager before you fall into arrears.
43. Fees are paid to preserve your child's place, not for attendance. If your child does not attend because of illness or holidays or any other reason, fees are still payable.
44. We do not offer an hourly rate.

45. The centre will close for 2 weeks throughout the year. We are closed for Bank Holidays. We are shut between Christmas and the New Year. We will have an additional 5 training days throughout the year. Please see the latest nursery calendar for these dates. If your child's day falls on a training day you will still be charged your normal fee for that day.
46. We organise trips, two or three times a year and try to get as many children, parents and staff involved as we can. This may mean that the nursery provision is closed. We will inform parents when this takes place.
47. Fees are reviewed annually and you will be given at least one month's notice of any changes to fee levels.
48. If your child is not collected at the end of their booked session, you will be charged an extra fee (late charge) of £15 per 15 mins, per child. This is entirely at the discretion of the Children's Centre Manager. Late collections will be monitored.
49. You must give 4 weeks' notice before withdrawing your child from the centre. Four weeks' fees in lieu of notice will be charged if such notice is not given.
50. If you do not pay the fees, your child's place will be withdrawn. We will use an external debt recovery agent or obtain a county court judgement to recover the unpaid centre fees and this may increase the amount you owe due to fees from the collection agency and the court.

If you wish to complain

If you have any concerns regarding the services we provide, please discuss these with your child's key worker. If these concerns have not been resolved to your satisfaction please contact the Nursery Manager. Parent satisfaction is of paramount importance to us.