

1 ADMISSIONS, WAITING LIST & PAYMENT POLICY

STATEMENT

Admissions are made to ensure that each setting operates to as near full capacity as possible, as set out by Ofsted registrations.

Admissions are made at the discretion of the management, but places are available to everyone in the community who requires day care, whilst they are, primarily, at work. Admissions are available all year round without reference to ability or aptitude.

Nursery places will be allocated on a first-come, first-served basis and can be booked in advance. All funded sessions are now in line with the flexible arrangement as specified by the Government. When you register your child for their funded place, we will discuss your needs, and as far as possible with availability and staffing arrangements we will accommodate your wishes.

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents.

Implementation of the policy in the Nursery:

The Manager must ensure that:

- New members of staff, including students and volunteers, must read and adhere to the Admissions, Waiting List and Payment Policy.
- Parents/carers are aware of the Admissions, Waiting List and Payment Policy.
- All the adults who care for the children understand the Safeguarding and Welfare requirements relating to the Early Years Foundation Stage document.
- All staff, students and volunteers are involved in the implementation of the policy.

1. Enrolment Procedure

Parents/carers wishing to apply for a Nursery place should contact the nursery manager or deputy manager via our website or by telephone or by email. Enrolment can also be arranged in person during a nursery tour.

Once a visit has taken place and an interest is expressed, applications for a place must be made via the Registration Form, which can be given during the visit or emailed. One form per child will be required. A copy of the child's birth certificate or passport should be provided with the application form, A Non-returnable Registration Fee of £100 will become payable when the form is handed in. This fee is still payable to be placed on the

Waiting List. The Registration Fee is optional for those families choosing to take up a government funded (NIL COST) place providing they take no settling visits or additional hours outside of the funded entitlement.

If you decide to postpone your start date or decide not to take up the place offered, the Registration Fee will not be refunded.

If we cannot offer you the required session we shall refund your Registration Fee.

On receipt of the Registration Form, the Nursery Manager will add your child to the waiting list register and a letter of acknowledgement will be sent to you by the Nursery Administrator. If an immediate placement is available (if requested) then the Nursery Manager or a member of the Management team will contact you directly to offer the placement, subject to a signed contract.

The completion of a Registration Form does not in itself guarantee an offer of a place, as this will be decided by the available places that we have on offer at that time. Place allocation is a complex matter and some sessions have limited availability which is dependent on the number of full-time equivalent places being taken up. All parents have the same right to access our NIL COST sessions and these will be allocated in line with the waiting list rules below.

If there are more applications than places available then places will be allocated by the Manager firstly to those who have completed the relevant forms and paid their fee (on a date received basis). Full-time places will take priority over part-time places and sibling places. Employees' children will be considered on the same basis. Where a place cannot be found then children will be placed on a Waiting List.

All new registrations will be acknowledged and the details will be entered onto our database. Child Visit & Starting Procedures will then be followed.

When a place has been confirmed then the child or children will be booked into the base room for their settling visits as per the agreed schedule. These will preferably take place in the weeks immediately before starting. In emergency admissions then these settling visits may need to be altered to accommodate the child's and parent's needs.

Each key person will introduce themselves to the parent/carer(s). Prior and during the settling visits the child's Key Person will assemble all relevant information including Permissions Forms and All About Me information in order to assist us in getting to know the individual children.

The child should be entered onto the electronic learning system and observations begun straight away.

The Management Team will provide the agreed childcare facilities for your child at the agreed times (subject to any days when your child's nursery is closed). If we change the opening hours, we will give you as much notice of our decision as possible and if necessary, work with you to agree a change to your child's hours at the Nursery.

The Management Team will notify you as soon as possible of any days on which your child's nursery will be closed; and try to make available to any of your other children a place, however we cannot guarantee that a place will be available.

2. Waiting List Criteria

Children will remain on the Waiting List until a place becomes available. Looked after Children and those with any additional needs will be prioritised for our NIL COST places then government supported 2 year olds and children receiving EYPP. If we cannot find a place in the timescale required, then Registration Fees will be returned.

3. Parental Responsibility

Parents must complete all relevant forms during your child's initial induction before your child can be left unaccompanied at the Nursery. The Nursery must be informed immediately of any changes to the information you have provided:

- Name, address, date of birth, sex, ethnic origin and religion of the child;
- Dietary requirements and allergies
- Name, home address and place of work (including respective telephone numbers) of parent(s) or guardian(s) of the child
- The person who is responsible for paying nursery fees and their contact details
- Name address and telephone number of doctor and health visitor of the child;
- State of immunisation and infectious diseases suffered by the child and other relevant information on the child's health
- Consent (or otherwise) to prescription medication being administered to the child by nursery staff, if required
- Consent (or otherwise) to the child receiving emergency medical treatment from senior nursery team, if required
- Consent (or otherwise) to the child being taken out of the nursery premises (for occasional exercise, excursions etc.) by nursery staff
- Names of persons authorised to collect the child from the nursery.

You must keep us informed as to the identity of the persons who will be collecting your child from the Nursery. If the person collecting your child is not usually responsible for collecting them we will require proof of identity and password. If we are not satisfied that an individual is allowed to collect your child, we will not release your child into their care.

You must inform us if your child is the subject of a court order and provide us with a copy of such an order on request.

You must immediately inform us if you are unable to collect your child from the Nursery by the official collection time.

You must inform us in advance of any dates in which your child will not be attending the Nursery. You must provide us with at least two month's notice of your intention to decrease the number of hours your child spends at the nursery. You may choose to end your child's registration by giving us at least 2 month's calendar notice and their registration must end on the last day of our nursery term, to which you would be ending this agreement. Where insufficient notice is given, you will be responsible for the full fees of your child for one month from that date, as if the hours had not decreased.

You must immediately inform us if your child is suffering from any contagious disease. For the benefit of the other children in the Nursery, you must not allow your child to attend the Nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the Nursery .

4. Basic Fee Structure is available from the Nursery

Please see our Fees Sheet for details of fees for our various sessions.

5. Nursery Payment Schedule

The Nursery fees are detailed in the Fees Sheet. Fees must be paid on a monthly basis, in advance, by the 1st of each calendar month. We may review these at any time, although this is usually done once or twice per year. We shall inform you of the revised fee with at least one month's notice.

The 2-3 and 3-5 year rate applies from the month following your child's second or third birthday. Funding is applied, where eligible, in the term after your child turns 9 months, 2yrs or 3yrs.

All payments under this agreement must be by standing order or tax free childcare.

The Management Team will try and accommodate any request made for additional sessions of childcare; extra sessions can only be accepted up to 2 weeks in advance, however this will not be granted if there is an outstanding balance on your account and we cannot guarantee availability.

A parent is not required to pay any fees for the **free** entitlement.

If you have requested additional sessions or have been unable to collect your child by the official collection time and we have, as a result, provided you with additional childcare facilities we will charge you for the additional childcare monthly in arrears at our flat rate late collection fee of £50.

Each parent will receive a written bill clearly showing the fees being charged for and the hours they have received free of charge for early learning and childcare. These remaining fees include all the food, consumables and enhanced resources detailed in our various documents and discussed with you.

The Management Team will issue reminders where fees are overdue. We may ask you to withdraw your child from the Nursery if you have failed to pay your fees within the agreed payment timescale. When payment is received your child may return to the nursery. If payment is still not received, this will result in the permanent loss of the child's place. If no attempt is made to pay outstanding fees legal action will be taken in order to recover any monies owed.

6. Flexible Funded Childcare and Education Offer

"Government funding is intended to deliver 15 or 30 hours a week of free, high quality, flexible childcare... Government funding is not intended to cover the costs of meals, other consumables, additional hours or additional services..

Operational Guidance February 2025

We offer various sessions where we deliver Flexible All-In Funding and these sessions include our enhanced resource services (food, consumables and activities). These services include but are not limited to all meals and snacks, trips outside the nursery, offsite Forest School, visitor activities, woodwork and yoga clubs as well as much more. Please request a copy of our Enhanced Provision Flyer for more information if you have not already seen your copy.

You are not obliged to take up these additional services and you can access your funding as Fully Funded sessions as shown in the Fees List, subject to availability. Parents opting for these sessions are not able to access any additional hours or sessions. If you would like to take further hours or session times, you will need to move over to our Flexible All-In Funding offer.

Extended or expanded childcare (30 hours) are available for eligible families of children from 9 months 3yr olds and the eligibility criteria is available on the government website. It is the parents' responsibility to check their eligibility through HMRC and they must provide an eligibility code to us for checking with the Local Authority prior to being able to take up the extended offer. We are also able to offer Fully Funded places as shown in our Fees List, subject to availability.

As your child attends all year round then your total funding entitlement will be accounted for on your invoice and shown as a number of hours against your usual fees. This sum equates to your 'free' entitlement from the government and the balance relates to the fees for your remaining childcare.

Should your eligibility for 30 hours change then the company reserves the right to offer you an alternative place based on our available sessions and the Universal Entitlement if applicable, as places are allocated dependent on the total number of hours in the settings. We will always endeavour to ensure continuity of care for your child in order to support their remaining with the setting but we have to balance our staffing with our overall attendance patterns.

Grace Periods have been put in place to support families where their circumstances and therefore their eligibility might change. These are:

Validity end date:	Grace Period End date:
1 Jan - 10 February	31 March
11 Feb - 31 March	31 August
1 April - 26 May	31 August
27 May - 31 August	31 December
1 September - 21 October	31 December
22 October - 31 December	31 March

There is additional funding available to qualifying families and we will ask for your consent to share information with the local authority and Department of Education, who will access information from other government departments to confirm your child's eligibility and enable the provider to claim Early Years Pupil Premium (EYPP) or Disability ACCESS Fund (DAF) on behalf of your child.

Complaints Procedure for the Government Funded Entitlement

If you consider that your funded place has not been provided correctly, or the terms of your contract have not been fully explained, then you should speak with the Finance Manager of Toddlers Inn on 01825 721800.

If you're not happy with the help you receive then you should speak with the overall Manager at Toddlers Inn, Sabrina Watt, on 01825 721800.

We do find that many complaints are resolvable by speaking about them with us as we always endeavour to offer solutions. However- If you are still not happy with the help you receive please email the Nursery Manager, Sabrina Watt, with your complaint in writing at toddlers777@gmail.com and your concerns will be forwarded to the Operation Lead - you will receive a response within 2 weeks.

If you still consider the complaint has not been dealt with satisfactorily then you may contact the Local Authority in which the setting operates and follow their complaints procedure. It is the responsibility of the Local Authority to ensure we are delivering our funded hours within the national guidelines and whilst we might not offer our funding in the way you might like to access it, the Local Authority can help you in finding a setting that might better suit your needs, if this is the cause of your complaint.

Ofsted are not concerned with, or have time to deal with, issues relating to funding or fee charges that are made for children. Their responsibilities lie clearly with the regulation and inspection of the welfare and safeguarding requirements and the children's learning and development.

7. Charging for non-funded hours or other services

Extra hours (either due to parental choice or for additional hours over the free weekly entitlement) will be charged at the rate shown in our Fee Sheet.

8. Working families tax credit

Universal Tax Credit is an in-work tax credit for families, which includes an element to support the costs of registered or approved childcare for working parents.

For further information please visit the government website
<https://www.gov.uk/universal-credit>

9. Childcare Vouchers

Tax Free childcare is available through the government website
<https://www.childcarechoices.gov.uk>

Other Workplace Benefit Schemes are available to help you save money. More information about the Workplace Benefit Scheme can be found here
<https://www.workplace-nursery.net/>

For more information about your eligibility for various support streams please visit
<https://www.childcarechoices.gov.uk/>

10. Bank Holidays and Planned Holidays

The nursery is open for 51 weeks a year except during bank holidays, which are still chargeable.

No refunds will be given for periods where your child's Nursery place is vacant due to illness or holidays.

11. Notice of Absence

Parents/carers must inform the Management team by 10:00am if their child is not attending the Nursery on that day. If a child is missing from a session without prior notification the nursery will assume there are mitigating circumstances and will make every effort to contact the parents/carers and/or emergency contacts.

12. Termination of the Child's Registration

By registering your child at Toddlers Inn, you agree to your child's specific attendance pattern and that they will attend for the agreed sessions until the end of that term. Your child's sessions will automatically continue from term to term until they transition to school. The term dates are set out below:

Autumn Term - 1st September - 31st December

Spring Term - 1st January - 31st March

Summer Term - 1st April - 31st August

You may choose to end your child's registration by giving us at least 2 month's calendar notice and their registration must end on the last day of our nursery term. You must hand in your notice in writing and you are required to continue paying full nursery fees throughout your notice period up to the end of the term.

We may immediately terminate your child's registration if you fail to pay your fees.

We reserve the right to suspend a child's registration, where the Nursery deems the child's actions to be detrimental to other children. The withdrawal shall continue whilst we try to address the problem with the child's parents. A period of four weeks will be given, where possible.

13. Removal of a Parent, Carer or Visitor

We reserve the right to ask a parent/carers or visitor to leave the premises if they are found to be causing offence to anyone on the Nursery's premises. If this action occurs persistently the nursery reserves the right to terminate the child's place at any time.

For further detailed information - refer to 'Suspension and Exclusions Policy'

Signed by manager(s) _____

Date _____

Review of Policy

This policy is reviewed annually

Date of Review: July 2025