



## Terms and Conditions

### Application, Registration and Fees

A signed and fully completed application form together with a non-refundable Registration Fee of £100 is required prior to confirmation of a place. Registration does not guarantee a place for the start date / sessions required.

A minimum of two full day sessions must be reserved, in advance of placement. It may also be possible to have additional half-day sessions, mornings (0800-1300) or afternoons (1300-1800) if they are available. When Shofar is full, it may be possible to attend just one full day when the day is a FRIDAY. Please contact us for more information.

A deposit equal to one month's fees is required on acceptance of a placement. Once we have accepted your deposit, and you have returned the completed acceptance form, your child's place is guaranteed. Deposits are refunded up to 6 weeks after the last month of your child's attendance, subject to all fees and other liabilities to the nursery having been paid in full, and providing at least two calendar months' advance notice in writing is given prior to the child leaving. If a child leaves without full notice, we will offset the deposit paid against any outstanding fees and invoice the balance.

The deposit must be paid within two weeks of a written offer of a place at Shofar, if the Nursery does not receive the deposit within two weeks of the date of our letter, the place may be withdrawn

If your child does not attend the nursery for any reason once the place has been accepted, then the deposit is non-refundable.

Fees are payable monthly in advance by bank transfer on the first of each month.

Fees are inclusive of nappies, wipes, creams, toiletries, formula milks (except special dietary requirements) up to one years of age plus all meals, refreshments and snacks, feeding bottles, bibs, sheets, blankets and play equipment.

Nursery uniform is charged for separately and is compulsory for the pre-school groups (children from 2 ½ years upwards.)

Where a child's fee rate changes after a birthday, that reduction will take effect from the first day of the month following the birthday.

All reserved sessions & ad hoc / extra hours must be paid for regardless of whether your child attends. Ad hoc sessions / extra hours / changes to sessions may only be booked / agreed with Management.

No refunds will be given for sessions missed due to sickness, holidays, enforced temporary closures or when the Nursery is closed for Holidays / Staff Training Days.

Failure to meet payments may result in the termination of nursery placement and forfeiture of any refund of fees. In such circumstances, the Nursery reserves the right to levy a 2% interest charge above the prevailing Bank of England Base Rate on outstanding fees. An additional charge of £50 may also be payable for recovery of outstanding sums.

Parents are held responsible for all outstanding fees. The Nursery is not liable for collections from third parties, e.g. University / colleges, voucher providers, grant funding agencies.

Fees are reviewed annually and any increases notified to parents two months ahead of implementation.

#### Late collections

If a child is collected after the agreed time, a charge of £15 for the first quarter hour and £2 per minute thereafter may be imposed at the discretion of the Nursery Manager. Our hope is that we will not have to add this to anyone's invoice as exceptional circumstances will be taken into consideration.

Parents must inform the Nursery at the earliest instance if they are going to be late to pick up their child.

#### Hours of Operation

Shofar will operate Monday-Thursday from 07:45-18.15 and Friday 07:45-18:00 (except for public and Jewish holidays\*, one staff training day per year and over the winter period between the bank holidays, 25<sup>th</sup>-31<sup>st</sup> December and during Pesach.

We may also close in the last week of July each year for one week for regular maintenance and refurbishments. Parents will not be charged for this summer closure week and invoices will reflect the discount.

Children can be dropped off and picked up at any time in between these times.

Parents are requested to arrive no later than 10 minutes prior to the end of the session to allow time for feedback and collection.

If the Jewish holiday occurs on a weekday then we will observe the following:-

\*Rosh Hashanah 2 days, Yom Kippur 1day, Sukkot 1 day, Simchat Torah 1 day, Pesach 2 days, Shavuot 1 day. We will close early on Erev Pesach & Kol Nidre to allow staff to get home in time for the festival to commence.

#### Illness and accidents

In the event of an accident parents will be notified, according to our First Aid policy and are required to sign an accident report form.

Parents may be asked to withdraw their child from the Nursery in the event that they require special medical care or attention or are otherwise deemed not well enough to attend. Shofar has a Medical Exclusion Policy, which we expect all parents and carers to adhere to.

The Nursery cannot accept responsibility for children contracting contagious diseases or infections.

Parents are obliged to inform the Nursery of any sickness, illness or allergies on registration of their child and thereafter. A Health Care Plan must be completed for medical care needs.

## Opening Hours 0745-1815 Monday- Thursday and 0745-1800 Friday



### Fees- September 2018

| <b>0-3 years</b><br>Days per week                    | <b>Maximum hours available</b>            | <b>Cost per calendar month</b><br>(members belonging to MRJ<br>synagogues)          | <b>Cost per calendar month (non</b><br><b>MRJ synagogue members)</b>                |
|--|---|---|---|
| Five full days                                       | 0745-1815 Mon-Thurs<br>0745-1800 - Fri    | £1554.50 (£73.25 per day over<br>51 weeks)<br><b>Special reduction cap at £1510</b> | £1635.75 (£77.00 per day over<br>51 weeks)<br><b>Special reduction cap at £1610</b> |
| Four full days                                       | 0745-1815 Mon-Thurs<br>0745-1800 - Fri    | £1334.75 (£78.75 per day over 51<br>weeks)  | £1400.00<br>(£82.50 per day over 51 weeks)  |
| Three full days                                      | 0745-1815 Mon-Thurs<br>0745-1800 - Fri    | £1001.00 (£78.75 per day over 51<br>weeks)  | £1050.00<br>(£82.50 per day over 51 weeks)  |
| Two full days  | 0745-1815 Mon-Thurs<br>0745-1800 - Fri    | £667.50 (£78.75 per day over 51<br>weeks)   | £700.00<br>(£82.50 per day over 51 weeks)   |
| Additional morning sessions<br>booked monthly*       | 0800-1300                                 | £48.00 per half day (£203.25 per<br>month)  | £50.25 per half day (£213.00<br>per month)  |
| Additional afternoon sessions<br>booked monthly*     | 1300-1800                                 | £42.50 per half day (£180.50 per<br>month)  | £45.00 per half day (£190.25<br>per month)  |
| Additional ad-hoc morning or<br>afternoon sessions** | 0800-1300 or<br>1300-1800                 | £49.25 per ad-hoc half day  | £51.25 per ad-hoc half day  |
| Additional ad-hoc sessions<br>**(full day)           | 0800-1300 or 1300-1800                    | £82.00 per ad-hoc full day  | £85.00 per ad-hoc full day  |
| <b>3-5 years</b><br>Days per week                    | <b>Maximum hours available</b>            | <b>Cost per calendar month</b><br>(members belonging to MRJ<br>synagogues)          | <b>Cost per calendar month (non</b><br><b>MRJ synagogue members)</b>                |
| Five full days                                       | 0745-1815 Mon-Thurs<br>0745-1800 - Fri    | £1331.50 (£62.75 per day over 51<br>weeks)<br><b>Special reduction cap at £1305</b> | £1396.75 (£65.75 per day over<br>51 weeks)<br><b>Special reduction cap at £1380</b> |
| Four full days                                       | 0745-1815 Mon-Thurs<br>0745-1800<br>- Fri | £1156.50 (£68.25 per day over 51<br>weeks)  | £1213.00 (£71.50 per day over<br>51 weeks)  |
| Three full days                                      | 0745-1815 Mon-Thurs<br>0745-1800 - Fri    | £867.50 (£68.25 per day over 51<br>weeks)   | £909.75 (£71.50 per day over<br>51 weeks)   |
| Two full days  | 0745-1815 Mon-Thurs<br>0745-1800<br>- Fri | £578.25 (£68.25 per day over 51<br>weeks)   | £606.75 (£71.50 per day over<br>51 weeks)   |
| Additional morning sessions<br>booked monthly*       | 0800-1300                                 | £42.50 per half day (£180.56 per<br>month)  | £45.00 per half day (£190.28<br>per month)  |
| Additional afternoon sessions<br>booked monthly*     | 1300-1800                                 | £33.75 per half day (£142.67 per<br>month)  | £33.75 per half day (£142.45<br>per month)  |
| Additional ad-hoc morning or<br>afternoon sessions** | 0800-1300 or<br>1300-1800                 | £45.00 per ad-hoc half day  | £47.25 per ad-hoc half day  |
| Additional ad-hoc sessions**<br>(full day)           | 0800-1300 or 1300-1800                    | £71.75 per ad-hoc full day  | £73.75 per ad-hoc full day  |

For children over 3 years of age, Shofar can claim the 15 hour Free Early Years Entitlement on behalf of the parents in the term after the child's third birthday and a reduction in the child's fees will be made at the current funding rate. (Currently £5.17 per hour)

30 hour funding is available for eligible parents and a reduction in the child's fees will be made at the current funding rate. (Currently £5.17 per hour)

Parents must provide proof of child's date of birth by giving Shofar a copy of birth certificate or passport on entry.

If availability exists then it may be possible to send your child to Shofar for the free entitlement (plus meal costs) only, but these will be at set times; please enquire for availability.

Parents wishing to choose session times must agree to pay for extra charges, which cover Jewish studies, Hebrew, Fitness, Music and other activities and the set fees will be reduced by the funding level. Fees are inclusive of nappies, wipes, creams, toiletries, formula milks (except special dietary requirements) up to one year old, as well as all meals, refreshments and snacks, feeding bottles, bibs, sheets, blankets and play equipment.

Late charges may apply for parents consistently late.

\* Additional morning or afternoon sessions may be allocated on request if we have availability.

\*\* All ad-hoc sessions must be agreed by management and must be paid for by completing a credit / debit card form at the time of booking.

No refunds will be given for cancelled ad-hoc sessions once booked.

5% sibling discount applies to both siblings currently in attendance at Shofar for full calendar months and is not applicable to ad-hoc sessions

No refunds will be given for any sessions missed due to sickness, holidays, enforced temporary closures or when Shofar is closed for Holidays / Staff Training.

## Termination / Cancellation / Change of sessions

Two full calendar months' notice in writing is required to withdraw your child from the nursery or to reduce previously agreed levels of attendance, following the end of the month in which notice is provided.

The Nursery reserves the right to terminate a placement if fees are not paid by the due date, if parents / carers fail to observe the Policies & Procedures of the Nursery, or a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour.

The Nursery reserves the right to terminate a placement if important information concerning or affecting your child is withheld / not communicated to Nursery management and staff.

Should a mutually agreed start date be postponed by parents, the Nursery requires at least two months' notice, alternatively the nursery reserves the right to charge from the original start date as indicated on the nursery application form / placement offer letter.

## Personal Property and Belongings

While staff will exercise all reasonable care to ensure that the Children's belongings are not lost or damaged, the Nursery cannot be held responsible for any loss or damage that might otherwise occur.

We cannot accept any responsibility for any loss or damage of toys or comforters from home should children bring these to Nursery.

All items of clothing / footwear must be clearly labelled by parents prior to the child starting at the Nursery.

Prams / buggies are not permitted in the main building or allowed to block fire exits / escape routes in order to comply with Health & Safety and Fire Regulations. All buggies must be stored folded in the buggy store.

Uniform is compulsory for all children in our Pre-school classes.

Sun hats, which are clearly named, must be provided for all children.

Uniform is a t-shirt (during warmer weather) and / or a Sweatshirt (in colder weather) and a sun-hat and Kippah

Children may wear any joggers, leggings, shorts, skirts with nursery uniform top and sensible shoes that protect toes.

Please dress your child appropriately for their day at Nursery weather wise and be aware that we will only change your child if necessary i.e if your child has had an accident or gets wet with water play.

Once your child is walking securely please supply the Nursery with a pair of named wellington boots that fit your child, and a bag of spare clothing that is all named and that is checked regularly to ensure this still fits and suits all weathers.

If sunny please apply sun lotion before coming to Nursery and our staff will re-apply as necessary throughout the day.

## Liability

The Nursery does not accept responsibility for any loss or inconvenience suffered by parents arising directly or indirectly from a temporary closure of its premises or as a result of the non-admission of a child for any reason. Fees will be charged for all reserved sessions regardless of holidays, sickness or temporary closures.

The Nursery cannot accept responsibility for children whilst in the care of their parents on its premises or on the Sternberg Centre site.

## Security and collections

Children are not permitted to leave the premises with anyone unknown to staff. Parents are asked to provide Nursery staff with a list of all individuals who will be dropping off and / or collecting their child. This information should include full names, addresses, telephone numbers and photographs for each named adult. If a parent needs to put into place a last minute change to the collection list, they must notify the Nursery in person / by telephone of this request or write the details of the person collecting their child on the notice board on the day of collection.

Parents / carers must observe the Nursery's Security Policy at all times and ensure that all doors / gates are securely closed / bolted behind them and that they do not allow people entry to the Nursery under any circumstances.

When dropping off or collecting their child all parents and carers must park safely and with due consideration to our neighbours. Parents must refrain from blocking residents driveways at all times.

Failure to adhere to this policy may result in the termination of the child's placement with the Nursery.

## Consent forms

Parents will be required to sign a declaration of consent form for the following:

Administration of prescription medicines.

Summoning emergency medical assistance, which may include taking a child to a GP or hospital.

Liaising with external professionals.

Trips and outings away from the Nursery.

Consent for named individuals to drop off and or collect your child from Nursery.

Applying sun-cream and face painting – as part of certain creative activities.

Online Safety Acceptable Use

The use of photographs in children's' on line 'Tapestry learning Journal'

Taking photographs of your child, which may be used for display, purposes within the Nursery or for use on our website/ Facebook / Twitter/ FRS and Alyth Synagogue web sites and mailings.

Taking photographs of children at the Nursery as individuals and / or as part of a group activity / performance.

Parents may withhold permission for any or all of the above and will accordingly be asked to complete a Consent Withheld form. In such cases, the Nursery will use all efforts to hide, the said child's face by use of blurred or cartoon imagery. The Nursery cannot be held liable in cases of genuine error.

## Complaints

To help resolve any issues or concerns, the Nursery maintains a formal complaints procedure to ensure that your views are heard and dealt with promptly by a senior member of staff at any time.

If the complaint is not satisfactorily resolved, you may elect to discuss the matter with the Nursery Manager in a private capacity.

If the complaint is about our Nursery Manager or not resolved to your satisfaction, please contact our Chair of Management Committee at [chairofmanagementcommittee@shofardaycarenursery.org.uk](mailto:chairofmanagementcommittee@shofardaycarenursery.org.uk)

Should you feel thereafter that your concerns have still not been dealt with satisfactorily over a subsequent period of 7 working days; you may refer the complaint to the Office for Standards in Education (OFSTED), details of which are as follows:

Telephone number 0300 123 1231

Or you can write to them at:

Applications, Regulatory and Contact (ARC) Team Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

## Information

The following information must be provided to the Nursery on registration:

Details of parents / carers including daytime & emergency contact numbers.

Copy of child's passport or birth certificate for proof of date of birth for funding applications.

Notifiable diseases and other medical conditions that the child has had, and a Health Care Plan must be completed and signed by the parent and GP or medical practitioner.

Details of immunisations.

Food or medical allergies.

GP's name and telephone number.

Parents are required to inform the Nursery of changes to any of the above.

## Employment of staff by parents

For the duration of our agreement with parents and for six months thereafter, Parents are prohibited from directly or indirectly employing, including babysitting, or enticing for employment, any member of Nursery staff with whom they or their associates have been in contact.

Should employment occur under such circumstances the Nursery will be entitled to a level of compensation from Parents equivalent to 25% of the individual's prevailing annual salary.

Staff

The Nursery requests that parents / carers refrain from 'befriending' staff on social media platforms, maintain confidentiality and professionalism and support staff to enjoy their personal lives

I \_\_\_\_\_ (print name) agree to Shofar's

Terms and Conditions as set out in the above document

Signed..... Parent

Date.....

Shofar Daycare Nursery Sternberg Centre, East End Road, N3

Call us: 020 8346 3453 admin@shofardaycarenursery.org.uk www.shofardaycarenursery.org.uk

Registered office as above. Shofar Daycare Nursery is a company limited by guarantee registered in England and Wales no: 9395603 and registered as a charity in England and Wales no. 1160802

