



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 be possible to have additional half day sessions, mornings (0800-1300) or afternoons (1300-1800) if they are available.

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at Shofar, if the deposit is not received by the Nursery within two weeks of the date of our letter, the place may be withdrawn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 Direct Debit on the 1st of each month. If there isn't time to set up direct debit payments prior to your child starting at Shofar then these fees are payable by cheque with no additional charge as a one-off.

Fees are inclusive of nappies, wipes, creams, toiletries, formula milks (except special dietary requirements) up to age 1, 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 2.5 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 are to be paid for regardless of whether your child attends. Ad hoc sessions / extra hours may only be booked if agreed by Management. One change to your child's booked schedule is allowed with two months' notice; and in exceptional circumstances Management may allow a second change.

No refunds can 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 on a Friday from 07:45-16:15 (except for public and Jewish holidays*, two staff training days per year and over the winter period between the bank holidays, 27-31st December and during Pesach.)

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 1 day, Sukkot 1 day, Simchat Torah 1 day, Pesach 2 days, Shavuot 1 day.

We will close early on festival Erevs to allow staff and site security to get home in time for the festival to commence.

Illness and accidents

In the event of an accident, parents will be notified 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 an Illness and 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.

Medication

We will give your child any prescribed medication, providing you complete our medication form. Please do not ask us to give any non-prescribed medication, as we are concerned about overdosing and keeping sick children at nursery, when in reality they should be at home, to avoid illnesses spreading.

The Headteacher has an emergency supply of Calpol, and Nurofen, which she would be able to administer in an emergency with parental permission, if collection is not immediate. In an emergency, permission can be given over the phone, but must be followed up in writing. The child must still be collected as a matter of urgency.

SHOFAR MONTHLY FEES 2025

0-23 months old – UNFUNDED

					Includes a Friday			
		Reform family member	Reform single member	Non-reform member		Reform family member	Reform single member	Non-reform member
5 days		£1,912.31	£1,970.26	£2,144.10		£1,912.31	£1,970.26	£2,144.10
4 days		£1,735.02	£1,783.22	£1,927.80		£1,652.40	£1,698.30	£1,836.00
3 days		£1,301.27	£1,337.41	£1,445.85		£1,218.65	£1,252.50	£1,354.05
2 days		£867.51	£891.61	£963.90		£784.89	£806.69	£872.10
AM		£268.52	£275.97	£298.35		£268.52	£275.97	£298.35
PM		£268.52	£275.97	£298.35		£165.24	£169.83	£183.60

0-23 months old – FUNDED 15 HOURS

5 days		£1,489.08	£1,534.21	£1,669.58		£1,489.08	£1,534.21	£1,669.58
4 days		£1,273.32	£1,308.69	£1,414.80		£1,190.70	£1,223.78	£1,323.00
3 days		£839.57	£862.89	£932.85		£756.95	£777.97	£841.05
2 days		£405.81	£417.08	£450.90		£323.19	£332.17	£359.10
AM		268.52	£275.97	£298.35		£268.52	£275.97	£298.35
PM		268.52	£275.97	£298.35		£165.24	£169.83	£183.60

0-23 months old – AD-HOC SESSIONS

					*Subject to availability, may be booked up to 1 month in advance.			
ad-hoc am/pm		£74.00	£76.00	£82.25		£45.00 (pm)	£47.00 (pm)	£51.00 (pm)
ad-hoc day		£119.50	£122.75	£132.75		£97.00	£99.00	£107.00

- Fees are calculated over 51 weeks. The summer closure week is not included, and invoices will be adjusted for this closure week.
- Sibling discounts of 5% will be deducted from non-funded fees only, and only if both siblings attend for a full month. The sibling discount is not applicable on ad-hoc sessions.
- Parents must provide proof of the child's date of birth by giving Shofar a copy of the birth certificate or passport when they start at Shofar.
- No refunds will be given for cancelled regular or ad-hoc sessions once booked, for any reason including sickness, holidays, enforced temporary closures due to extreme weather or if Shofar is not safe to open due to breakdown of essential heating/ water etc., or when Shofar is closed for holidays or training.

SHOFAR MONTHLY FEES 2025							
24-35 months old – UNFUNDED							
					Includes a Friday		
	Reform family member	Reform single member	Non-reform member		Reform family member	Reform single member	Non-reform member
5 days	£1,859.19	£1,915.53	£2,084.55		£1,859.19	£1,915.53	£2,084.55
4 days	£1,686.83	£1,733.68	£1,874.25		£1,606.50	£1,651.13	£1,785.00
3 days	£1,265.12	£1,300.26	£1,405.69		£1,184.79	£1,217.70	£1,316.44
2 days	£843.41	£866.84	£937.13		£763.09	£784.28	£847.88
AM	£261.06	£268.31	£290.06		£261.06	£268.31	£290.06
PM	£261.06	£268.31	£290.06		£160.65	£165.11	£178.50
24-35 months old – FUNDED 15 HOURS							
5 days	£1,507.10	£1,550.97	£1,682.58		£1,507.10	£1,550.97	£1,682.58
4 days	£1,297.33	£1,331.71	£1,434.88		£1,217.00	£1,249.16	£1,345.63
3 days	£875.62	£898.29	£966.31		£795.29	£815.74	£877.06
2 days	£453.91	£464.87	£497.75		£373.59	£382.32	£408.50
AM	£261.06	£268.31	£290.06		£261.06	£268.31	£290.06
PM	£261.06	£268.31	£290.06		£160.65	£165.11	£178.50
24-35 months old – AD-HOC SESSIONS						*Subject to availability, may be booked up to 1 month in advance.	
ad-hoc am/pm	£71.75	£73.75	£79.75		£44.00 (pm)	£46.00 (pm)	£50.00 (pm)
ad-hoc day	£116.00	£119.25	£129.00		£96.00	£99.00	£107.00

- Fees are calculated over 51 weeks. The summer closure week is not included in this, and invoices will be adjusted for this closure week.
- Sibling discounts of 5% will be deducted from non-funded fees only, and only if both siblings attend for a full month. The sibling discount is not applicable on ad-hoc sessions.
- Parents must provide proof of the child's date of birth by giving Shofar a copy of the birth certificate or passport when they start at Shofar.
- No refunds will be given for cancelled regular or ad-hoc sessions once booked, for any reason including sickness, holidays, enforced temporary closures due to extreme weather or if Shofar is not safe to open due to breakdown of essential heating/ water etc., or when Shofar is closed for holidays or training.

SHOFAR MONTHLY FEES 2025								
3 years plus - FUNDED 15 HOURS								
					Includes a Friday			
		Reform family member	Reform single member	Non-reform member		Reform family member	Reform single member	Non-reform member
5 days		£1,339.73	£1,378.17	£1,493.48		£1,339.73	£1,378.17	£1,493.48
4 days		£1,155.93	£1,186.06	£1,276.45		£1,085.55	£1,113.73	£1,198.25
3 days		£786.44	£806.30	£865.90		£716.06	£733.97	£787.70
2 days		£416.94	£426.54	£455.35		£346.56	£354.21	£377.15
AM		£228.74	£235.09	£254.15		£228.74	£235.09	£254.15
PM		£228.74	£235.09	£254.15		£140.76	£144.67	£156.40
3 years plus - FUNDED 30 HOURS								
5 days		£1,050.45	£1,077.97	£1,160.51		£1,050.45	£1,077.97	£1,160.51
4 days		£833.88	£853.09	£910.70		£763.50	£780.75	£832.50
3 days		£464.39	£473.33	£500.15		£394.01	£400.99	£421.95
2 days		£216.72	£222.74	£240.80		£196.08	£201.53	£217.87
AM		£228.74	£235.09	£254.15		£228.74	£235.09	£254.15
PM		£228.74	£235.09	£254.15		£140.76	£144.67	£156.40
3 years plus – AD-HOC SESSIONS						*Subject to availability, may be booked up to 1 month in advance.		
ad-hoc am/pm		£59.25	£60.00	£62.00		£38.00 (pm)	£39.00 (pm)	£40.00 (pm)
ad-hoc day		£93.00	£93.50	£97.25		£78.00	£80.00	£83.50

- Fees are calculated over 51 weeks. The summer closure week is not included, and invoices will be adjusted for this closure week.
- Sibling discounts of 5% will be deducted from non-funded fees only, and only if both siblings attend for a full month. The sibling discount is not applicable on ad-hoc sessions.
- Parents must provide proof of the child's date of birth by giving Shofar a copy of the birth certificate or passport when they start at Shofar.
- No refunds will be given for cancelled regular or ad-hoc sessions once booked for any reason, including sickness, holidays, enforced temporary closures due to extreme weather or if Shofar is not safe to open due to breakdown of essential heating/ water etc., or when Shofar is closed for holidays or 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. One change to your child's booked schedule is allowed with two months' notice; and in exceptional circumstances Management may allow a second change.

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 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.

Sun hats are compulsory for all ages.

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

Uniform is a t-shirt (during warmer weather) and / or a Sweatshirt (in colder climates) 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 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 climates.

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

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



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.

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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.

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.
- Notifiable diseases and other medical conditions that the child has had & 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

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Shofar Calendar Jan 2025 - Dec 2025

Shofar Daycare Nursery operates 51 weeks per year, excluding Jewish holidays and bank holidays. Our normal opening hours are Mon-Thursday 7.45 a.m.-6.15 p.m. and Friday 7.45 a.m.-4.15 p.m.

We are closing in July for one week to allow us time to redecorate, repair and deep clean our nursery. (July bill will be revised to allow for a reduction on a child's normal days during this week)

The dates below show the holiday dates and some early closures pre-Jewish festival.

Wednesday 1st January – Closed -New Year's Bank Holiday

Closed Monday 14th April-Thursday 17th April-closed Pesach. (Staff training 14-16th April)

Friday 18th April – closed Good Friday Bank Holiday

Monday 21st April – closed Easter Monday Bank Holiday

Monday 5th May - Closed - Early May Bank Holiday

Monday 26th May – Closed - Spring Bank Holiday

Monday 2nd June- Closed Shavuot

Monday 21st July- Friday 25th July- closed refurbishments and Staff training (See above)

Monday 25th August - Closed Summer Bank Holiday

Monday 22nd September- Erev Rosh Hashanah Shofar closes at 1330

Tuesday 23rd September – Closed 1st day Rosh Hashanah

Wednesday 24th September -closed 2nd Day Rosh Hashanah

Wednesday 1st October - -Kol Nidre-Shofar closes at 1330

Thursday 2nd October - Closed Yom Kippur

Monday 6th October – Erev Sukkot – Shofar closes 1630

Tuesday 7th October – closed Sukkot

Monday 13th October - Erev Simchat Torah – Shofar closes 1630

Tuesday 14th October – closed Simchat Torah

Wednesday 24th December- Shofar closes 1430

Thursday 25th December - Closed Bank Holiday (Chanukah 1st candle)

Friday 26th December - Closed Bank Holiday

Monday 29th December-Thursday 1st January 2026 - Shofar closed & New Year Day Bank Holiday

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PLEASE SIGN:

I _____ (print name) agree to Shofar's Terms and Conditions as set out in the above document

I _____ (print name) attach a copy of my child's _____ (print name) birth certificate or passport.

Signed _____

Parent _____

Date _____

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