



# Walton on Thames Nursery Information



# Welcome to our Nursery

Our Walton-on-Thames setting is our largest, most impressive nursery yet with space for up to 75 children. With lots of natural light, a beautiful townscape feature wall and our storytellers barn area our inspirational outdoor themed learning hub and purposely built rooms support every stage of your child's education and development.

Our nursery has been specifically created for each age group so that every child is cared for in a happy, stimulating, fun-filled and educational environment. We support every stage of your child's education and development through meeting all of the requirements of the Early Years Foundation Stage and ensure that all children are kept healthy and safe and that they have the knowledge and skills they need to start school.

From 2 years of age our nursery children explore daily movement activities in our activity club upstairs. This daily session focuses on floor activities with stations and obstacles, so whether that's learning how to do a forward roll or exploring their surroundings you can be sure your child is developing their balance, coordination, and flexibility. Children progress and develop through our bespoke activities whilst building their confidence and friendships.

Our day nursery offers spaces for children aged 6 weeks to 5 years, on a full and part-time basis. We are open 8am-6pm Monday to Friday 51 weeks a year.





# Monthly Fees

## Under 3's

Full Days \ Half Days	0	1	2	3	4	5
0			£722.50	£1,083.75	£1,445.00	£1,678.75
1		£595.00	£956.25	£1,317.50	£1,678.75	
2		£828.75	£1,190.00	£1,551.25		
3	£701.25	£1,062.50	£1,423.75			
4	£935.00	£1,296.25				
5	£1,168.75					

## Over 3's

Full Days \ Half Days	0	1	2	3	4	5
0			£680.00	£1,020.00	£1,360.00	£1,572.50
1		£552.50	£892.50	£1,232.50	£1,572.50	
2		£765.00	£1,105.00	£1,445.00		
3	£637.50	£977.50	£1,317.50			
4	£850.00	£1,190.00				
5	£1,062.50					

A £100 Registration fee also applies at the point of registering.

2 year funded prices are available on request

Fees are annualised over 51 weeks and divided by 12 to give you the monthly cost.

We are closed on all public bank holiday's and 2 inset days per year, as per our terms and conditions these are fully chargeable.

All fees are inclusive of Nappies, Sudocrem, F50 sun cream, sensitive wipes & meals/formula



Your registration fee needs to be paid upfront at the point of registration. At the point of confirming your place you will be required to pay your first full month fee upfront. Monthly fees are calculated over 51 weeks divided by 12 months. Funding is stretched over 51 weeks. On confirmation of your nursery space you will receive your welcome pack. Please note, the registration fee is non refundable.

Half Day: 8am -1pm or 1pm-6pm including meals.

Full Day: 8am-6pm including meals.

Nappies, Sudocrem, F50 sun cream, sensitive wipes & meals/formula are included as part of the fees.

We are open 51 weeks per year and close on all national Bank Holidays as well as 2 inset days per year (these dates will be announced in December for the following year)

The Nursery fee rates (Fees) are dependent on your child's booking patterns and age. Nursery fees take any public holidays or other designated closure days into account.

Fees are subject to review by Gymfinity Kids Nurseries and we may amend them by providing you with one month's advance notice in September of each year.

Fees must be paid a minimum of one month in advance on the first of each month (Due Date). Your child's fees will be taken by Direct Debit. We accept some childcare vouchers; voucher payment must clear into our account by the due date, otherwise, we will automatically apply it to the next month's fees, and we will consider the current month's fees outstanding. Please note, an admin fee of 5% of your monthly bill each month will be added to your invoice if you do not pay by direct debit.

Government funding will be applied the term after your child is 2 years or 3 years and providing relevant documentation is in place.

The nursery reserves the right to terminate or suspend your child's place, with immediate effect, if you do not pay the fees by the due date or you have any outstanding nursery fees. The nursery shall be entitled to charge interest on any late nursery fees. We may also charge an additional 20% of the total outstanding fees for all other associated costs related to non-payment or recovery of any nursery fees.

In addition to the fees, the nursery reserves the right to charge the following ancillary nursery fees: late payment fee and late pickup fee will be charged at an additional £7.50 for every 5 minutes late.

We will not refund any fees if your child is absent due to illness, holiday, or as required under the nursery's policies and procedures. In addition, the nursery will not refund any fees, be in breach of the Parent Agreement, or otherwise be liable to you by reason of any delay in performance or non-performance of its obligations to you due to any event outside its reasonable control. Such events include, without limitation: fire, war, acts of terrorism, strikes or other industrial action, infectious diseases, epidemics, inclement weather (such as snow or flooding), unforeseeable repairs or any failure of public or utility services (such as highway and public transport delays or failures).

In the event the nursery applies any discretionary discount to nursery fees, this discount will be solely as a gesture of goodwill and will not constitute any variation of this Parent Agreement. We offer a 10% sibling discount on the oldest child.



# Parent Agreement

## **Reserving Your Child's Nursery Place**

To request a place for your child at the nursery you must complete a registration form and return it to the nursery. The nursery will contact you to confirm whether a place is available for your child. Once the nursery confirms availability, you will need to pay a full month in advance to reserve your child's space.

## **Additional Care and Change of Sessions**

Subject to availability and the nursery's minimum session requirement (three sessions), you may increase or decrease your child's booked sessions. To reduce the number of booked sessions you must give us at least one calendar month's advance written notice. Any reduction in sessions will only commence from the 1st of the month. We are unable to accommodate swapping your child's booked sessions from one day to another. If available, you may book additional care outside of your child's normal booking pattern (Additional Care). You agree to pay any fees for Additional Care as per the nursery fee sheet. You may pay for Additional Care by credit or debit card, failure to attend any additional Care sessions will still be fully charged.

## **Notice of Termination**

Each party must provide a minimum of one calendar month's written notice to terminate your child's place. The nursery reserves the right to terminate your child's place with immediate effect and without notice if you breach this Parent Agreement, have outstanding nursery fees owed, or if we, at our sole discretion, consider termination of your child's place to be in the best interests of the nursery and/or the welfare of your child, other children at the nursery, or staff.

## **Any child leaving the setting with outstanding fees**

Parents will be given a last opportunity to settle the account and the parent/carer will be informed of the date that the account will be passed on to the Debt Collection Agency. If the account is not settled it is out of the hands of the setting and all payments plus additional charges by the Debt Collection Agency will have to be paid to them. Gymfinity Kids Nurseries uses Are You Owed Money as their Debt Collection Agency.

On any account which is not paid in accordance with our payment terms the account will attract:

1. Interest at the rate of 8% over the base rate of the Bank of England from the date payment fell due to the date of payment, pursuant to the Late Payment of Commercial Debts (interest) Act 1998, as amended.
2. Compensation for each invoice late payment pursuant to the Late Payment of Commercial Debts Regulations 2002, as amended.
3. Debt recovery costs for our debt recover company Financial Demands Ltd pursuant to the late Payment of Commercial Debt Regulations 2013.

## **Your Child's Health and Care Requirements**

Prior to your child starting, you agree to provide to the nursery in writing all relevant health and care requirements (including any allergies/intolerances or medical conditions) relating to your child. It is your responsibility to notify the nursery of any change or additions to this information on an on-going basis. You also agree to provide the nursery with up-to-date contact details for you and any authorised persons. In addition, you need to provide to the nursery a copy of any Court Order or signed custodial agreement relating to any care arrangements for your child.

## **Illness, Medication, Sunscreen and Activities**

Children cannot attend nursery if they are suffering from sickness, diarrhoea, an infectious illness, or have any non-specific rashes until they are symptom free or cleared to return to nursery by a doctor. In the event of your child being injured or becoming ill while at nursery we may administer first aid, arrange for your child to obtain medical assistance, or require an early collection. If we are unable to reach you then we will call an authorised contact as the nursery deems appropriate.

You will need to complete the required documentation prior to the nursery administering any medically prescribed medication to your child. This must be a UK prescribed medication, written in English, from a GP, dentist or pharmacist and must be given to us with the prescription label attached. We ask parents to keep children on antibiotics at home for the first 48hrs. For non-prescription medication, please view our Medication policy. Your child's attendance at nursery whilst on medication will be at our sole discretion.

The nursery may apply sunscreen to your child before going outside. If you wish to supply your own sunscreen, it must not contain any allergens which may cause risk to other children. You may request in writing for the nursery not to apply sunscreen however your child may not go outside in sunny weather without some form of sun protection such as long sleeve clothing, sun hat etc.

It is common practice for staff members to take children on walks or other activities in the local area. You may request in writing that your child does not participate in these activities.

## **Contracting with Nursery Staff**

You agree to pay a fee if a nursery staff member leaves our employment or reduces their hours of work in order to work for you (the Recruitment Fee). The Recruitment Fee will be 20 percent of the annual gross market rate salary of an individual with equivalent qualifications and role as the former nursery staff member. We do not sanction any arrangements made between you and nursery staff which are solely between you and the nursery staff member. You agree to hold the nursery and Gymfinity Kids harmless for any liability, loss or damages you incur as a result of any such arrangements.



# Parent Agreement

## (Continued)

### **Late collection and Non-collection**

If a child has not been collected from the nursery after 30 minutes has been allowed for lateness, we initiate the following procedure:

The nursery manager will be informed that a child has not been collected

The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records

The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record

In the event of no contact being made after 30 minutes has lapsed, the person in charge will ring the local authority children's social services emergency duty team

The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child

The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process

In order to provide this additional care a late fee of £7.50 for every 5 minutes late, will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

### **Opening Hours and Collection**

The nursery is open throughout the week and may be closed on other designated days. To find out the nursery's opening hours and closed days, check the nursery's notice board or ask the nursery for the schedule.

Only you or authorised contacts who are over eighteen years old can collect your child from nursery. If your child remains in nursery after the specified closing time and the nursery has not been able to reach you or an authorised contact to agree

your child's collection, we will call Social Services and/or other government bodies as the nursery deems appropriate. If you are late collecting your child, we may charge you a late pick-up fee as further described in the fees sheet.

### **General**

The nursery is not responsible for any items left by you at the nursery including but without limitation: push chairs, prams, car seats, and clothing.

The nursery may unilaterally change any provision of this Parent Agreement without notice to you where such change arises from regulatory or legislative requirements. For any other changes to this Parent Agreement, including but not limited to, a change of booked sessions or assignment of this Parent Agreement, the nursery will provide you with one month's advance notice.

This Parent Agreement, together with the Fee Sheet and Registration Form, are amended from time to time to represent the entire agreement between you and Nurseries by Gymfinity Kids.

### **Amendments to your fees**

From time to time we may increase the price of the monthly fees. We will give you at least 30-days' notice of any upcoming price increase and will make it very clear when the price increase will take effect and how much your monthly amount will cost after the increase. During this period, you will have the right to end your contract in line with this agreement. If you do not end your contract by the date given to you in the notice, then your monthly fees will be increased in line with our notice. Price increases are communicated via email to the email address used in the signup process.

We reserve the right to increase our advertised prices at any time.

### **Funding**

We offer limited, fully funded childcare spaces in some of our nurseries. We also offer part funded spaces, you can find more details on funding at our website, [gymfinitykids.com](http://gymfinitykids.com)

Funded sessions must be applied for by the government website. We reserve the right to refuse funded sessions and have limited availability in the settings that do offer fully funded.

This Parent Agreement will be governed by English Law and is subject to the exclusive jurisdiction of the English Courts.



# Parent Agreement

## (Continued)

### Privacy Policy & Cookies

At Nurseries by Gymfinity Kids we are committed to protecting your privacy. This statement is made in the light of the requirements of the Data Protection Act 2018 in order to advise you of Nurseries by Gymfinity Kids data processing practices which will govern the processing of your data.

We also use Iconnect to communicate to our parents. Please see our website for further information or if you wish to receive further details regarding Iconnect please speak to your nursery manager directly.

If you have any queries about this statement please contact us at [info@gymfinitykids.com](mailto:info@gymfinitykids.com)

### Your GDPR rights and how to exercise your rights at Gymfinity Kids.

The GDPR affords 7 individual rights. Not all of these rights are absolute – this means that there are conditions attached to some of the rights and in most cases, a balanced approach to entitlement and interests, is promoted by the regulations.

#### 1. The right to be informed about the processing of your data.

- Gymfinity Kids actively inform colleagues and parents about the data we process.
- Our policies and procedures for processing data, are transparent, accessible, and intelligible.
- We issue privacy notices where appropriate, including on our website.

#### 2. The right to access data that Gymfinity Kids hold about you or your child.

- You can request to be informed about or see the data we hold about you or your child
- You can request to verify the lawful basis for our processing of your data.

#### 3. The right to rectify data that is incorrect or incomplete.

- Most rectification requests can be resolved informally, by speaking with the person in charge of the information, such as a Nursery Manager, Deputy Manager or the management team.
- Occasionally, a parent or colleague may wish to make a formal rectification request.
- Gymfinity Kids will consider whether the data is inaccurate and other factors, such as whether an inaccurate account (such as a false allegation) was rectified but the inaccurate account was lawfully retained.
- If Gymfinity Kids have shared inaccurate information with third parties, we will where possible (and not disproportionate), inform them of any rectifications made.

#### 4. The right to erase your data - sometimes known as 'the right to be forgotten'.

- Gymfinity Kids will consider the relevance of the data you wish to erase and whether it is necessary for us to retain or erase the information due to an overriding obligation or legitimate interest.

- If Gymfinity Kids have shared the erased information with third parties, we will where possible (and not disproportionate), inform them of the erasure.

#### 5. The right to restrict processing, by insisting that data held about you is not used.

- Requests for data restriction are an alternative to erasure and may be temporary, such as while the lawfulness or accuracy of data processing is being verified or in order to support a legal claim.
- Procedures for restricting processing are variable, for example:
  - Removing the data from our website, but retaining within a password protected file.
  - Making an exception to auto-deletion of an ex-colleague's file.
  - Creating a secure file for information that may be processed if and when the restriction is lifted.
- You will be informed before a restriction is lifted, with reasons that the restriction no longer applies.
- If Gymfinity Kids have shared the restricted information with third parties, we will where possible (and not disproportionate), inform them of the restriction.

#### 6. The right to data portability allows you to reuse your data to access different services.

- This right applies only to personal data that you provide to Gymfinity Kids and is processed by automated means, such as website search / usage history.
- If the right applies, you can request a copy of the data and / or to have the data transmitted by Gymfinity Kids, to another controller.

#### 7. The right to object to the processing of your data.

- This right applies only when our lawful basis for processing the data is a legitimate interest of Gymfinity Kids; used for direct marketing or used for research / statistics.
- You have an absolute right to object to direct marketing. If you object to receiving promotional offers, Gymfinity Kids will no longer send you this information, even if you previously asked to be included.
- In other cases, the regulations require a balanced approach, weighing your particular situation and reasons for objecting, against any compelling reasons for processing the data.

### Request Procedure

Many issues can be resolved at site level, as they arise. Examples include amending contact details or withdrawing consent to display photographs.

Formal requests should be made to Central Support at [info@gymfinitykids.com](mailto:info@gymfinitykids.com)

### CCTV

We have CCTV cameras in all settings to protect and safeguard your child. These camera areas include reception/entrance areas and within the Gymfinity Kids site but not within the nursery toilet/changing facilities.



# FAQ's

**Q)** When is the nursery open?

**A)** 8am-6pm Monday to Friday. We are open 51 weeks of the year and closed on Bank Holidays as well as 2 inset days per year.

**Q)** What happens if I am delayed collecting my child?

**A)** We ask that you call the nursery to inform them you are going to be late. You will be charged a late fee.

**Q)** How do I know my child will be safe and secure?

**A)** All staff have an enhanced DBS, receive safeguarding and first aid training, and follow nursery mandated policies and procedures to ensure children are kept safe at all times. Doors to the nursery are coded. Visitors are asked for photographic ID, signed in and not left unescorted in the nursery.

**Q)** What is the Early Years Foundation Stage?

**A)** The nursery follows the Early Years Foundation Stage using this as the underpinning curriculum to ensure all children are developing and reaching milestones that are appropriate for their ages and stages of development. The Early Years Foundation Stage (EYFS) sets standards for the learning, development, and care of your child from birth to 5 years old.

The EYFS seeks to provide quality and consistency in all early years settings so that every child makes good progress. This sets a secure foundation through learning and development opportunities which are planned around the needs and interests of each individual child and are assessed and reviewed regularly.

**Q)** What activities will my child do at nursery?

**A)** The nursery has a curriculum that is delivered in accordance with the early years foundation stage. Activities will be child and adult led opportunities based on your child's individual interests and learning style.

**Q)** What happens when my child starts nursery?

**A)** You will receive a minimum of 2 inclusive settling in sessions to help you and your child become familiar with your key worker the other children.

**Q)** Will my child be required to bring anything with them when starting nursery?

**A)** Children must bring a change of clothing and are encouraged to bring any comforters they have.

**Q)** How do I find out about my child's day at nursery when I collect him/her?

**A)** Parents will be provided with daily face-to-face feedback and provided with digital updates through our Iconnect/Parent Zone system. Please see our website for further information.

**Q)** What will my child be given to eat and drink?

**A)** Your child will be given a choice of water or milk to drink. A balanced menu can be found on the parents' notice board and this has been endorsed by Annabel Karmel.

**Q)** My child has a dietary requirement, food allergy, and/or intolerance – can you accommodate this?

**A)** We will cater for allergies and intolerance needs, you will be required to complete an allergy form and care plan with the Nursery Manager.

**Q)** What ages do you take children from-to?

**A)** 6-weeks old to 1 week after the child's 5th birthday.

**Q)** What ratio's do you work to?

**A)** 0-2yrs 1:3  
2-3yrs 1:4  
3-5yrs 1:8

**Q)** How do I find out more about the staff working at the nursery?

**A)** Please see the staff profile board.

**Q)** What happens if my child is taken ill at the nursery?

**A)** We will call you to inform you when your child is unwell. If your child has a high temperature, we will issue one dose of liquid paracetamol providing pre-authorized permissions are in place. Following that one dose, you will be required to collect your child from the nursery if their temperature doesn't go down. If your child is ill and not able to attend, you will still be charged for the full session.

**Q)** My child needs medication during the day – what is your policy?

**A)** Provided that this is a UK prescribed medication written in English, from a GP, dentist or pharmacist and is given to us with the prescription label attached, this is fine. You will need to complete a medication form for all medicines. We ask parents to keep children on antibiotics at home for the first 48hrs. For non-prescription medication, please view our Medication policy.

**Q)** Do you offer a discount to parents placing more than one child?

**A)** Yes, 10% discount for the oldest child.

**Q)** Can I book extra sessions?

**A)** Yes, please talk to the nursery for availability.

**Q)** Do you accept childcare vouchers?

**A)** Yes, we accept some vouchers. Please speak to your nursery directly.

**Q)** My child is eligible for funding, how do I apply?

**A)** The funding is applied the term after the child's second/third birthday. You will be responsible for completing the relevant local authority documentation.