

TERMS & CONDITIONS

1. Overview

The following information states the terms and conditions attached to using the services provided by Raised in Bristol. By signing the registration form and accepting a nursery space you are understood to have accepted these terms and conditions.

2. Registration Administration Fee

A £10 non-refundable registration administration fee of is required with the completed registration form to register your child onto the nursery waiting list. The registration is subject to availability and does not guarantee that a space will be offered within any given time frame. Payments can be made directly through our website or by cheque payable to 'Raised in Bristol Ltd'.

3. Offering Spaces

Spaces will only be offered in writing, by the Nursery Manager. This will be the official offer confirmation of your child's start date and regular bookings.

4. Sessions

All sessions are charged in full. Children are not to attend the nursery outside of the terms of the agreement, session times are to be adhered to.

<i>Sessions</i>	<i>Times</i>	<i>1 – 2 Years</i>	<i>3 – 5 Years</i>
Full Day	8am – 6pm	£60.00	£55.00
Mornings	8am – 1pm	£30.00	£27.50
Afternoons	1pm – 6pm	£30.00	£27.50
Hourly Rate		£6.00	£5.50

5. Late Collections

At the discretion of the Nursery Manager, where children are persistently collected after the session finish time, a late collection form will need to be issued and a charge of £1 per minute will be charged, in addition to the monthly bill.

6. Deposit

A deposit will be required when an official offer is confirmed. This will be the equivalent to one month's fees. This deposit is calculated as 1/12th of the annual charge based on the offered sessions. Deposits will be returned when your child leaves the nursery, providing their fees have been paid in full. In the event of a place being cancelled prior to a child starting at the nursery, this deposit will not be refunded and will be used to cover the first month's fees for the reserved place.

We are happy to discuss alternative arrangements should you feel unable to pay a deposit in the time frame given.

A deposit is not required if you are only in receipt of Free Early Education Entitlement (see 11.)

7. Payment

All fees are invoiced at the beginning of the month and must be paid within 30 days.

We accept the following methods of payment:

- Online bank transfer/Bacs
- At www.raisedinbristol.org.uk Make a Payment page by credit/debit card,
- By cheque (payable to 'Raised in Bristol Ltd')
- Childcare Vouchers

All payments must be clearly marked with either your invoice number or account code, your account code will be issued with your official offer confirmation.

Failure to adhere to our payment terms will lead to the nursery place being withdrawn and subsequent payment defaults will be passed to a debt collector.

Our fees are subject to review; we reserve the right to make alterations to our charges. In the event that there is an increase to nursery session charges, you will be provided with at least 30 days' notice.

8. Illness

Children who seem unwell, have a raised temperature, infection, vomiting or diarrhoea will not be admitted to the Nursery. We do not allow children to return until fully recovered. Please see the Health and Safety Policy for further details and specific exclusion periods for infection control.

All absences are charged at full rate. The only exception is when a child is hospitalised.

9. Holidays

We do not offer any holiday entitlements, therefore if the nursery is open sessions are charged at full rate. The nursery is closed on bank holidays and for 3 additional days over the Christmas period, no fees are charged for these closure days.

10. Notice & Changes

At least 30 days written notice is required for reductions or changes in sessions or where a child will be leaving the nursery.

11. Government Funded Childcare

(also known as 'universal free hours')

All children between the age of 3 - 5 are eligible to 570 hours/15 hours per week term time only government funded childcare per year. Some children may be eligible to receive free childcare from 2 years old, if in receipt of certain benefits.

a. Government Funded Childcare 3-5 year olds

You are entitled to 15 hours of government funded childcare per week during term time from the term after your child's third birthday until they reach compulsory school age.

Please note: as we are open all year round, and not term time only, Raised in Bristol offers 12 hours of government funded childcare per week over the whole year.

Any sessions in addition to the 12 hours per week are charged as per the nursery fee policy (see 4.).

b. Extended Government Childcare 3 – 5 year olds

Some working parents may be eligible for an additional 15 hours per week during term time (i.e. a total of 30 hours). This translates to 24 hours per week with Raised in Bristol as we spread the allocation over the whole year.

If you're eligible for the extra hours, you can sign up online via Bristol City Council website for a code to give to Raised in Bristol as your childcare provider to reserve a place. You'll get the extra hours once the next term starts.

For detailed information please see the Bristol City Council website. This is a relatively new system so please read the information and follow the steps carefully to get your code.

c. Claiming Government Funded Childcare

All registered and eligible families claiming their Government Funded Childcare at the nursery will be provided with all relevant information, in advance of the claim deadline. In order to claim Government Funded Childcare, parents MUST provide us with:

- a completed claim form
- a copy of their child's birth certificate.

d. Sessions

Government Funded sessions are offered in blocks of 5 hours only

Sessions	Times
Mornings	8am – 1pm
Afternoons	1pm – 6pm



e. Lunch Provision

We believe that our menu and meal time experience are integral to our full day provision and not a separate element. We would encourage parents to consider this when they are selecting a nursery for their government funded sessions. Because we do not receive funding for lunch this represents a significant proportion of the voluntary contribution of £2.50 which is requested per funded session.

f. Voluntary Contribution

We accept that the voluntary contribution must remain optional. Should you feel you want to access a place, but are unable to make a contribution of £2.50 per session then please contact us to discuss this.

g. Local Authority Guidance

This information should be read alongside the local authority information booklet for parents. Information is also available at

<https://www.bristol.gov.uk/schools-learning-early-years/15-and-30-hours-free-childcare-for-three-and-four-year-olds>

Please contact us or consult local authority information for further details regarding claim dates, accessing government funding across more than one nursery and moving to another nursery during an active term.