Terms and conditions of Red Wellies Childcare Limited

Admission

A completed registration form, registration fee and deposit are required to secure your child's place. The registration fee of £50 is non-refundable and covers administration and settling sessions. A deposit of £50 is required at time of booking. The deposit will be refunded on request by the 20th day of the following month of your child's leaving date, providing a minimum period of three months' attendance and that the terms and conditions have been met.

Fees and Invoices

Childcare accounts are payable monthly, in advance for a calendar month of childcare. Accounts are payable by Childcare Voucher or Tax Free Childcare. We can apply on your behalf for the Free Early Education Entitlement from Cheshire East Council. All invoices will be sent out electronically, on the second Tuesday of the month preceding the chargeable month and payment is required by 25th of the month preceding the chargeable month. Late payment penalty charge is £15 for payments 1-15 days later than due date, then £1 per day for additional days. After 30 days your child's place will be suspended until payment plus penalty is received in full. Any payments that are cancelled or returned from the bank will incur a £25 administration charge. Unless Red Wellies are in breach of these terms and conditions all booked sessions must be paid for regardless of child's attendance.
For children attending during term time only, school training days (INSET) will also be counted as "term time", so full fees will apply. No refunds will be given for sessions missed due to sickness or holidays or unavoidable nursery closure. Bank holidays will not be charged for. If you expect to be late collecting your child please notify the nursery as soon as possible. £5 is charged if your child is collected up to 10 minutes late, £15 if between 10 and 20 minutes late and £25 if between 20 and 30 minutes. Over 30 minutes is charged at an additional £10 per 10 minutes. In case of default on payment the nursery reserves the right to apply a £50 administration fee for preparation of court papers and interest will be charged at 8% above the bank's prevailing base rate. The nursery is not responsible for collection of fees from any third parties except in the case of statutory nursery education funding allowance. The nursery will give parents and carers 30 days' notice of increase of fees where possible, which will normally be reviewed in April and September.

Bringing your own food to nursery and voluntary contributions

You have the option to bring your own food to nursery and you can "opt-out" of the voluntary contributions listed in the section above. We will calculate any additions to your food bill and you will be invoiced for these. You will be charged for food as per the table above for any sessions that you chose not to bring food for, or when the food does not comply with the food policy as described above. Our food hygiene policy does not allow us to keep food warm or reheat food provided by parents. The food policy (called "Safer Food Better Business") is a UK standard issued by the Food Standards Agency and we are visited by Environmental Health team annually who will inspect all food storage areas. We are able to keep parent supplied food refrigerated.

Opening times

The nursery sessions run from 07:30 to 18:00. The nursery is open all year except public holidays and Christmas shutdown, when the nursery will close at 6:00pm on Thursday 24th December 2026 and re-open at 7:30am on Monday 4th January 2027.

Termination, cancellation and change of sessions

One calendar months' notice is required by either party for any change of sessions or termination of agreement. If parents choose to leave prior to the end of their notice period, fees are non-refundable. The minimum period for any permanent change of sessions is one month. If the notified start date is changed by the parent, we reserve the right to charge from the original start date notified on the booking form. The nursery reserves the right to terminate the Agreement with immediate effect in case of non-payment of fees, or if a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause. Intimidation or abuse of our staff will not be tolerated and may result in immediate termination. In all other cases the standard notice period of one month will apply. Please provide at least one months' notice in writing to book or change holidays.

Insurance

The nursery has extensive insurance cover for nursery-based activities and outings. Details of the insurance can be provided on request. The Certificate is displayed in the Main Reception area of the Nursery.

Personal property and belongings

The nursery cannot be held responsible for any loss or damage to any parents, carers or child's property or belongings. Every reasonable effort will be made by the nursery staff to ensure that property or belongings of any parent, carer or child are not damaged. Please ensure your child's clothing is clearly labelled.

Liability

The nursery accepts no liability for any losses suffered by parents arising directly or indirectly, as a result of the nursery being temporarily closed or the non-admittance of your child to the nursery for any reason. We accept no responsibility for children whilst in their parent's care on nursery premises. We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parent's property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind.

Accidents and illness

The nursery reserves the right to administer first aid and any emergency treatment as required. Parents will be informed of all accidents and will be asked to sign an Accident Record Form. If emergency treatment at hospital is required then an ambulance will be called via 999, the nursery will then make all reasonable attempts to contact the parents but if this is not possible staff will act on behalf of the parents and authorise any necessary emergency treatment. The nursery maintains a stock of Calpol Paracetamol suspension, and/or Piriton anti-histamine liquid which will be administered if required and parents notified after administration. If you require us to contact you before administering Calpol and/or Piriton then please discuss this with a Director. We reserve the right to administer Calpol and/or Piriton if we cannot contact you. Prescribed medicines will only be administered if parents have completed a Medicine Consent form. Please note that we cannot administer Ibuprofen without a prescription from a medical professional. We may require parents to withdraw their child from nursery in the event that they require special medical care or attention which is not available or refused by the parent, or it is considered that the child is not well enough to attend nursery. We may also ask parents to withdraw their child from the nursery if we have reasonable cause to believe that the child is suffering from or has suffered from any communicable disease or infection and there remains a danger that other children may contract such a disease or infection. Parents must inform the nursery if the child is suffering from any illness, sickness or allergies before attending the nursery. The nursery is mindful of the needs of working parents and will endeavour to provide as much continuity of service as possible within the recommendations of the Health Protection Agency (below) by which the nursery is bound.

Parental Responsibility

Please note that only biological and adoptive parents have Parental Responsibility (PR) for their child. Other family members such as grandparents, stepparents, uncles and aunties do not hold PR and therefore we cannot allow collection by any other person without the express permission of a person with PR for the child. We may ask you to agree a password and request identification before releasing a child to someone without PR. If you do not have PR for a child and nothing has been pre-arranged then the child will not be released from our care, even if the person attempting to collect is familiar to us and/or collected the child previously. Parents should be mindful of this and tell a member of staff who is collecting at the end of a session. PR can only be withdrawn via a court order and if this is the case you will need to discuss your circumstances with a Director and allow us to keep a copy of the court order. Before this takes place we cannot withhold collection from someone with PR for a child. If anyone is attempting to collect becomes aggressive or abusive then they will be ordered to leave the building and the police will be called.

Agreement

These Terms and Conditions represent the entire agreement and understanding between the parents (including other carers) and the nursery. Any other understandings, agreements, warranties, conditions, terms and representations, whether verbal or written, expressed or implied are excluded to the fullest extent permitted by law. We reserve the right to update / amend these Terms and Conditions at any time. One month's notice will be given of any changes made. The nursery is operated by Red Wellies Childcare Limited.