

TERMS & CONDITIONS



1. An exclusion policy exists for infectious conditions, including sickness and diarrhoea, therefore if a child is brought into the nursery whilst still infectious, he/she may be refused entry. A child who has experienced sickness and diarrhoea will not be re-admitted into the Nursery until 48 hours have passed since the last episode. The exclusion policy also applies for children that have been prescribed any form of antibiotics however they will only need to remain away from the nursery for the first 24 hours since starting the course of antibiotics. This includes antibiotics that have been previously prescribed. The nursery will be happy to administer the antibiotics with parental consent. This is for the care and safety of all the children at Ollie Owl Day Nursery.
2. A child who is ill with a fever above 38 degrees should not attend nursery until at least 24 hours after the fever has subsided, the child's temperature remains below 38 degrees, have not received further doses of liquid paracetamol or liquid ibuprofen and are well in themselves.
3. If a child has a temperature of 38 degrees or above then with parental consent we will administer a single dose of liquid paracetamol. If symptoms persist Parents/Guardians will then be asked to collect the child. If a child is sent home with a temperature above 38 degrees the child should not attend nursery until at least 24 hours after the fever has subsided, the child's temperature remains below 37.2 degrees without further doses of liquid paracetamol and are well in themselves.
4. Any carer who considers a child is at risk of harm or when there is a child protection issue/ concern, has a duty to report this to social services.
5. Fees are paid in advance by the last day of the month preceding the invoiced month. You will receive an invoice each month. An exclusion policy exists for non - payment of fees, abusive behaviour to our staff, or continued late arrival to collect a child and the nursery reserves the right to refuse a child access to the nursery without notice for these reasons.
6. If any parent /guardian wish to discuss the day's activities or their child's learning and development, they should allow sufficient time prior to the Nursery closing or make an appointment.
7. The nursery will be closed during the week between Christmas and New Year.
8. Fees are paid in full for 52 weeks of the year. In the event a child is unable to attend the nursery due to illness, holiday (including bank holidays), the Christmas closure period, exclusion, suspension and/or any other absence the full fee payment is required to retain the child's place. This includes additional services charges & additional hour charges for funded hours entitlements.
9. If funding payment is not received from the Buckinghamshire Local Authority then the parent is liable to pay the amount of funded fees in full. This does not apply if the non-payment was due to a fault or omission of the nursery staff.
10. Parents or guardians are required to give a minimum of one month's written notice (or pay one month's fee in lieu) to terminate this Agreement or to reduce attendance.
11. Parents/guardians must keep the nursery updated in writing of any changes in family contact details, ongoing /long term illness and allergies. The nursery regrets that any session unattended for any reason must be paid for, as the cost of running the nursery

CHESHAM NURSERY

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Ollie Owl Limited

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AMERSHAM NURSERY

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still has to be met. However, long term illness or hospitalisation may be seen as a special case and fees could be withdrawn accordingly.

12. Ollie Owl Day Nursery cannot be held responsible for any clothing or other belongings that go missing. All clothing should be clearly named. Buggies & prams left at the nursery should be securely locked.
13. It is accepted and acknowledged that from this Agreement and during the term and for six months after the Agreement terminates, I/we whose signature(s) appear will not (directly or indirectly) employ or retain the self employed or other services of any member of Ollie Owl staff with whom I/we or the child/children referred to in this Agreement have or have had contact/dealings without the prior consent in writing of Ollie Owl Day Nursery. Should I/we do so I/we will be required to reimburse Ollie Owl Day Nursery within 14 days of request in writing for the same, a figure representing 15% of the relevant member of the staff's gross annual salary payable on the date on the employment termination of that staff member at Ollie Owl. (If you are interested in baby- sitting services, please discuss this with the manager).
14. Ollie Owl Day Nursery will on request apply best endeavours to provide a place for sibling of the children referred to in this Agreement, but is under no obligation to do so or to give priority over children on the waiting list.
15. Personal comforters are allowed, but please do not bring toys, money or jewellery onto the premises, as we cannot accept responsibility for damage or loss.
16. Ollie Owl Day Nursery cannot accept responsibility for the injury, damage or loss to persons, property or vehicles whilst on the premises.
17. Payment of £100.00 registration fee guarantees the child's/children's place at Ollie Owl Day Nursery.
18. Any type of abuse whether verbal or physical directed toward any member of staff will not be tolerated under any circumstances, this includes foul or aggressive language. Any such abuse will result in the immediate termination of the relevant nursery place and loss of any fees paid in advance.
19. In exceptional circumstances there may be an event that triggers the closure of the nursery for example severe adverse weather conditions (including extreme hot or cold weather), personal health, infectious disease outbreaks, transport strikes, war, civil war or acts of terrorism. The nursery will not be held responsible for these events and will not issue refunds for such forced closures.
20. Terms and conditions may vary occasionally. Ollie Owl Day Nursery will inform you of any changes should they occur.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>31 July 2026</i>	<i>Dick Tillet</i>	<i>July 2027</i>