



Terms & Conditions

Maybel Nurseries Ltd is a company registered in England & Wales. Our company registration number is 09293673 and our registered address is at 445 Norwood Road, London SE27 9DN. We trade under the name Monkey Puzzle Day Nursery West Norwood. In these terms and conditions, a reference to 'us/we/our' refers to Maybel Nurseries Ltd trading as Monkey Puzzle Day Nursery West Norwood.

Our Contract with You

1. These are the terms and conditions on which we supply childcare services to you.
2. Please ensure that you read these Terms carefully, and check that the details on the attached Registration Form and in these Terms are complete and accurate, before you sign and submit the Registration Form.
3. When you sign and submit the Registration Form to us, this does not mean we have accepted your request for us to provide childcare services to you and does not guarantee that a place will be available for your child. These Terms will become binding on you and us when we contact you to confirm that we are able to provide you with childcare services, at which point a contract will come into existence between you and us. If we are unable to supply you with childcare services, we will inform you of this as soon as possible.

Fees

4. In order to register your child at the nursery you will be charged a non-refundable administration fee for each child of £100.00. This fee, along with the deposit, will guarantee your child's place at the nursery.
5. We will charge a £200 deposit on the basis of the proposed attendance and such fee shall be deducted from your final payment of the fees due.
6. If you are eligible for claiming funding, a £300 deposit will be added to your first month of claiming funding and such fee shall be deducted from your final payment of the fees due.
7. The nursery is open for 51 weeks of the year. Subject to conditions 17-24, full time places are charged for only 50 weeks, otherwise fees are calculated on the basis of the weekly charge for the number of sessions that are proposed to be attended, multiplied by 51 (weeks) and then divided by 12 (months) to create a fixed monthly fee. The monthly fee that will be chargeable in relation to your child will be notified to you in advance of your child starting at the nursery.
8. All fees are charged a month in advance and must be paid by standing order and will be collected on or around the 1st of each month to which they relate. Fees will be the responsibility of the person named on the Registration Form.
9. Fees are payable during any periods of absence from the nursery, including sickness, holidays and during public and bank holidays and on occasions when the nursery may be closed due to circumstances beyond our control (including without limitation inset days).
10. Prices quoted per child are for a full day (8.00am – 6.00pm (unless stated otherwise), and include nappies, wipes, breakfast, lunch and tea. We also include all extra-curricular classes including Spanish and multi sports.

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Extra sessions or full days (if available) outside the contracted weekly sessions must be paid for at the time of booking.

- 11.** We operate a 'minimum number of sessions' policy to ensure your child/ children settle into the nursery routine and gain maximum benefit from their time there. Our minimum attendance is 2 full days per week. If you attend 2 days or 3 days, one of those days **MUST** be a Monday or a Friday.
- 12.** Eight weeks written notice (unless confirmed or agreed otherwise) is required if you no longer require your nursery place, if you wish to withdraw your child from the nursery or if you wish to reduce the number of sessions your child attends the nursery. Fees are payable during this notice period.
- 13.** Fees are also payable if there is any delay taking up the nursery place once the place has been confirmed.
- 14.** We reserve the right to charge interest on late fees at the statutory rate calculated daily, or rate of interest set by the court (whichever is higher), plus an administration charge of £50 unless stated otherwise. By signing the Registration Form you are agreeing to us recovering any costs incurred in the recovery of late or unpaid fees, including but not limited to legal and court fees. Children may be excluded from the nursery if fees remain outstanding more than 7 days beyond their due date and registration may be terminated.
- 15.** We will review our fees annually and may take the decision to increase them. If we do so, we shall give you at least one full calendar month's written notice of the revised fees and of your revised monthly fee. If you do not want to pay the revised fees and wish to cease using our childcare services, you can bring this contract to end by providing us with one full calendar month's written notice.
- 16.** Parents/guardians collecting children late from nursery will be given 5 minutes grace, after which charges will be 1-10 minutes £20, 11-20 minutes £30, 21-30 minutes £40. 30+ minutes will be £50 plus £1.50 per minute.

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Free Childcare Entitlement

Upon you becoming eligible for free childcare through the "15 hour entitlement" for parents. We will amend the monthly fee to take this into consideration in compliance with our agreement with the local authority.

17. The entitlement to free childcare through the 15-hour entitlement or the 30-hour entitlement relates to the provision of core childcare services only and does not cover the cost of meals or snacks, nappies, wipes, sun cream or other consumables, additional hours or the provisions of additional services, such as trips, which are required to be paid for separately by you.
18. The element of our services which will be free, and those which will be charged for, together with the amount to be charged, will be notified to you in advance.

2024 Funding for Working Parents:

19. For those families claiming funding, an additional £300 deposit will be payable with the first month's fees from the month they are entitled to claim the funding.
20. Please check you are eligible for funding and reconfirm on time.
21. All the necessary codes and paperwork must be submitted to the Nursery on time.
22. If you have not submitted your forms, you will be asked to pay the non-funded standard day rate, as the Nursery will not be able to claim funding for your child after the deadline.
23. Parents will be liable for any fees and any claims made on behalf of their child by the Nursery that **do not** qualify.

The agreement should be read with our Terms and Conditions and our Fees Schedule (<http://monkeypuzzlewestnorwood.co.uk/fees>).

This agreement outlines additional services which Monkey Puzzle West Norwood offer to all parents/carers of children. The cost of the additional services will be shown on the parent/carer's monthly invoice.

The cost of additional services will be reviewed in conjunction with our normal fees review, and may be increased at that time.

Additional services are offered as follows:

- Extended wrap around hours in the morning and afternoon

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A high-quality environment and resources including sustainably sourced beech wood furniture, sensory room, soft surface outdoor play area, climbing wall, ergonomic seating for gross motor development, and kitchen technology area

- All food and meals are provided including breakfast, lunch and tea, and mid-morning and afternoon snacks
- All nappies and wipes are provided
- Permitted medication, administered in line with our Medication Policy
- Staff and management in excess of minimum legal requirements
- Staff training in excess of minimum legal requirements
- Nursery booking confirmed through to school age.
- Availability of additional ad-hoc days/hours, subject to availability
- Priority for amendments to core nursery booking, subject to availability.
- Priority for sibling bookings and sibling discount, subject to availability
- Administration of Universal and Extended funding schemes
- Educational services to include
 - Language lessons
 - Whippersnappers
 - Sports lessons
 - Mini jams
 - Outings
 - Family Learning Book learning & development system, including parent portal
 - Parents evenings and Curriculum evenings

This agreement will be audited by Lambeth Council.

We reserve the right to amend this agreement as required, in order to remain compliant with the Early Education & Childcare (EEC) agreement.

The EEC agreement does not cover nursery policy in the event of non acceptance or compliance with this agreement.

Should there be any complaints or concerns regarding this agreement, parents/carers should raise them with Sheena Patel, Finance Director.

In the event that your complaint is not resolved to your satisfaction, you should appeal to Sheena Patel, Nursery Owner.

By completing your Registration Form and us accepting your place, you are agreeing to the terms and conditions outlined in this agreement.

If you are unsure about anything, please refer to our fees sheet and/or speak with management.

- 24.** Information about help paying for childcare can be found at www.childcarechoices.gov.uk.



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Suspension

- 25.** We may have to suspend the provision of childcare services to you if:
- you do not pay us when you are supposed to as set out in condition 8. This does not affect our right to charge you interest under condition 14; or
 - we deem the behaviour of your child to be unacceptable or likely to endanger the safety, health or wellbeing of our staff, other children or anyone else at the nursery.

Termination

- 26.** You may cancel the contract at any time by providing us with at least 8 weeks notice in writing.
- 27.** We may cancel the contract at any time by providing you with at least 8 weeks notice in writing.
- 28.** We may cancel the contract at any time with immediate effect by giving you written notice if:
- you do not pay us when you are supposed to as set out in condition 8. This does not affect our right to charge you interest under condition 14;
 - you break the contract in any other material way and you do not correct or fix the situation within 15 days of us asking you to in writing;
 - we deem the behaviour of your child to be unacceptable or likely to endanger the safety, health or wellbeing of our staff, other children or anyone else at the nursery; or
 - we deem your behaviour to be unacceptable, including where you are verbally or physically abusive to any member of our staff; or
 - we are unable to support your child to thrive to the highest level due to their specific needs.

General

- 29.** If a member of staff is sick you may be required to remain with your child while an alternative member of staff is deployed.
- 30.** We do not accept responsibility for accidental injury or loss of property. Children should not bring their own toys into nursery. We maintain those insurances required by law, copies of which can be seen at the nursery. Nothing in these Terms excludes or limits the liability of us for death or personal injury caused by our negligence or the negligence of its officers, employees, agents, representatives or subcontractors (as applicable).
- 31.** If your child falls ill during a nursery session, the manager will contact the parent/guardian. Parents/ guardians are required to inform the nursery if your child is to be absent due to illness. You must comply with the nursery policies with regards to sickness.
- 32.** On sunny days sun cream will be applied to your child for protection against sunburn.
- 33.** You should be aware that from time to time we may take photographs within the nursery setting to be used for training or promotional materials. Please indicate when signing the Registration Form containing these Terms whether you consent to our sharing any photograph on the internet, on social media or in any other promotional material. Photographs will not be used for any other purpose.

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- 34.** You should be aware that your child will be taken on regular outings which may be outside the nursery premises. If you do not wish your child to partake in such outings please inform the nursery manager.
- 35.** For training purposes your child may be the subject of student observations during their college placements. The nursery will also make observations and keep records on your child. If you do not wish your child to be observed please inform the nursery manager.
- 36.** The nursery has a responsibility to contact the local Safeguarding Authority should they have any concern that a child in their care may be the subject of neglect, ill treatment or abuse. This may be done without informing the parent/guardian.
- 37.** We may transfer our rights and obligations under these Terms to another organisation, and we will always notify you in writing if this happens, but this will not affect your rights or our obligations under these Terms.
- 38.** These Terms are governed by English law. You and we both agree to submit to the exclusive jurisdiction of the English courts.