

Terms and Conditions

These terms and conditions govern the basis on which we agree to provide childcare services to you.

MISSION STATEMENT

Twinkles Nurseries, aim to provide your child with a safe, intellectually stimulating and fun environment. In Twinkles your child will enjoy learning through play to develop their physical, social and emotional skills.

Parent Partnership	
Twinkles role:	Parents / guardians role;
We will:	You will:
<ul style="list-style-type: none"> Inform you as soon as possible whether we have a place for your child / children. Confirm in writing your child/ children's nursery place within one week of receiving your registration form. 	<ul style="list-style-type: none"> Confirm your acceptance of the nursery place within one week. Failure to do so may result in the place been given to another child. Sign and date to say you agree to Twinkles terms & conditions, on both the registration form & terms and conditions form.
<ul style="list-style-type: none"> Try and accommodate any requests for extra sessions and / or increased session. 	<ul style="list-style-type: none"> Give one month written notice to reduce your child (ren's) sessions or withdraw your child completely.
<ul style="list-style-type: none"> Provide you with daily written and verbal feedback on your child (ren's) day. 	<ul style="list-style-type: none"> Complete 'Child Entry Record' and let us know of any changes to the information provided.
<ul style="list-style-type: none"> Provide an environment, which prevents the spread of infection. Adhere to our Infection Control Policy. This means that your child will be refused entry to protect other children in our care. 	<ul style="list-style-type: none"> Inform us if your child is unwell or suffering from a contagious illness. Complete a 'Parent Medication Form' on a daily basis, to allow Twinkles to administer medication.
<ul style="list-style-type: none"> Provide childcare services at a cost effective price aiming to provide the very best care, reviewing quality at regular intervals. If payment is not received in full by the end of each month, we will send a statement and a £10.00 admin fee. If no payment is made a seven day letter will be sent with a £20.00 late payment charge stating payment needs to be settled within seven days or this will be referred to our debt collection team. 	<ul style="list-style-type: none"> Pay fees on 1st monthly (in advance) by standing order. Under exceptional circumstances we may agree to payment by cheque. Inform us if you are unable to make a payment in full. We may charge you interest at 10% per annum, until we receive payment in full. Immediately inform us if you are unable to collect your child by the official collection time. Pay a late pick up charge in this event. Provide regular feedback on your child's experience with us.
<ul style="list-style-type: none"> Select, employ and train experienced quality Nursery staff. We will provide you with at least 6 weeks notice when we close nursery for 2 training days per year. These training days will also take place on different days throughout the year. 	<ul style="list-style-type: none"> Not employ any member of Twinkles staff who has had contact with your child within 6 months; then you shall pay 20% of the staff members annual salary.

I agree to Twinkles Terms and Conditions

Parent 1 Signed: _____ Date: _____

Parent 2 Signed: _____ Date: _____