

Parent Handbook.

The Cottage Nursery

Entering The Cottage Nursery

- We pride ourselves on our security which is only ever breached at the front gate when people entering or leaving allow others to tail-gate; please help us to maintain our high standards.
- When entering the nursery, we ask you to buzz and announce yourself each time.
- Please do not allow people to 'tailgate' you into the nursery everyone **MUST** buzz and announce themselves, if somebody makes any comment to you, please tell them to direct their comments to the reception desk.

Dropping Off/Collection

- Please do not drop off before your agreed time as this can affect our staff: child ratio's which must always be maintained.
- Please arrive punctually to collect. If you are going to be late, please telephone, if possible, to let us know. If you are more than 5 minutes late then you will be charged a flat rate of £15.00. Late collections at lunch time mean that our staff may not get their full break entitlement as they must be back in their rooms ready for the afternoon session. We are sure you will appreciate that this lunch break is well earned, so your co-operation is appreciated. Late pick up at 6.00pm will incur a flat rate charge of £25.00.
- As an Ofsted requirement we are obliged to ask you to sign your child both in and out of their room giving the actual times of pick up and drop off and not just the session times. Signing in sheets are in the rooms and act as part of our fire register so times are very important as they help confirm numbers in the room at any given time.

Bills

- Bills are produced at the beginning of each month for that month. Your invoice will be emailed to you using the email address provided on your enrolment form. Please note, our system only allows us to use one email address for each family.
- All bills **MUST** be paid by the 20th of the month for which they apply. Payments received after this time will attract a £25.00 administration charge. We accept BACS payments and all voucher schemes.
- If payment is not received by the end of the month, the nursery reserves the right to suspend your child's place at nursery until the overdue account has been settled in full.

Snacks

- We provide a healthy snack of a fruit or vegetables and some form of carbohydrate (toast, fruit bread etc) this is varied each day. Your child will be given one snack per session attended.
- We ask all parents to provide their child with a named water bottle. This is sent home everyday to be cleaned.

Lunches

- All children who stay beyond 12pm each day will be provided with a homemade hot cooked meal and dessert; the menu will be adapted to meet any food allergies or intolerances. This meal is charged at £3.50 per day. The menu is on our website, or a hard copy is available in the main corridor.

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Tea

- If your child is at the nursery after 4.30pm they will be provided with a light tea at no extra charge.

Allergies and intolerances:

- We are a nut free nursery.
- Children with allergies or intolerances will be provided with alternative food at mealtimes.
- Please ensure that you keep staff updated of any changes to allergies or intolerances.
- If your child requires medication as a result of a reaction from an allergy/intolerance such as an epi pen or antihistamine, please make sure that the nursery has the medication to keep on the premises.
- If your child requires an inhaler or epi-pen, please make sure that the nursery has one to keep on the premises at all times.

Pushchairs

- We have a covered buggy park outside of the pre-school entrance which you are welcome to use if you would prefer to leave your pushchair at the nursery during your child's session. Please note it is left here at your own risk, the nursery cannot accept any responsibility for loss or damage.
- In the interests of Health & Safety, we cannot allow pushchairs into the nursery, we will make exceptions for people with particular circumstances, for example, very new babies or twins.

Bikes & Scooters

- You are welcome to leave your child's bike or scooter here during their session. It can be parked in the bike park area near the entrance to nursery.
- Please note that they are left here at your own risk, the nursery cannot accept any responsibility for loss or damage.

Clothing

- Please make sure that all removable clothing is named, including shoes/wellies.
- Please provide your child with weather appropriate clothing.

Nappies

- We ask parents to provide nappies for your child.
- Please make sure that you provide enough nappies for your child's session. You can do this by leaving some in their bag or providing a full pack. The nursery staff will let you know when they are running low.
- Please only bring your child into nursery in pull-ups if they are potty training.
- We use 'Cheeky wipes' when changing nappies.

Bags

- We ask that you provide a **small** bag that stays at nursery this should contain spare clothes and a 'wet bag' for any soiled clothes to go home in.

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Parking

- Parking is provided in the main car park for building 13.
- We have one disabled space in our Staff Parking which is for use **ONLY** by cars displaying a disabled driver permit.
- The parking nearest the nursery is for STAFF ONLY please **DO NOT** drive down the slip road to the front gate. At peak times cars using this slip road pose a real danger to the safety of children and parents alike and it is therefore out of bounds.

Holidays / Absences

- If your child is absent from Nursery or Pre-School during the term time, whether this is due to illness or holiday, you will be billed for their usual sessions.
- If your child is going to be absent due to illness, please ring the nursery each day to advise us of the absence or inform us in advance if you will be away on holiday. This is part of our safeguarding policy. We ask that children do not attend the nursery if they have been given Calpol before their session. Please read our policy of "exclusion of children who are ill" for further information.
- We will issue you with a holiday proforma prior to each school holiday, please complete this and return by the date requested to advise us whether you wish your child to attend. If they do attend, you do not have to stick to their usual sessions (but will still have to do the usual 9.00am to 12.00pm session if coming in the mornings). We will bill you for what you have booked (fees still payable even if you decide not to turn up on the day). However, if you choose not to attend during the holiday and advise us as such on your proforma return you will not be billed.
- Please note that the grant is not received during holidays, fees are due in full without subsidy.

Sickness

- If your child has Sickness and or diarrhoea, they are to stay away from nursery for **48 hours** after the last bout.
- If your child has started a course of antibiotics, they must **not** return to nursery until **24 hours** after the first dose.
- If you feel your child needs paracetamol or ibuprofen to help them through the day, then they should **not** be attending nursery.

Changes to hours / leaving the nursery:

- Please note that we require 4 weeks notice in writing if you are leaving the nursery.
- If you wish to increase your child's hours, we will endeavour to accommodate your requirements as soon as possible. We will start to bill you for the increase only when it is made.
- If you wish to reduce your child's hours, we require 4 weeks notice in writing of the changes.

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Use of the Nursery Playground

- The play equipment in our playground is for nursery use only. Once you have collected your child and signed them out, they are your responsibility, and we ask that you refrain from allowing your children to stop and play when leaving at the end of their session.
- Please could you apply sun cream in the morning before attending nursery. Sun cream will be reapplied if your child attends for the afternoon session. This enables all the children to have more time outside rather than waiting around to be sun creamed. Thank you.

We hope these simple guidelines help you to settle in, if you have anything you are not sure about, please do feel free to come and talk to us on the reception desk, we are here to help you!