

Mulberry Bush Nursery Group

Outstanding Childcare

www.mulberrybush-nursery.co.uk

Family details

Child's full name: _____

Preferred name: _____ Date of birth: _____

Parent / carer 1 details (who we will record as the bill payer)

Name: _____

Address: _____

Home tel: _____

Mobile: _____

Workplace details: _____

Email: _____

Parent / carer 2 details

Name: _____

Address (if different): _____

Home tel: _____

Mobile: _____

Workplace details: _____

Email: _____

Emergency contacts

Individuals to be contacted in the event of an emergency if the parent/carer cannot be reached.

Name: _____ Relationship to child: _____

Address: _____

Contact numbers: _____

Name: _____ Relationship to child: _____

Address: _____

Contact numbers: _____

Collection of your child

Please list below anyone who has your permission to collect your child from the nursery without prior notice to nursery (other than the parents/carers 1 and 2 detailed on page 1 of this form).

Name: _____ Relationship to child: _____

Address: _____

Contact numbers: _____

Name: _____ Relationship to child: _____

Address: _____

Contact numbers: _____

Please ensure that the contact information on this form is kept up to date by informing the office of any changes.

Other information

Please tell us any other information relevant to your child starting nursery, such as any special requirements (e.g. dietary or medical) of any kind. We will require more detailed information before your child starts.

Please tell us how you heard about our nursery.

Attendance

Please indicate your chosen nursery below:

Mulberry Bush
Dumers Lane
Bury South
Business Park
M26 2AD

Mulberry Bush
Tottington
Kirklees Street
Bury
BL8 3NJ

Mulberry Bush
Walmersley
741 Walmersley Rd
Bury
BL9 5JW

Mulberry Bush
Walshaw
Stewart Street
Bury
BL8 1SU

Mulberry Bush
Whitefield
Sefton Street
Bury
M45 7ET

Preferred starting date: _____

Please indicate the days you require:

Monday	Tuesday	Wednesday	Thursday	Friday
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FOR OFFICE USE ONLY

Date enrolment form received	
Manager's name	
Payments received	
Date received & payment type	
Date added to CONNECT	
Confirmed starting date	
Further contact with parents	

Terms & conditions

We endeavour to provide the very best standards of childcare at all times. Children are at the centre of every decision we make, ensuring their safety, happiness and wellbeing is what motivates every single member of our team. We set out It is crucial therefore that we set out below the important terms and conditions of the nursery applicable to your child's attendance.

Starting information

Our nurseries are popular and there is a high-level demand for places. Most vacancies occur in August and September when the older pre-school children leave us to start school and younger children move up through the nursery. Places for these vacancies have usually been booked far in advance. We advise new parents/carers to view their chosen nursery, collect an enrolment form and complete and return it to us as soon as possible. We do not enter children's names on our waiting list until we receive the completed form.

When allocating places, we consider (a) whose request best matches our vacancies, (b) if a parent/carer may have a child already attending the nursery and (c) whose enrolment form is received earliest. **If you have requested a particular starting date but the place is available and in demand before that date, you will be offered the place first. You can either start your child early or hold on to the place by paying for it. If neither option is suitable it may be offered to someone else.**

Guaranteeing a place

We will try our best to accommodate your preferred start date and days of attendance. You will not be required to make any payments to nursery until we can guarantee a place, at which point we will ask you for a non-refundable administration fee, together with the equivalent of one week's fees in order to reserve your child's place ("Reserve Payment"). The Reserve Payment will be applied as payment towards your child's first week's fees. The Reserve Payment (but not the administration fee) is refundable provided you give us four weeks' notice prior to your child's agreed start date that you no longer require the place.

Deposit

Before your child starts, we require a deposit equivalent to two weeks fees to be paid ("Deposit"). You will be presented with an invoice detailing the amount of this Deposit, together with the amount of your first month's fees on your child's first taster session. Payment of the Deposit and the first week's fees (if a Reserve Payment has not been made) should be made when your child comes in for their second taster session.

The Deposit is retained by the nursery and will be amended to reflect any permanent changes in your child's attendance, so you will be required to increase the Deposit should your child's attendance increase, and we will refund a portion of the Deposit should your child's attendance decrease. Any annual fee increases will also result in the Deposit needing to be increased so as to continue to represent the equivalent of two weeks fees.

The Deposit cannot to be used for payment against ongoing nursery fees. We will apply the majority of the Deposit against your final invoice unless during the preceding six months you have used early and/or late sessions or your child has attended for extra days, in which case we will retain £50 of the Deposit to cover the potential cost of any further early and/or late sessions or extra days after the final invoice has been generated. The balance will be returned to you via a BACS payment no later than one month after your child's last day at nursery.

Payment of nursery fees

Monthly invoices are sent to parents approximately ten working days before the end of each month, detailing fees due for the following month's childcare. We offer a significant discount for parents who pay by Direct Debit or pay the full balance of each monthly invoice by the first working day of the month (the "Discounted Rate"). If you choose not to pay the full balance of your monthly invoice by the first working day of the month then your fees will be calculated at a higher rate (the "Standard Rate").

Direct Debits are normally taken on either the first or third working day of every month dependent upon which nursery your child attends. There may be occasions when your Direct Debit is taken later in the month and we will let you know if this will be later than the fifth working day of the month. You will receive an invoice detailing the amount of your Direct Debit ten working days beforehand. Please ensure there are sufficient funds in your account. If the amount does not clear into our account, you will then be required to pay a £25 administrative charge. If this happens on repeated occasions, you will lose your entitlement to the Discounted Rate and your fees will be calculated using the Standard Rate.

If you pay your fees by Tax Free Childcare, please bear in mind that payments from your Tax-Free Childcare account can take up to five working days to reach our account and so will need sending with sufficient time to arrive on the first working day of the month in order to attract the Discounted Rate. Accounts in receipt of Tax-Free Childcare payments that are received after the first working day of the month will be calculated at the Standard Rate.

Should you choose not to pay the full balance of your invoice by the first working day of the month, it is essential that childcare fees for the week ahead are paid in full before the start of each week. Cash or debit card payments must be paid on the first day of attendance in that week and BACs, cheques or standing order weekly payments must have been received into the nursery bank account no later than Wednesday prior to the week of attendance. We accept a minimum of £100 on debit card payments and we do not accept payments via credit cards. Childcare vouchers must have been received into the nursery bank account no later than the 10th of each month in order to count towards the following month's fees.

As acceptance of a place prevents the place being taken by another child, fees are payable whether or not your child attends e.g. holidays, sickness. Fees must always be paid in advance and not in arrears. If you have a problem paying your invoice for any reason please contact a member of your nursery's management team as soon as you can. If your fees

become overdue, we will ensure that we communicate with you about them in order to resolve any issues. However, if your nursery fees are persistently in arrears, we may find that we are not able to continue to look after your child.

Ofsted registration numbers

The Ofsted registration numbers for each of our nurseries are listed in the 'Ofsted' sections of our website.

Funded hours for three and four year olds

All three and four year old children are entitled to 570 funded hours per annum from the term starting after their third birthday (universal entitlement). Certain eligible parents are also entitled to claim an additional 570 funded hours (extended entitlement). These entitlements are commonly referred to as '15 or 30 funded hours per week', and are normally only available over 38 weeks during the three school terms. As our nurseries are open for 51 weeks a year we stretch the funded hours entitlement throughout the whole year. This means for 48 weeks of the year you will receive either 12 hours (universal entitlement) or 24 hours (universal & extended entitlement) of funded childcare each week.

Whilst the 570 (universal) or 1140 (universal & extended) hours of childcare each year are provided free of charge, you will be charged an all-inclusive fee reflecting the cost of additional hours, consumables and all meals, drinks and snacks during the child's funded sessions. All parents accessing funded hours will be required to sign a funding agreement with nursery. Eligible parents will need to apply for an eligibility code for the extended entitlement which will need to be provided to nursery, and will need renewing every three months. Without the eligibility code you will not be entitled to the extended entitlement and it is your responsibility to obtain the code.

Fifth day discount

We offer a large reduction in fees for a fifth day of attendance in the same week. For weeks where the nursery is not open for five days this reduction is not available and all days are charged at the prevailing rate for a full day.

Change in attendance/notice period

We require a minimum of four weeks' notice to reduce your child's days of attendance or to terminate your child's place at the nursery. Increases in attendance will be accommodated as soon as possible and you may need to be added to the waiting list for the additional days. Changes to booking patterns must take place at the beginning of a week of attendance. Please complete a 'Change of Attendance Form' and hand it to a member of our management team who will process it for you. These forms are available from our website, from the nursery office and dispensers on parent/carer noticeboards.

Nursery opening hours

The nursery is open from 8.00am until 5.30pm, Monday to Friday. We do not charge when the nursery is closed (i.e. bank holidays or the period between Christmas Day and New Year's Day). There is an early session of 7.30am until 8.00am and a late session of 5.30pm until 6.00pm available if required at an additional charge. These sessions are available at a lower rate provided that they are pre-booked by 12 noon on the Friday the week before.

Additional children attending

If you have two or three children attending nursery at the same time we offer a reduction in fees. For your second child their first week's nursery fees will be free of charge. If you have a third child attending your oldest child will attract a 10% discount for the period where all three children are attending.

Nursery fee review

Our fees are reviewed annually in April. Any increase reflects our commitment to rewarding and retaining our team and reinvesting in the nursery buildings and equipment.

Policies and procedures

The nursery policies and procedures are available for inspection in each nursery office and copies are available on request. A different policy is displayed on parent/carer noticeboards each month for parents to read.

Exclusions

In accordance with our policies and procedures, we reserve the right to temporarily exclude a child in the event of illness or threat of infection to other children, during which period fees will continue to be payable. We also reserve the right to refuse admission and/or terminate a child's attendance in accordance with our policies and procedures.

I have read and understood the terms and conditions set out herein and agree to abide by them and the more detailed policies and procedures of the nursery.

Parent / carer 1 signature: _____ Date: _____

Parent / carer 2 signature: _____ Date: _____