

Terms of Attendance



Thank you so much for choosing Seymour House. We're honoured to be part of your child's early learning journey and look forward to helping them discover, grow, and thrive in these precious early years.

We understand that plans sometimes change. That's why you have 14 days after you receive our confirmation of your place to change your mind. If you decide during this time that you no longer wish to take up the place, you can cancel and receive a full refund of your deposit, no questions asked.

Attendance, Fees and Funding

- Parents join our settings on an all-year-round contract to meet their childcare needs, and many families choose to access government funding whilst with us. Government funding is for 38 weeks of the year with a termly claim made to the Local Authority by the nursery.
 - All funded hours are provided entirely free during the 38 term time weeks, additional attendance during term time and during the 14 non-term time weeks is chargeable along with charges for nutritional planning and meals. Fees are calculated for a full year and split into 12 equal monthly invoices to ensure predictability of payments and to allow for regular tax-free childcare payments.
 - A deposit equal to one month's non-funded fees will be charged which will be credited to the last month's invoice. No deposit is charged for funded hours or for children accessing FEEE2 (families in receipt of government support).
 - Funded hours are provided entirely free, any balance due is for additional hours outside of funded hours and nutritional planning and meals. If a family should feel unable to meet the costs of nutritional planning and meals, they should speak directly and confidentially with the Nursery Manager. We will work together to explore options, which may include support through the Seymour House Family Support Fund.
 - Our fees are calculated on an annualised basis the annual fee is payable in 12 equal monthly payments due in advance of the 1st of each month. In order to synchronise funding with regular monthly invoices, at Seymour House the funded terms are deemed to start on 1st September, 1st January and 1st May so that any school terms or holidays with fluctuating dates do not interfere with invoice and payment amounts.
- Parents may be eligible to receive government help with the cost of childcare and can check their eligibility at www.beststartinlife.gov.uk
 - Seymour House accepts all forms of working families funding subject to parents providing a copy of their child's birth certificate, an eligibility code and completing a Parent Agreement/Parent Declaration form on a termly basis. Parents should reconfirm eligibility every 3 months or when prompted by HMRC. If parents need support with the completion of their Parent Agreement/Parent Declaration form, they should contact the Nursery Manager who can assist them.
 - Parents are able to pay fees at all Seymour House nurseries via a Tax-Free Childcare account subject to eligibility. Further information is available at www.beststartinlife.gov.uk
- Childcare will be provided for the agreed pattern of attendance and requests for additional ad hoc attendance or extended hours will be granted subject to availability.
 - Any requests for patterns of attendance changes must be made in writing to the Nursery Manager; any changes are subject to one month's notice to end at the end of a calendar month. Where a child is in receipt of government funding and parents have completed a Parent Agreement/Parent Declaration form, changes may not be able to come into effect until the start of a new funded term. All requests are reviewed by the Nursery Manager on a case-by-case basis and discussed with parents.
 - Families choosing term time only contracts at our Lawn Lane Nursery agree to remain on a term time only contract for a full academic year. (September-July).

- Parents may split their funding entitlement with another provider (maximum one). In this case the extra unfunded hours at Seymour House will be chargeable at the rates indicated on the current fee rate. Those children eligible for government support backed funding (FEEE2) are not permitted to split funding between providers.
- Parents are unable to increase the number of funded hours they wish their child to take after headcount day each term.
- School aged children that continue to attend nursery at the start of the month the school term begins will be subject to full payment of fees as children registered in reception class are not eligible for FEEE funding at nursery.
- In the event of late payment or failure to pay fees after reminders Seymour House may issue a notice to withdraw the child's place. Parents are encouraged to discuss any concerns with affordability at the earliest opportunity with the Nursery Manager who may be able to signpost families to sources of additional funding or assess eligibility to access our Family Support Fund.

- **Whilst there is no legal requirement for children to attend Nursery provision under the age of 5, we encourage good attendance to ensure that children are building those all-important habits for the future and are able to take full advantage of all the educational opportunities available to them whilst accessing our bespoke 5Cs curriculum. For children not in attendance for 4 weeks or more the Nursery Manager will inform the Local Authority funding team as per the funding contract, the Local Authority will decide on a case-by-case basis whether funding continues or is repaid for the period of absence. At this point places may become unfunded.**

- Fees remain payable during any period of closure due to reasons of force majeure such as extreme weather, pandemic, loss of heating, lighting, fire, flood or industrial action and non-admittance of a child for any reason. Fees also remain payable during periods of non-attendance, holidays, bank holidays and the period between Christmas and New Year.
- To ensure that we are able to meet ratios at the end of the day we politely ask parents to ensure that they pick up their child on time. In the event of frequent lateness, the Nursery Manager may ask parents to change their pattern of attendance to a longer day option where appropriate.
- Where a refund is required, e.g. for an overpayment, the Nursery Manager will issue parents with an electronic refund form. Please note any payments made by Tax Free Childcare can only be returned to parents' Tax-free Childcare account.
- In the event a parent wishes to terminate their child's nursery place one month's written notice, to expire at the end of a calendar month, is required and the deposit held will be credited to the child's account. If the account remains in credit parents will be issued a refund form electronically.

- If a child has left with a refund due every effort will be made to contact the parent. If after 2 months no contact has been made Seymour House reserve the right to retain any credit account balance.
- Seymour House is committed to meeting the needs of all children and their families, but if at any time we are unable to meet the needs of the child or it is deemed that there has been an irretrievable breakdown in mutual trust and confidence we reserve the right to review the child's attendance with parents, and in exceptional circumstances withdraw the place.

Safeguarding and Health and Safety

- Parents arriving by car must park safely. Vehicles are parked at the owner's risk, and we politely ask that parents remember to close doors and gates leading to the nursery.
- Parents are asked on registration to provide details and photographs of any individual that is authorised to collect their child from nursery as per our controlled entry Safeguarding procedure. With this in mind we ask parents not to open the door to allow parents into the setting even if they think they know or recognise the parent. Seymour House will not release a child from their care to anybody they consider unsuitable and will contact parents at such times.
- Parents are asked where possible in the event of an emergency to provide the nursery with two or more additional contacts.
- Parents are responsible for ensuring that the nursery has up to date information about their child's medical, dietary and developmental needs. The Nursery Manager must be notified if a child contracts an infectious or notifiable disease. Children may not attend the nursery while they are infectious.
- Children's minor injuries or illnesses and medicines records are recorded. The team are trained to provide basic care and first aid, but should a child's condition require more immediate qualified attention, and a parent is not contactable or would take too long to collect their child, the team will seek immediate medical attention and remain with the child until the parent arrives.
- Seymour House will administer prescribed medicines if the Nursery Manager considers that the team have been given sufficient information and training to do so. A temperature reducing medicine such as Calpol may be given, if appropriate, as a single dose in an emergency where parents have given prior written consent. The team will assist children with their treatment if they have a long-term medical condition such as asthma or diabetes, provided parents give written instructions in advance.
- Seymour House use software to monitor and record children's progress. This software is specialist early years software designed with security and safeguarding regulations in mind. Parents are able to access these observations, photos and videos of their child's learning experiences on our App. As some of these posts include group activities, we ask that this content is not shared on social media platforms.

General Terms

- Seymour House adheres to a number of external standards and have a documented quality system which sets out the organisation's policies, procedures and details of the quality records kept. These details are regularly reviewed and amended where appropriate and parents/guardians accepting these terms of attendance agree to such amendments. An electronic copy of each document is available for parents to request at any time.
- To ensure that children can fully participate in our exciting 5Cs curriculum and access both indoor and outdoor classrooms all year round, please ensure that your child is dressed appropriately for the weather and has a clearly named coat. We also request that children attend nursery with a bag that contains at least one change of clothing and any comforter they might need whilst at nursery. For safety reasons plastic and drawstring bags are not permitted.
- For safety reasons children are not encouraged to bring in items from home unless specifically requested by the nursery as part of a learning experience.
- On occasions, we take photographs of activities to use in displays and publications along with our website and newsletters. Please indicate in writing to the Nursery Manager if you do not give consent for your child's photo to be used.
- To maintain professional boundaries, Seymour House team members are not permitted to provide babysitting services to nursery families. Parents also agree that for a period of six months after their child leaves the nursery, they will not solicit or employ a Seymour House team member.
- In compliance with current UK data protection legislation, any data provided/collected by Seymour House regarding a child/adult/family will be kept secure and treated confidentially. The data collected will only be used by Seymour House and will not be disclosed to any external sources without prior consent unless required by law. Data will be stored confidentially in a password protected information management database or in a locked cabinet.

If at any time parents wish to make a complaint, they should contact the Nursery Management Team, who will endeavour to work with families to resolve the matter promptly and effectively. In the rare event a resolution cannot be reached, and the matter relates to Funded Early Education Entitlement (FEEE) parents are able to contact the local authority for assistance at FEEEQueries@essex.gov.uk or earlyyears@hertfordshire.gov.uk

