



## CHILD REGISTRATION FORM

Child's Name: \_\_\_\_\_ D.O.B: \_\_\_\_\_ male/female: \_\_\_\_\_

Parent/Guardian Names with Parental Responsibility: \_\_\_\_\_

(PR is how the law describes the responsibilities and rights that go with being a Parent. Persons with PR have a legal duty to care for and protect that child and a legal right to make decisions about that child's future. In addition to parents, a person with PR could be, the local authority named in a care order, a step parent, grandparents or other relatives who have acquired PR through being granted a residence order, being appointed guardian or by being named in an emergency order)

Child's Nationality: \_\_\_\_\_

Religion: \_\_\_\_\_

First language: \_\_\_\_\_

Other languages spoken at home: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Home telephone number: \_\_\_\_\_

Mobile numbers: \_\_\_\_\_

Email address: \_\_\_\_\_

Preferred Date of Entry: \_\_\_\_\_

Sessions Required:  
(Please tick)

Please note it is a minimum of 2  
full days for babies

Day	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	

I agree to Twinkles Terms and Conditions:

Parent 1 Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Parent 2 Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Completion of this registration form does not guarantee that Twinkles Ltd will have a place available at the proposed time of entry.

## Terms & Conditions

### Admission

A completed Registration form and T & C's form are required to secure your child's place, a registration fee is also required, please note that the Registration Fee is non-refundable at any time. In addition, parents will be required to complete a Child Entry and All About Me booklet.

### Opening times

We are open 51 weeks of the year, (excluding bank holidays and Good Friday. For 6 evenings per year we will close at 5pm for staff training and we close for 1 full individual training day. These days are charged for in the annual calculation) we close Christmas holiday period, from 1pm Christmas Eve and reopening on 2nd January. We will provide you with at least 6 weeks' notice when we close nursery for the full day training. Training days will take place on different days throughout the year. The fee for the training day and early closures are included in the annual calculation.

### Fees and Invoices

Fees are payable on 1st monthly (in advance) by standing order. Under exceptional circumstances we may agree to payment by cheque. Fees are calculated on the number of sessions attended each week times by 51 weeks of the year and divided by 12 months, if you choose to leave the nursery no adjustments are made to the full months pro rata calculation and sessions attended partway through a month will be invoiced individually. You are required to 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. If payment is not received in full within the first seven days, we will send a statement and a £15.00 late payment fee will be added to your account. If no payment is made within 14 days a further late payment fee of £20.00 will be added to your account. Any parent or carer whose fees remain unpaid after 7<sup>th</sup> of the month, without prior agreement of the Nursery Manager, risks their child's place at the nursery being withdrawn and the debt referred to our Debt collection team. We are not liable for collections from third parties, e.g. colleges, voucher providers. The parent remains responsible for all outstanding fees. A sibling discount is applied to the costs for the eldest child for the jointly attended sessions. All discounts are applied to core childcare provision only and do not apply to extra sessions, food charges or other services. Unless we are in breach of these terms and conditions all booked sessions must be paid for regardless of child's attendance. No refunds are given for sessions missed due to sickness or holidays or unavoidable nursery closure. We may increase our charges once per year. We will give you written notice of any such increase one month before the proposed date of increase.

If you fail to collect your child before the end of their session you will receive a Late Pick up Charge of £20.00 (per 15mins)

An administration fee of £25.00 is payable when transferring to another Twinkles site, as long as there is no break in your child's attendance pattern. If there is a break in your child's attendance pattern, a new registration fee at that nurseries rate will be charged when registering.

### Free Nursery Education

If you wish to take up your eligible free early educational entitlement, you are required to complete and sign a Parental Declaration on a per term basis, detailing how and when you will take up the free sessions. Places are not fully funded and our charges will not be made in respect of the free hours as detailed in the Parental Declaration, but we are entitled to make a reasonable charge for meals or additional activities provided during any free session. Meals are charged at the rate of £5.50 for the full day and £2.75 for half day sessions if the setting offers half day sessions. (You may bring a cold packed meals if you prefer, but we will not be able to heat up food). As meal charges are applied using a pro rata system no refunds will be given when sessions are not attended. Unfortunately changes will not be made part way through a term if you change your preference of purchasing or providing your own meals, we will allocate your preference to the following terms invoices.

### Termination, cancellation and change of sessions

4 weeks' notice is required to terminate nursery places, if parents choose to leave prior to the end of their notice, fees are non-refundable. Permanent reduction of sessions require 4 weeks' notice. We do not swap sessions, extra sessions are subject to availability and are payable on the day the extra session is booked, a period of 5 working days are required to cancel extra sessions irrespective of the reason. If the notified start date is changed by the parent, we reserve the right to charge from the original start date notified on the Registration Form if 4 weeks' notice is not provided. The nursery reserves the right to terminate the Agreement with immediate effect in case of non-payment of fees, or if a parent or carer displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause. Intimidation or abuse of our staff will not be tolerated and may result in immediate termination. In all other cases the standard notice period of 4 weeks' will apply.

### Accident & Illness

We reserve the right to administer basic first aid and treatment when necessary. Parents will be informed of all accidents and will be required to sign an accident form. We also record any incoming injuries. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by the Nursery to contact the parent(s) but failing this, we are hereby authorised to act on behalf of parents and authorise necessary treatment.

Children who have been prescribed antibiotics must have received a minimum 1 dose of that prescription's medication before returning to the Nursery, parents are required to complete a 'Medicine Authorisation form' on a daily basis. Parents/guardians must take all medicines home at the end of each day, please refer to our medication policy. We may ask parents/guardians to withdraw their child from Nursery if we have reasonable cause to believe that they are or may be suffering from or has suffered from any contagious disease/infection and there remains a danger that other children or staff at the nursery may contract such a disease or infection. Parents/guardians are requested to inform Nursery if their child is suffering from any illness, sickness or allergies before attending Nursery, Public Health England advise all nurseries that a child should not return to the setting for a minimum period of 48 hours after sickness or diarrhoea.

We have a realistic attitude to the needs of working parents but we reserve the right to contact parents/guardians if their child becomes ill during the Nursery hours.

### Change of Contact Details.

It is very important that parents inform the Nursery as soon as any change in the information they provided on the Registration Form and Child Entry Form occurs. This will include change of address or work details, telephone number (home, mobile or work), details of the alternative person to be contacted, address & telephone numbers, if neither parent can be contacted or in failure to collect, etc. This will allow our records to be kept up to date, so that if an emergency does occur, parents can be contacted immediately.

### Our Employees

#### Non solicitation of Twinkles employees

The parent/guardian hereby agrees that during the term of their contractual Agreement with Twinkles and for a period of 6 months after the termination of this Agreement, (however so terminated), not to employ or otherwise engage the services of any member of our staff who has had contact with their child under this agreement and/or allow or permit the provision of any childcare services to their children by any member of our staff who has had contact with the child. The parent/Guardian hereby agrees that should they employ or otherwise engage the services of any member of our staff during their contractual Agreement and for a period of 6 months after the termination of this Agreement, to pay Twinkles a figure representing 20% of the relevant member of staff's gross annual salary at the time they left the Company's employment and/or services. This figure represents the costs to us of recruiting a suitable replacement member of staff.

### Babysitting Policy

Twinkles do not provide a babysitting service outside of our normal operating hours. Twinkles is not responsible for any private babysitting arrangements or agreements that are made between a parent/guardian and a member of staff and will not take responsibility for any health and safety issues, conduct, grievances or

any other claims arising out of the arrangements. The staff member will not be covered by the Twinkles insurance whilst babysitting as a private arrangement. Parents/guardians should make their own checks as to the suitability of a member of staff for babysitting. All private babysitting arrangements must be made outside of nursery hours. For any private babysitting arrangements or agreements made between a parent/guardian and a member of Twinkles staff, the parent/guardian and staff member must declare their association by signing a Babysitting Declaration form. If a staff member is to take the child they will be babysitting for from the nursery, the parent/guardian must complete an Authorised Collectors form giving consent for the staff member to take the child from the nursery site.

**Personal Property and Belongings**

We cannot be held responsible for any loss or damage to children's property. Every reasonable effort will be made by nursery staff to ensure the children's belongings are not lost or damaged. Practical 'inexpensive' clothing is strongly recommended for children attending nursery. It is the parent/guardian's responsibility to name and clearly label all items of clothing. We welcome children's comforters i.e. soft toys for settling and sleep/rest time. In addition we cannot be held responsible for damage to other items in particular car seats, pushchairs and motor vehicles.

**Liability**

The nursery accepts no liability for any losses suffered by parent/guardian's arising directly or indirectly, as a result of the nursery being temporarily closed or the non-admittance of your child to the nursery for any reason. We accept no responsibility for children whilst in their parent/guardian's care on nursery premises. We will not be liable to parent/guardian and/or children for any economic loss of any kind, for damage to the child's property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind.

**Insurance**

The nursery has extensive insurance cover for nursery based activities and outings. The Certificate is displayed in the nursery.

**Inconsiderate/dangerous parking**

We reserve the right to serve notice to any parent/guardian that persistently parks inconsiderately or dangerously when dropping off or picking up their child from the nursery.

**Complaints and Concerns**

Please address any complaint or concern to the Nursery Manager or Deputy Manager in charge. Please also refer to our Complaints Policy.

**Data Protection Act 1998**

By signing acceptance of the Terms & Conditions you give Twinkles express consent to retain and process that information provided by the parent/guardian, which directly relates to the child, for the sole purpose of childcare

**Confidentiality**

The nursery will take every precaution to preserve the confidentiality of information relating to each child and his/her parents/guardians. However, upon acceptance of a place in the nursery, the parents/guardians willingly consent on behalf of themselves and the child, to the nursery obtaining, holding, using and communicating on a "need to know" basis, confidential information which, in the opinion of the Nursery Manager is material to the safety and welfare of the child and others. The nursery is duty bound to report suspicions of abuse or neglect to the relevant authorities in accordance the Local Safe Guarding designated officer.

**Agreement**

These Terms and Conditions represent the entire agreement and understanding between the parents/guardians (including other carers) and the nursery. Any other understandings, agreements, warranties, conditions, terms and representations, whether verbal or written, expressed or implied are excluded to the fullest extent permitted by law. We reserve the right to update / amend these Terms and Conditions at any time. 4 weeks' notice will be given of any changes made.

**I have read and understand these Terms and Conditions and agree to be bound by them.**

Signed (Parent/Guardian) .....

Print name: .....

Date: .....

