



Dear Parent/Career,

Thank you for your recent enquiry regarding childcare at our Nursery.

Enclosed is some information about our Nursery and the service we provide. If you haven't already and would like an opportunity to visit the Nursery and meet the staff, please contact us on the number below and we will be happy to arrange a suitable date and time with you.

To register your child, please complete the initial registration form and sign the terms and conditions enclosed with the pack and return it to the address below along with the £100 deposit and a non-refundable registration fee of £50.00 made payable to Palm Tree Day Nursery Ltd.

Please contact us on the number below if you require any further information. We look forward to hearing from you and meeting your childcare needs.

Kind regards,

For and on behalf of

PALM TREE DAY NURSERY MANAGEMENT TEAM



Palm Tree Day Nursery
1 Imperial Drive
North Harrow
HA2 7BP
Nursery Mobile: 0756 441 6666
Email: palmtreemanager@mail.com
Email info@palmtreedaynursery.com

Welcome to our Nursery!

OUR GOAL

At Palm Tree, our goal is to develop and stimulate your child intellectually, physically, emotionally and socially within a happy and calm environment, whilst promoting their confidence and independence through a well-balanced educational programme in line with the Early years foundation stage that meets the needs of each individual child. As the foundations for learning are established in these early formative years, it is our aim that children achieve their potential and develop a passion for life-long learning

At Palm Tree Day Nursery we believe that every child is a unique individual with their own characteristics and disposition. They each have their own preferences and interests, strengths and areas of development. Our effective Key Person system enables your child to develop a special bond with a named member of staff who takes the time to get to know your child, paying careful attention to their learning and development needs.

Palm Tree Day nursery offers excellent facilities for children aged 2-5 years within a safe, stimulating and fun environment. An outdoor play area is available. 'Outdoor learning complements indoor learning and is equally important ... outdoor play and learning...remains essential to children's health, development and well-being' (DCSF 2007).

BEING OUTSIDE

- supports the development of healthy and active lifestyles;
- offers children opportunities for physical activity, freedom and movement;
- promotes a sense of confidence and well-being;
- provides opportunities for developing harmonious relationships with others, through negotiation, taking turns and cooperation;
- supports children who learn best through activity or movement;
- provides safe and supervised opportunities for children to experience new challenges, assess risk and develop the skills to manage difficult situations;
- supports children's developing creativity and problem-solving skills;
- provides rich opportunities for imagination, inventiveness and resourcefulness;
- gives children contact with the natural world and offers them unique experiences, such as direct contact with the weather and seasons.

Health and Safety

At Palm Tree Day nursery we place a high priority on the welfare of all the children and the safety of all those who come into our nursery. We have policies and procedures in place to ensure children are cared for and that we are meeting all the early years' foundation stage welfare requirements. All our policies and procedures are available for parents to read on the parent's information table.

Statement of Intent

Palm Tree Day Nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they be an adult or child. Discrimination on the grounds of ability sex, race, religion, colour, ability, marital status, ethnic or national origin, or political belief, has no place within this nursery.



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Our Staff

Our Nursery is managed by a highly qualified nursery manager, together with other members of staff who are Degree/N.N.E.B/N.V.Q qualified or who are training towards their N.V.Q. level 2 and/or 3, with a minimum of 2 years' experience, of working within a nursery environment.

Our committed staff work together to make your child's experiences in here at the setting both enjoyable and rewarding, giving you the parent the added assurance of placing your child in this safe and caring environment.

Staff-to-children ratios are strictly adhered to and training is regularly undertaken, keeping our team abreast of all childcare standards/legislation.

Learn, Play, Rest and Healthy Food

At Palm Tree Day nursery children are encouraged to take an interest in early reading, writing, Numeracy skills, music and languages. We achieve this through the early year's foundation stage ensuring that we meet every child's needs by working with parents observing and planning for each individual child as every child will learn in their own way . We also encourage quiet time when children can enjoy story time.

Health and Hygiene standards are strictly adhered to. Children will be asked to bring in a healthy snack and will be offered water and milk to drink throughout the day. We trust your child will enjoy the learning and play we have to offer in this safe and nurturing environment.

Daily Routine

8:00 – 9:00	Arrival (Free play)	12:30 – 13:00	Story Time/Singing/Circle Time
9:00 – 9:20	Circle Time	1:00 – 1:15	Nappies/Toilets
9:20 – 11:00	Free Flow play starts (indoors/outdoors) Focussed activities Snack bar available	1:00 - 2.15	Free Flow play starts (indoors/outdoors) Focussed activities Snack bar available
11.00- 11.15	Nappies/Toilets	2:00 – 2:30	Phonics activities - small groups
11:15 – 11.45	Phonics activities - small groups	2:30 – 3:00	Story Time/Home Time
11.45 - 12:00	Home Time/Arrival (am/pm Children)		
12:00 - 12:30	Lunch Time		

The above is the general rhythm of our day. Rhythm is about balance, children to be calm and present and bring attentive awareness to their activities.

Free child initiated play is fundamental for healthy growth (Eugene Schwartz - Playing to Thinking)

Nursery Schedule and Fees

Mornings 8am – 12pm

Afternoons 12pm – 3pm

Term Time Only – 38 week

Palm Tree Day Nursery is open from 8am – 3pm, Monday to Friday.

We accept children between the ages of 2 – 5 years

We offer 38 weeks of care throughout the year (Term Time only)

A £100 deposit will be required to secure you child's place within our nursery which will be returned to you when your child no longer requires the nursery place provided that you give in a one month's written notice.



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A non-refundable registration fee of £50 will also be charged. The registration fee and deposit needs to be paid before the child starts at the nursery. We also require seeing your child's birth certificate as proof of age if you are requesting government funding. A minimum of 2 sessions is required per week.

Fees are payable monthly, in advance and funds should clear by the 28th of each month. Payment made after the 1st of each month will occur in a £10 charge for every 5 days of late payment.
If your child is absent or ill, full fees are still payable.

If you go on holiday for less than 2 weeks normal fees will be charged. If your holiday goes over 2 weeks, you will be charged 50% of the fee's for the days over the 2 weeks. For example, if your holiday is 3 weeks long the first 2 weeks are charged at full fees and the 3rd week will be half price.

If your child is leaving the nursery, one full month's written notice must be given by the 2nd day of the final month prior to your child leaving.

ATTENDANCE SCHEDULE	UNDER 3 YEARS	3-5 YEAR OLDS
Weekly Fee Monday – Friday 8.00am – 3.00pm	£245.00	£210.00
FULL DAY 8.00am-3.00pm	£49.00 per day	£42.00 per day
Am session 9.00 – 12.00am	£21.00 per day	£18.00 per day
Pm session 12.00 – 3.00pm	£21.00 per day	£18.00 per day

If your child is entitled to receive the 15 or 30 hour government funding, this will be deducted from the total fees.

Any additional hours will be charged at £8.00 per hour.

NB: We ask for a Voluntary contribution of £100.00 quarterly if your child receives the government funding, this is to cover additional activities etc.

HOW TO REGISTER AT PALM TREE DAY NURSERY

To register your child:

Complete the enclosed registration form. Please provide full details, child's name and date of birth and state the schedule you require (e.g. Monday & Thursday)

Please send or bring in the registration form along with the £50 registration fee and a £100 deposit to Palm Tree Day Nursery, Please make all cheques payable to Palm Tree Nursery Ltd.

We will check the availability of the days you require and confirm your registration has been accepted.

The manager will then discuss our settling in procedure with you as well as go through our parent's notice board where you can find all our policies and procedures as well as other helpful information.

When your child starts at Palm Tree please ensure you bring the following items in with you on a daily basis

- Spare sets of clothes (in a labelled bag)
- Nappies, wipes and creams (if needed)
- A bottle of fresh water
- Coats, rain coats, Wellington boots, hats, scarves and gloves (for Winter)
- Lighter jackets, sun hat and sun cream (for Summer)



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Please remember to mark all of your child's belongings with their name.

PALM TREE DAY NURSERY TERMS & CONDITIONS

1. REGISTRATION

Registration forms must be completed & returned before a child can be admitted into Palm Tree Nursery, along with all child detail forms. £50 registration fee is required to secure a place (*and a £100 is required as a deposit*).

2. CLOSURES

Palm Tree Day nursery will close on ALL Bank holidays and 5 days for staff training. Normal charges will apply for these days. Palm Tree Day Nursery is term time only and will only open 38 weeks per year.

3. FEES/CHARGES

Prior to the start date you shall arrange for the payment of deposit & registration fee. **The first month's fees are due on the start date and are then payable monthly, in advance**, by direct debit or other methods and must be clear by 28th of each month. Palm Tree Day Nursery shall not be liable to admit the child upon failure by you to pay the deposit and/or fees by the start date or on any subsequent payment date and this may result in termination of the child's place. All absences (sickness and holidays) are charged at the normal rate.

Fees are payable monthly, in advance and funds should clear by the 28th of each month. Payment made after the 1st of each month will occur in a £10 charge for every 5 days of late payment.

If your child is absent or ill, full fees are still payable.

If your child receives Nursery Education Funding as well as additional hours, please note that monthly fee's may vary.

Please note that an **additional quarterly charge** has been added, is a voluntary contribution which includes additional activities.

4. LATE COLLECTION

Parents are required to inform the manager if they are going to be late collecting their child. If children are not collected by the finish time of the session it will be necessary to make an extra charge of £1.00 per 1 minute. This is payable at the time and is at the discretion of the nursery manager otherwise an invoice will be sent home. In an extreme case of lateness and the child was not collected after one hour the duty manager will follow the nursery policies and procedures and inform the social services.

5. TERMINATION/CANCELLATION/CHANGE

Should you cancel the nursery place before the child starts a month's written notice is required. A month's written notice is also required to terminate the place or change sessions. This must be addressed to the nursery manager. On giving a month's notice the deposit shall be refunded in the last month's fees. Failure to give a month's notice will result in a forfeit of the deposit and one month fee is payable.

6. LIABILITY

Palm Tree Day Nursery accepts no responsibility for your child whilst in your care on the nursery premises, e.g. at arrival and pick up times.

7. PROPERTY & BELONGINGS

Palm Tree Day Nursery cannot be held responsible for any loss or damage to children's property. Every reasonable effort will be made to ensure children's belongings are not lost or damaged. Please do ensure all your child's belongings have their name on it.



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8. ACCIDENT / ILLNESS

Palm Tree Nursery reserves the right to administer basic first aid treatment when necessary. Parents will be informed of all accidents and are required to sign their child’s accident form. For serious accidents requiring hospital treatment every effort will be made to contact the parent but failing this Palm Tree Day Nursery is hereby authorised to act on behalf of the parents and authorise necessary treatment. Palm Tree Day Nursery will only administer medication if a medicine consent form has been completed and the medicine has been prescribed by a GP.

Palm Tree Day Nursery may require you to take your child home from the nursery in the event that a child requires special medical attention or if it is considered the child is not well enough to attend. You may also be required to keep your child away from nursery if she/he is suffering from a contagious disease. Palm Tree Day Nursery has a realistic attitude towards working parents but we reserve the right to contact parents if a child becomes ill during nursery hours. We also require that parents inform the nursery if the child contracts any ailments or illnesses.

9. SECURITY

Under no circumstances will any child be allowed to leave the nursery with anyone unknown to the nursery staff unless previously arranged with the manager. If parents make arrangements by phone the nursery will require the name and a brief description of the person and will require proof of ID and a password on their arrival.

10. INFORMATION

PRIVACY NOTICE– We are required under EYFS to share information with other settings and professionals about the children in our care and therefore require your permission to do this. In order to comply with GDPR May 2018 parents are requested to keep Palm Tree Day Nursery up to date of any changes to information kept at the nursery, e.g. address, contact numbers, marital status etc.

11. STATEMENT OF INTENT FOR EQUAL OPPORTUNITIES

Palm Tree Day Nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or child. Discrimination on the grounds of sex, race, religion, colour, ability, marital status, ethnic or national origin, or political belief, has no place within this nursery.

12. MOBILE PHONES

Parents are NOT allowed to use their mobile phones for any reason on the nursery premises.

Please note Palm Tree Day Nursery reserves the right to update or amend these terms & conditions at any time. I have read, understood and accept the above terms & conditions and I am aware that the setting policies and procedures are available to me at all times and where to find them.

Name:..... Signature:.....

Date:.....

By signing the above, you are stating that you are in agreement with the contents of this document.

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