



## Welcome to The Nursery

### The Ultimate in Childcare

The spacious premises provided by the historic St Paul's Church have been completely renovated to create the best possible environment for carers and children alike. With its bright, spacious interior the building has a security system with high-technology entry features.

We are not just a nursery, we provide an environment where staff and children work in partnership with parents to secure common goals. All children in our care are treated as important individuals whose needs will vary according to their particular abilities and personalities. Your needs and concerns become ours whenever your child is in our care.

We pride ourselves on the atmosphere, homeliness and complete dedication, which ensures babies and young children in our care enjoy all the love, care and attention that a loving family environment also offers. We provide a range of activities that develop inherent skills and take account of emotional development to provide children with a confident and positive outlook. We have an open door policy which gives parents peace of mind and enables them to visit at any time during the day.

Children are cared for according to their age and each room is equipped to the highest standard to provide a wealth of different play experiences along with a stimulating environment. Our careful planning throughout the Early Years Foundation stage ensures that the experiences of all children are tailored to each child's individual needs and interests in a way that fosters their natural motivation to learn.

We provide a delicious and healthy menu ranging from full meals to snacks prepared in our own kitchen. Our prices are fully inclusive of all meals, snacks, formula milk, nappies, bottles etc.

Our flexible opening hours are from 7.00 am to 7.00 pm 51 weeks throughout the year, closing only on Bank holidays and for approximately one week at Christmas.

The nursery is situated close to St. Katherine's Dock. It is within easy reach of Aldgate East and Tower Hill underground stations while its close proximity to Tower Gateway (DLR) and both Liverpool Street and Fenchurch Street mainline stations provides good access from London, the South East and many other areas.



## The Nursery @ St.Pauls - Settling in week

This settling in week is to ensure your child is fully relaxed and happy in their new environment, and happy and relaxed with their new carers. Please remember to bring in your child's red medical book for filling in the relevant section on their forms.

### **Monday:**

1st Day - arrive around 10.00 o'clock have a cup of tea/coffee and fill in your baby's/child's forms. This will provide us with all the information we need to know e.g. milk feeds, food allergies, likes and dislikes. Today is mainly for form filling and any questions either party may have.

### **Tuesday:**

2nd day - arrive around 10.00 o'clock, stay for a short time to settle your child, and then you can leave them for about 1-2 hours to accustom them to their new surroundings.

### **Wednesday:**

3rd day - arrive around 10.00 o'clock, stay for a short time to settle your child and leave them for 2-3 hours.

### **Thursday:**

4th day - arrive around 10.00 o'clock, stay for a short time to settle your child and leave them for 3-4 hours.

### **Friday:**

5th day - arrive at the time you would normally be dropping your child off and collect them at the end of the day for your usual time for picking up.

### **Thankyou**

\*Every baby and child is different and the one week's settling in period is our recommendation and we will happily extend this period to suit the needs of individual babies, children and parents. **N.B This week is charged at half the usual price\***



## Terms and Conditions

### Registration

- Upon registration a non-refundable fee of £150.00 is required. This is to secure a place at The Nursery

### Fees

- Fees are invoiced from the 28th of each month until the 27th. Fees are always payable a month in advance and are calculated on a pro-rata basis and this takes into account 2 weeks annual holiday, 1 week at Christmas and all public bank holidays.
- Fees are payable by standing order, cheque, cash or debit/credit card.
- Fees are payable if your child is absent for any reason i.e. illness, holidays.
- Any additional sessions will be invoiced separately.

### Late Payment

We understand that sometimes it is difficult to pay a bill. If this applies to you, please discuss this with the Finance Manager (Irene Beaumont). Do not wait until a reminder - the sooner you let us know there is a problem, the sooner we can help you.

- If payment is not received within the stipulated period your child's place may be cancelled.
- This nursery uses a Credit Management Company to deal with outstanding invoices.
- All outstanding fees will eventually be pursued by court action.

### Fees Increase

- Fees are subject to an annual review in April to keep in line with the running costs of The Nursery. *You will be informed 4 weeks before of any increase.*

### Attendance

- All booked regular sessions must be paid for, regardless of whether the child attends. No refunds will be given or days swapped for sessions missed for any reasons.



## Personal Belongings

- The Nursery cannot be held responsible for the loss or damage to any items of children's property. We will make every effort to avoid any loss or damage to personal belongings. We strongly advise all parents to dress their children in practical inexpensive items of clothing, clearly labelled with their name.

## Cancellation of Nursery Place

- We require one months notice, **in writing**, should you wish to terminate your child's place for any reason. Parents remain liable for fees throughout the notice period. If a parent withdraws their child during the notice period, the fees remain payable in lieu of notice. We reserve the right to terminate a Nursery place with immediate effect if a parent, or carer displays abusive, threatening or inappropriate behaviour of any kind, no refund will be given on this occasion.

## Security

- Children will only be released to adults authorised to do so by the parents on the correct form.
- A password and identification will be required if that person is not known to the staff.
- We only release children into the care of an adult.
- The child's safety will be the primary concern at all times.
- The Nursery will contact the parents by phone if an unexpected person comes to collect the child.

## Employing a member of the Nursery Staff

- If parents decide to employ staff from the Nursery @ St Paul's on a full or part time basis between 7.00am and 7.00pm Monday to Friday a recruitment fee based on 20% of their annual salary is applied. On leaving the nursery staff are not permitted to work for any parents who use the nursery for three months, unless agreed by The Nursery @ St Paul's a recruitment fee will be applied.