



Wee Mack's Terms & Conditions

March 2022

Wee Mack's Nursery aims to work in partnership with parents and carers to create and maintain a safe, caring, stimulating and educational environment of children in its care. All parent/guardians wishing to make use of the service offered must strictly adhere to the terms and conditions of the facility outlined herein. You must sign and return these terms and conditions to show that you accept them. If you have any questions or suggestions about the service we offer, please discuss it with us prior to your child's enrolment.

1. Registration

All relevant registration forms must be filled in prior to your child attending the nursery. Contact details and emergency contact details must be kept up to date, these will be reviewed at the discretion of the staff. A registration fee of £100 per child will apply to cover settling-in and administrative costs.

2. Settling-in Sessions

Children are entitled to settling-in sessions as agreed upon completion of registration documents. This would typically be 3 sessions building up from 30 minutes to a longer session, although more settling-in sessions can be arranged if required. We ask that you stay close by for the first couple of settling-in sessions in case any issues arise.

3. Drop Off and Collection

Morning Drop Off is between 08:00 and 09:00. Breakfast is served until 09:15, so if your child arrives after this time, they will not receive breakfast. Please do not arrive earlier than 08:00 for drop-off; even if there are staff present, they will not be able to look after children in the correct ratios until after the nursery is open. If your child is unwell, please do not allow them to enter the nursery. Please adhere to individual arrangements made for drop off and collection of your child, in line with Covid 19 regulations. Do not enter the nursery yourself unless you have agreed this with a staff member. If you do enter the nursery, face coverings should be worn and hand washing procedures must be followed. If your child will not be attending nursery for their session, please inform us by 09:30am on the session day, or as soon as is possible.

When collecting your child, only one adult may be present. Children will only be released to a previously named, responsible adult. If you are late for collecting your child, you will be billed £5 for every 5 minutes of lateness. Staff will want to discuss your child's day with you at handover, so please leave ample time for this discussion



to take place. Online daily diaries will also be used as a two-way communication tool between the nursery and home, so your co-operation in using and accessing these is required. If you intend to collect your child earlier than their session end time for any reason, please let us know in advance so we can minimise disruption to their activities.

4. Fees

Fees are payable monthly in advance by standing order on the 31st day of the previous month. Wee Mack's reserves the right not to admit children for whom fees are in arrears. In the event of arrears accumulating, management will discuss this with you and if these are not settled within agreed time limits, your child's place at the nursery may be withdrawn.

You will be billed for the sessions booked and agreed for your child. A session is a half day, from either 8am – 1pm or 1pm – 6pm. If you wish your child to attend for a period which does not fall into the session times, you will be billed for a full day, i.e. 2 sessions. Should you need to book additional ad hoc sessions that your child does not regularly attend (in order to attend an appointment, for instance), please speak to your child's Key Worker or email the Manager to check whether these can be accommodated. You will be charged an hourly rate relevant to your child's usual rate plus a 5% administrative fee. Fees are payable at all times including during cases of absenteeism due to illness or for any other reason such as family holidays. Wee Mack's nursery reserves the right to increase its fees however you will be given a two-month notice period of any intended fee increase. There is a one-off non-refundable registration fee of £100 per child to secure your place. This covers the cost of initial nursery visits and settling-in sessions. *Funding for 3 & 4 year olds may not cover all meals and snacks required so small additional charges will apply.

From time to time there may be additional costs such as involvement in extracurricular activities, or day trips out of nursery, however these will be on a sign-up basis so you can opt out of these if you wish. Extra costs will be kept to a minimum.

5. Medical Health

Wee Mack's Nursery will not admit children suffering with any infectious disease or virus. Any requests to administer medicine will be considered on an individual basis and in line with our Medication Policy. Children who have been unwell will not be re-admitted until they are not showing any symptoms, and/or have been cleared of the



relevant quarantine period. It is your responsibility not to bring your child into the setting if they are sick or have a high temperature. If a child's temperature is deemed too high, they will not be admitted into the setting. If during the course of the day, a child's temperature exceeds 38 degrees, we will contact you and follow the guidance set out in Wee Mack's Medication Policy. You will be required to collect your child in such cases. Parents/guardians must sign a form of authority in the event of emergency hospital treatment becoming necessary. Staff shall administer minor first aid as and when necessary.

Wee Mack's must be informed in writing of any special dietary requirements or food allergies, and all menu items must be signed off before they are given to your child.

6. Personal Care and Belongings

At Wee Mack's, we ask that all children come to nursery prepared for all weather. A change of clothing must be available, as well as summer/winter hats, gloves, wellington boots and so on. Small comforters can be provided for babies and younger children if it is necessary for their nap time or personal comfort. However we ask that toys and personal belongings of value are not brought into the nursery as often children misplace them and become distressed.

7. Our Policies

Please familiarise yourself with all our policies and speak to us if there is anything you are unsure of. Your child's Key Worker should be your first point of contact, if you would like to speak to another member of the team please telephone the office or request a meeting. In signing this agreement, you are recognising that you accept and adhere to these policies.

8. Transition

Your child will move through nursery zones depending on their age. We will discuss their transition to the next stage with you and agree a plan for this, at a pace both you and your child are comfortable with. Your child's current Key Worker will introduce you to their new Key Worker and they will work together to ensure your child is comfortable in their new environment.

9. Abuse Towards our Staff

In line with our aim to provide an inclusive and nurturing environment at Wee Mack's, violence or abuse towards any Wee Mack's personnel will not be tolerated



and will result in the loss of your children's place at the nursery. A working definition of violence at work is 'any incident where an employee is abused, threatened or assaulted by a member of the public, parent or child in circumstances arising out of the course of his/her employment.' Violence will be deemed to include physical force, verbal abuse with threats, rude gestures and innuendoes, sexual or racial harassment or intimidation. Recording staff without their knowledge is also prohibited.

10. Termination

Should you wish to remove your child from Wee Mack's Nursery for any reason, you will be invited to attend an 'exit meeting' to discuss this transition for your child. A minimum of 4 weeks' notice is required and all fees will be payable in full prior to the end date. It is rare but there may be circumstances arising where we feel that your child is unable to continue attending Wee Mack's, in which case we will invite you to meet with us and discuss options for your child.

11. Complaints Procedure

At Wee Mack's we aim to provide high quality services for everyone but accept that sometimes things don't always go according to plan. In such circumstances, we will always try to put it right and address the issue.

If at any time parent/carers are not happy with the service we provide, there is a clear procedure to follow.

Stage 1

If any parent/carer has cause for concern, in the first instance, we would encourage them to speak directly to your child's key worker or other staff member in their room, if deemed appropriate. Most situations can be addressed at this point.

If that is not possible, then speak to the Nursery Manager informally, to try and resolve the problem. If a satisfactory solution cannot be found at this stage, then stage 2 of the procedure should be followed. You can also contact the Care Inspectorate with any concerns you may have at any point on 0345 600 9527 or email concerns@careinspectorate.gov.scot.

Stage 2

If the complainant feels their complaint has not been resolved through discussion, they should then put their complaint in writing to the Nursery Manager, including names, dates, evidence and any other important information related to the nature of the complaint.



If the Nursery Manager has good reason to believe that the situation has Child Protection implications, they will contact the Local Safeguarding Children's Board, and follow the Child Protection policy.

If the Nursery Manager has good reason to believe that a criminal offence has been committed, then they will contact the police.

We will acknowledge receipt of the written complaint as soon as possible and investigate the matter within 15 days. If there is a legitimate delay in responding, we will advise the complainant with an explanation. We will provide you with a full and formal response, which will be copied to all relevant members of staff if appropriate. The response will include any action or change to our policies and procedures, emerging from the investigation.

Stage 3

If the complainant is not satisfied with the written outcome response, you may request a meeting with the Nursery Manager, who will judge if it is best for all parties to meet together or separate where applicable.

Stage 4

If at the end of the above stages, the complainant remains dissatisfied with the response they have received, the original complaint, along with the Nursery's response will be passed on to an alternative senior member of the Company, such as the Director, who will adjudicate the case.

The adjudicator will communicate a detailed response, including any actions to be taken, to both the Nursery Manager and the parents/carer concerned within 15 working days.

Stage 5

If the complainant is still not satisfied, you should contact the Scottish Public Services Ombudsman <https://www.spsso.org.uk/>

12. Declaration

I confirm I have read, understood and accepted the Terms & Conditions of Wee Mack's Nursery.

Signed..... **Dated**.....

Name of Child.....