



Q & A's for parents during lockdown

1. Are the Nurseries open?

All of our nurseries remain open for all children to attend in line with the government guidelines. We will update all parents of any changes.

2. My child has been settling into the nursery, I would like to keep them at home and defer their place. Do I still need to pay fees or can I put their place on hold?

Yes, you can defer your child's place for 1 month. Your January fees will be credited onto your child's account to use on their return. The Nursery Manager will make regular contact with you

3. My child is due to start the nursery and I would like to defer their place. Will I lose my child's place?

You will not lose your child's place and you can defer your place for 1 month. The Nursery Manager will make regular contact with you to discuss your childcare requirements.

4. If I make the decision to take my child out of the nursery during the lock down will I still be charged for fees during this period?

As we are open as a provider offering childcare nursery fees for January are fully payable, however we will honour a 50% retainer for the month of February if you choose not to bring your child to nursery.

5. I want to keep my child at home due to someone within the household being classed as Extremely Critically vulnerable. Do I still need to pay fees?

If you choose to keep your child at home due to them or someone else in your household shielding, then fees will not be charged. We will require a copy of the shielding letter provided by your GP for the person in your household matching your home address that we have on our records.

Please provide a copy to the Nursery Manager so that we can make the necessary adjustments to your child's account. Any credits will be placed onto your child's account to use against future fees when they return.

6. If I cancel my direct debit will there be a charge?

We advise parents not to cancel their direct debit as there is a cancellation fee of £25 that will be added to your child's account. Please speak with the Nursery Manager regarding your child's account



7. Are fees payable if my child has got to isolate?

If your child is required to self-isolate for the following reasons fees will not be charged for your child's isolation period.

- If your child tests positive
- If someone within your household tests positive
- If you are contacted by NHS Test and Trace and your child is required to isolate
- If your child is required to isolate due to a positive case in their bubble group at the nursery

Please provide evidence of a positive test result or notification from the NHS Test and Trace to the Nursery Manager so that we can make the necessary adjustments to your child's account. Any credits will be placed onto your child's account to use against future fees when they return.

8. My child receives the free government funding entitlement. If I choose not to bring my child to nursery will I lose their place and will I be required to still pay for meals?

If you decide not to bring your child to the nursery for their free government funding entitlement you will not lose your child's place and will not be required to pay for any meals that your child does not attend.

9. If I decide to remove my child from the nursery will I have to give 4 weeks notice?

In line with our nursery terms and conditions if you decide to terminate your child's place we will require 4 weeks written notice