



Hordle Explorers Nursery

TERMS & CONDITIONS

Please keep this copy for your own records.

Please retain a copy of these terms and conditions for your records.

You will be asked to complete a declaration as part of your child's application form to confirm you have read and understand these Terms and Conditions and agree to be bound by them.

Securing a place at the nursery

In order to secure a place for your child at Hordle Explorers Nursery you will be required to complete/provide the following:

- Online application form
- Online registration form to include consents and emergency contact information
- Proof of address
- Child's birth certificate or passport
- Refundable deposit of £50

Refundable deposit

A refundable deposit of £50 will be charged upon completion of an Application Form and will secure a holding place for your child. This should be paid via BACS payment, details of which will be provided at the time of application. This deposit will be credited to your first invoice. Please note that this deposit will not be applied to those children in receipt of Disadvantaged 2 year old EYE Funding. Should your child only access free early years education (e.g. you receive disadvantaged funding) during their time at Hordle Explorers Nursery, the deposit charge will be refunded to you in your child's last term at Hordle Explorers Nursery.

Fees and Charges

If your child is attending the nursery for hours in excess of EYE funded hours, an invoice for these hours will be raised and is payable half-termly in advance. Fees are payable via the following methods:

- Via your child's Scopay account (set up for you upon completed registration)
- Tax Free Childcare Scheme (TFC)
- Childcare voucher schemes – please contact the nursery directly to confirm we are registered with your chosen provider.

Fees as of September 2025

All invoiceable hours are charged at a rate of £8.00 per hour.

Non payment of invoices may result in the child's nursery place being withdrawn.

Hordle Explorers Nursery will give parents and carers half a term's notice of increase of fees which are reviewed annually.

Late payments of nursery fees will incur a fee of £20.

No refunds are given for sessions missed due to illness or holidays or unavoidable Nursery closure.

Please be aware that the number of days childcare provided each half term will vary. School holidays, bank holidays and staff training days will not be charged for. EYE Funding is provided to Hordle Explorers Nursery for 38 weeks per year with a maximum total of 570 Universal hours and 570 Extended hours over the academic year and parents will be expected to pay the standard hourly rate for any hours in excess of this.

Hordle Explorers Nursery is open for 39 weeks per year and therefore all funded families will incur an invoice for one week of fees during the academic year. Parents will be expected to pay the standard hourly rate for this additional week. Non-attendance at Nursery will not be accepted in lieu of payment. To make this fair and affordable for all families, we will ensure 5 days unfunded are split across each of the three terms and cover each day of the week.

Ad-hoc sessions

Ad-hoc sessions are available, subject to availability and can only be booked within the current term and no further in advance. This must be paid for in advance via your child's Scopay account and cannot be claimed for in routine funding. If you make a booking for an ad-hoc session this is immediately a confirmed booking. If your child is unable to attend the session for any reason, no refund will be given. All ad-hoc sessions are to be paid for in advance and by no later than the date that the ad-hoc session is due to take place.

If you wish to increase your weekly hours during the term please provide as much notice as possible.

If you expect to be late collecting your child please notify Hordle Explorers Nursery as soon as possible. If notified, the additional time will be charged at the standard hourly rate. Un-notified late collection will be charged at a rate of £10 per 15 minutes to cover emergency staffing and other arrangements.

EYE Funding

The Nursery will issue EYE funding forms to parents annually, or termly if a significant change in hours has been requested by the parent. These should be completed and returned to the nursery by the specified deadline to enable us to make timely funding claims. Failure to do so may result in your child being underfunded, at which point an invoice will be issued. For any smaller adjustments to funding forms/hours, a member of the HEN admin team may update your existing funding form and request you come in to sign the amendments.

Opening hours and session times

Hordle Explorers Nursery is open from 8am to 5.30pm Monday to Thursday and 8am to 5pm on Fridays.

Available sessions are:

- Breakfast Club: 8:00am - 9:00am
- Morning Session: 9:00am / 10:00am - 12:00pm
- Afternoon session: 12:30pm - 3:00 / 3:30pm
- Full Day session: 9:00am - 3:00pm / 3:30pm
- After School club session: 3:30pm - 4:30pm / 5:00pm / 5:30pm (please note, After School Club is only available until 5:00pm on a Friday)

Termination and cancellation of sessions

The minimum period for any termination or cancellation of sessions is **6 weeks**. If parents choose to leave prior to the end of their notice, fees are non-refundable. 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.

Hordle Explorers Nursery reserves the right to terminate the Agreement with immediate effect in case of non-payment of fees, or if a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour, or for any other reasonable cause. In all other cases the standard notice period of 6 weeks will apply.

Insurance

Hordle Explorers Nursery has extensive insurance cover for Nursery based activities and outings. Details of the insurance may be requested from Hordle Explorers Nursery. The Certificate is displayed at Hordle CE (VA) Primary School.

Personal property and belongings

Hordle Explorers Nursery cannot be held responsible for any loss or damage to any parent's, carer's or

child's property or belongings. Every reasonable effort will be made by Hordle Explorers Nursery staff to ensure that property or belongings of any parent, carer or child is not damaged. Please ensure your child's clothing and any items in the day bag, are clearly named and we suggest that all toys, books and equipment are left at home.

Liability

Hordle Explorers Nursery accepts no liability for any losses suffered by parents arising directly or indirectly, as a result of Hordle Explorers Nursery being temporarily closed or the non-admittance of your child to Hordle Explorers Nursery for any reason. We accept no responsibility for children whilst in their parent's care on Nursery premises. We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parent'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.

Accidents and Illness

Hordle Explorers Nursery will administer first aid and any emergency treatment as required in accordance with consent provided in the Registration Form. Parents will be informed of all accidents and will be asked to sign an accident record form. In the case of more serious accidents where the parent is asked to collect the child, the parent will be required to sign the Accident Form. If emergency treatment at hospital is required Hordle Explorers Nursery will make all reasonable attempts to contact the parents but if this is not possible we are authorised to act on behalf of the parents and authorise any necessary emergency treatment. We will administer prescribed medicines only if parents have completed a Medicine Consent form.

We ask that parents/carers make us aware if a child has suffered a recent injury of any significance or if they have attended hospital (eg Minor Injuries or Accident & Emergency department) for any reason to enable the nursery to monitor the child for any delayed reaction or illness. In the event of any such occurrence, a parent/carers will be asked to complete a **Notification of Accident or Injury at Home** form, available from the nursery.

We may require parents to withdraw their child from Nursery in the event that they require special medical care or attention which is not available or refused by the parent, or it is considered that the child is not well enough to attend Nursery. We may also ask parents to withdraw their child from Hordle Explorers Nursery if we have reasonable cause to believe that the child is suffering from or has suffered from any communicable disease or infection and there remains a danger that other children may contract such a disease or infection. Parents must inform Hordle Explorers Nursery if the child is suffering from any illness, sickness or allergies before attending Hordle Explorers Nursery.

Your child's attendance

Early Years settings must monitor all nursery absences and as such we require all parents/carers to notify Hordle Explorers Nursery of any absences, and the reason for these by 9.30am on the day of absence. Parents are to communicate this via calling the absence line on 01425 611657 or emailing hen@hordleprimary.co.uk.

Keeping Your Child Safe

At the time of registration, parents will provide a list of responsible adults who are authorised to collect the child. Parents are asked to notify the Nursery of any changes to the notified pick-up routines. If the change means that a person collecting your child is unknown to us, the parent should telephone the Nursery to advise the full name of the person collecting, by no later than 2pm on the day of collection.

It is essential for the safeguarding of all children that we maintain accurate emergency contact and medical information for your child. If at any time these details change please inform the nursery in writing to hen@hordleprimary.co.uk

If you move house, please provide evidence (council tax or utility bill for example) and your child's record will be updated.

Admission Entry to Hordle CE (VA) Primary School

Following a change to our school admissions criteria from September 2024, children who, at the time of application, attend Hordle Explorers Nursery for a minimum of 15 hours per week, will be considered for a place at Hordle CE (VA) Primary School above other children living outside the catchment area of the school.

This will not affect children who meet higher priority admissions criteria listed on our admissions policy. Please see our school admissions policy for further information, available on the school website.

Safer Nursery

As a Church of England Voluntary Aided School and Nursery, we embrace the Christian values and ethos as stated in our prospectus. We strive at all times to resolve disputes and disagreements amicably.

However, violence, threatening behaviour and abuse against school and nursery staff or any member of the school community will not be tolerated. This includes psychological bullying and threats. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence,

threatening behaviour or abuse in our school. We aim to achieve a zero tolerance of violence, threatening behaviour or abuse in our school and nursery and ensure that all members of the school community and visitors can be confident that they are operating within a safe environment.

Agreement

It is understood that on completion of the Application and Registration documentation, you are in agreement with these terms and conditions and must abide by them as outlined. 6 weeks notice will be given of any changes made.

Hordle Explorers Nursery is managed by the governing body of Hordle CE (VA) Primary School and Nursery.

I understand that Admission to Hordle Explorers Nursery does not mean automatic admission to Hordle CE (VA) Primary School.