



## Parent/Nursery Contract

- I have read and understood the Nursery safeguarding policy including allegations against staff policy
- I have read and understood the Nursery illness, sickness and medication policy, I agree to abide by it.
- I understand the importance of raising any comments/queries or complaints with the nursery management team within 24hrs so that these can be dealt with in a good time in a professional manner. We recommend that parents send a copy of any serious comments/complaints to our head office via email at [cornerstone.enquiries@gmail.com](mailto:cornerstone.enquiries@gmail.com)
- I understand that all fees are due monthly in advance by the 1<sup>st</sup>. I understand that failure to meet the payment requirements can result in late payment charges and even withdrawal of my child's place.
- I understand that Bank Holidays are chargeable and that there is no remission of fees in the event of family holidays or sickness.
- I understand that I should aim to notify the nursery of any invoice queries/mistakes within 10 days as it is difficult to rectify these later and any changes will be at the Managers discretion.
- I understand that the 'registration fee' and the deposit of 2 weeks fees is payable upon the acceptance of my child's place at Cornerstone Nurseries.
- I am aware that if fee increases occur my fees will change accordingly. I will always be given at least 4 weeks notice of fee increases.
- I am aware that my child's nursery place will be cancelled if they do not attend for more than 2 weeks without explanation.
- I understand that my deposit is only refundable with 1 months written notice (this includes email) and only if all fees are up to date in full.
- I understand that Cornerstone Nurseries cannot take responsibility for any loss or damage to shoes/clothing/personal belongings and it is my responsibility to ensure these items are named. Please do not allow your child to bring in their own toys unless these items are comforters (blanket/dummy/teddy etc) or it is a designated "show & tell" session.
- I will share any information I consider necessary to ensure the welfare of my child, this includes health/dietary/medical requirements and changes in family circumstances.

- I understand that if the nursery feels they need additional help to meet my child’s needs, whether this be educationally or due to behaviour, they will work in partnership with us as a family and we agree to allow them to seek extra professional expertise/advice/support where necessary from the behavioural or SEN team. This may include additional funding applications to support my child’s needs (the nursery will always discuss referrals in advance).
- I understand that I must not make comments about nursery issues on social media as this may cause damage to the nursery’s reputation.
- I understand that my behaviour within the nursery must be professional and respectful towards staff at all times and any concerns I have must be raised to the Manager or Deputy in an appropriate manner. Aggressive, violent or discriminatory behaviour will not be tolerated by the nursery at any time and the nursery reserves the right to give written warnings, one month's notice or instant refusal of childcare for parents who behave in this manner.
- In line with the Worker Protection Act 2023 (Amendment to the Equality Act 2010) I understand that the nursery has a zero tolerance stance to bullying and harassment including sexual harassment. The nursery reserves the right to immediately suspend my place without notice should my behaviour towards employees of the nursery be of an inappropriate sexual nature or my behaviour has created an intimidating, hostile, degrading, humiliating or offensive environment for the person or violated the person's dignity.
- I understand that at the Managers discretion, one month's notice can be given at any time, to cancel my child’s place with the setting should they feel a working relationship is not possible.
- If I am a member of staff at the nursery with a child here, I understand that the nursery reserves the right to cancel my childcare space should I leave their employment and my childcare discount will be forfeited upon resignation.
- I agree that only persons aged over 16 years may collect my child from the nursery. Ideally persons collecting should be 18 years of age (legal adults).
- I understand that refusal to sign the parent/nursery contract and any updated versions thereof will mean cancellation of nursery provision for my child as these are the nursery’s terms and conditions.

**I have completed all previous sections in this form including permissions and the emergency medical treatment section and to the best of my knowledge all information is accurate.**

|            | Signature | Print Name | Date |
|------------|-----------|------------|------|
| Guardian 1 |           |            |      |
| Guardian 2 |           |            |      |