



Terms & Conditions

1. In order to work in partnership with you to best meet the needs of the children it is important that we accept responsibility for sharing information about the child's life, progress and wellbeing. This will involve informal daily discussion and appointments, open evening etc with parents to discuss the children's development. It is expected that parents/carers will attend these.
2. All fees will be payable upon booking using the online booking system. All debts outstanding will be pursued in line with Norfolk County Council's bad debt policy which has been adapted to the needs of the Setting.
3. Childcare will be withdrawn if debts are not cleared. New Registration fee of £50.00 will be required.
4. As staff ratios need to be maintained etc please note that Little Pirates hours are 7.30am-5.30pm – no children will be admitted to the setting out of these hours. Please note that there will be a late collection charge of £10.00 per 15 minutes or any part thereof.
5. If extra hours are required – please book in or contact the Manager as soon as possible. Whilst we will try to accommodate you please realise that we may not always be able to offer this as our staff ratios need to be correct at all times.
6. All parents should register their children with a member of staff.
7. If you/or a named regular person known to the staff are not personally able to collect your child, please ring and let the Managers know in advance.
8. Please name all items of clothing, coats and boots. Little Pirates cannot be responsible for unnamed lost items. All children are required to have a change of clothes as accidents do happen and these will need labeling also.
9. Please empty pigeon holes and trays of letters and your child's work regularly to ensure you are receiving information and are able to celebrate your child's work.
10. If your child needs to bring a comfort toy etc please name it. We encourage other toys etc to be left at home where possible to avoid losses, upsets etc.

Fees are reviewed annually and if an increase is required to cover raised costs etc parents will be notified a month in advance before any increase is made. This would normally occur at the beginning of the school year i.e. September.

Please note reasonable behaviour is expected from your child. If behaviour is persistently unacceptable despite appropriate behaviour management strategies by staff then your child's place in Nursery will be terminated. The notice will be one week.