
Terms & Conditions



We strive to create a positive partnership with parents and carers. Lots of this information is contained in more detail in other policies, but we hope that listing this important information in one place will help us achieve a happy setting and shared ethos.

General

The whole site operates a strict non-smoking policy. Smoking (tobacco or electronic) is not permitted on the premises or within the grounds.

Hours of Opening

Full Time Place: 9.00am to 3.00pm

Morning Session: 9.00am to 12.00pm (including mid-morning snack)

Afternoon Session: 12.00 pm to 3.00 pm (including mid-afternoon snack)

Little Eagles Pre-School is open term time only as per the Local Authority term dates. These can be found on the quick-links section of the host website www.eagleprimary.org.uk.

In the event of unusual circumstances which result in temporary closure such as severe weather conditions (e.g. snow), infectious disease, interruption to mains power or water supply or other serious conditions fees must still be paid.

Arrival

If applicable, on your arrival at Nursery please can you ensure that your child's nappy is clean and dry. A personal box is provided for nappies, wipes, spare clothes in our changing room. A peg is provided for coats, with space below for lunch boxes. Children due to start school in the following September are prepared for their transition with a locker for their coat, lunch box and spare clothes. Please make sure that all items are clearly labelled with their name.

Late Collection

Please be aware that late collections after the morning session will put Little Eagles at risk of being understaffed and after the afternoon session will mean that staff will be required beyond their working hours. This can be distressing for your child too. If we have not been informed of an incident preventing timely collection, an additional charge of £8.00 for late collection will be invoiced. A further charge of £2.00 per fifteen minutes thereafter will also be calculated.

Security

We will not release your child into the care of anyone other than yourself without your prior consent. Under no circumstances will a child be allowed to leave Little Eagles unless previously arranged by the parent or carer and recorded in the day book.

Snack Times

All snacks are prepared in the adjoining kitchen area and are nutritious and well balanced. Mid-morning and afternoon snacks are provided and fresh drinking water is available all day. We do not require a separate drink bottle to be brought in.

Property and Belongings

Practical, inexpensive clothing is strongly recommended. Our preference is that children will wear the Little Eagles polo shirts and jumpers, with suitable trousers, skirts or shorts and sensible shoes. We believe that this helps develop a sense of belonging to our Little Eagles family and associates the uniform with the routine of Pre-School. We hope it also helps you to keep 'home clothes' nice.

All items of clothing and belongings must be clearly labelled. Whilst every reasonable effort will be made to ensure the child's belongings are not lost or damaged, we do not accept any responsibility for loss of any clothing or personal items. It is useful to have a change of clothes for your child's Nappy Box or Locker in the case of any accidents. Please do not send children to Nursery with jewellery, money, valuables or items 'valuable' to them.

Storage of Belongings

Children who will start school in the following academic year will be given a low-level locker to keep a bag with a handy change of clothes and store their coat, wellies (optional but useful) and lunch box (if applicable).

All other children will have a storage box for nappy changing supplies and a change of clothes. Coat hooks are also provided, with a space for an optional bag and/or lunch box.

Nappy Changing

We ask that you provide nappies and wipes as per your personal choice. If nappy cream is used, this can also be included. These will be stored in a personal, labelled box and re-stocked as needed (we will send a 'nappy note' when stocks are low) - this means there is less to pack and think about before each drop-off as the supplies are always here.

We do hold a small stock of spare nappies just in case - if we have sent a 'nappy note' (which has been acknowledged) and the box has not been re-stocked with a day's grace, charges will be applied at a cost of £0.50 per change.

All 'changes' are recorded in our nappy changing log.

Holidays

We are open term time only and as such have staff on contract for these times. Consequently holidays are taken at your discretion and no refund on the term will be made. We ask that we are informed of holiday absence to ensure that we uphold our safeguarding duty.

Child Health Needs

Little Eagles requires parents to provide details of any health needs when completing the admissions documentation. It is critical that all details are recorded should we need to prepare a specific Health Care Plan for the setting staff to all be aware of. Therefore, emergency contact names, medical information and details regarding allergies, dietary or special requirements are important to be correct and updated where necessary immediately.

Accident Procedure

Little Eagles reserves the right to administer basic first aid and treatment when necessary. Parents will be informed of all accidents that occur in the setting and parents are also required to inform staff if a child has incurred an injury outside of Little Eagles. All accidents are thoroughly recorded.

If it is a serious accident parents will be informed immediately therefore parents are requested to inform us of any changes to information stored by Little Eagles within the School Administration.

Little Eagles reserves the right to call an ambulance in an emergency and escort a child to the accident and emergency department of the nearest hospital to await parents' arrival. Any decisions regarding your child's care will then be made by the Emergency Department of the hospital.

Sickness and Absence

If you are in doubt as to whether your child is fit to attend the Nursery, please keep your child at home. Please note, the session will still be charged. Any sessions unattended for any other reason must still be paid for. We follow the Health Protection Agency guidelines for guidance on infection control in childcare settings.

If your child is to be absent please contact 01522 868354 before 9.00 am or 12pm, giving the reference 'Little Eagles', your child's name and the reason for the absence.

Little Eagles may contact you to withdraw your child in the event that your child requires special medical care, may have a contagious infection or it is considered the child is not well enough to attend.

Medicines and Consent Forms

It is not the norm for medicines to need to be administered during session times. If your child is poorly enough to require medicines such as Calpol and Cough Syrups they should be at home to recuperate. Sniffles, coughs and colds are unfortunate, but a fact of life and allow us to learn about hygiene - wiping noses, covering mouths and washing hands - so will not necessarily mean absence from the setting.

Little Eagles staff will only administer prescribed medicine if the time of dosage cannot be moved out of the session time - typically a dose just before 9am and one just after 3pm can still enable all the daily doses to be administered.

Medication can only be administered following completion of a Medicine Consent Form by the child's parent. The medication needs to be in its original packaging with the prescription label visible to indicate dosage. Prescribed medication can only be administered by staff 24 hours after the first dose has been administered at home. Please do not leave medication in children's bags.

Fees

Fees are paid termly. Invoices will be distributed during the last week of the previous term of each half term. Our preferred methods of payment are BACS transfer payable as per the details on the Local Authority Invoice. Fees are still payable due to illness or holidays. We also offer payment through the Tax Free Childcare Scheme and Childcare Vouchers

Length of Notice

Owing to our staff being contracted for term time, we must receive a minimum of four weeks' notice or payment in lieu of notice is required from parents/carers if your child is to stop attending.

Sessions Alterations

Please contact the school office for the Administration team to respond to such requests for Little Eagles.