



**Bizzzy Kidz Beeston**



# **Parents' Guide to Fees and Funding**

Updated January 2026

## Government Funding Explained

The Early Years Funding can be complicated, and it can be difficult to keep up to date with the latest guidelines. The information that we provide here is for guidance only and we encourage you to visit the government websites for further information. Under the latest legislation we must provide a greater transparency to parents of our charges and an option to 'opt out' of consumable charges if the parent wants to access their funded hours with no 'extras'.

As an early year provider, it is our aim to ensure that we offer exceptional childcare education for all children and we will not compromise the quality of our provision. We aim to be transparent and fair in our calculations and this document details the main information regarding your fees, local authority funding and tax-free childcare.

### What does the funding cover?

*“The base rate funding is calculated to include the cost of all necessary resources and facilities to deliver a child's funded education place as identified within the Early Years Foundation Stage. This includes basic equipment, such as stationery, paints, toiletries etc.” (quote from NCC guidance).*

Government funding is intended to pay for 15 or 30 hours per week per term (38 weeks) of flexible childcare.

Government funding **does not** cover:

- Meals
- Nappies & wipes
- Additional hours
- Additional activities such as trips and external providers

### Working Parents Funded Entitlement

If your child is aged 9 months or over by 31<sup>st</sup> August 2025, families may be entitled to 30 hours working family funded hours across 38 weeks during term time. (1,140 hours per academic year).

To be eligible for this funding both parents should be working at least 16 hours per week (or earning the equivalent of 16 hours at the national minimum wage) and each must earn less than £100,000 per year. You can read more about this, check eligibility and apply for funding on the government website: <https://www.gov.uk/check-eligible-free-childcare-if-youre-working> or call HMRC [0300 123 4097](tel:03001234097).

You will be required to provide supporting documents such as your child's birth certificate or passport and you will also need to supply your national insurance number.

Parents will be provided with an eligibility code that they must give to Bizzy Kidz prior to taking up a funded place so that we can verify eligibility. Each parent will also need to provide Bizzy Kidz with their National Insurance Number, their date of birth and their child's date of birth.

**Please note it is your responsibility to reconfirm your eligibility every 12 weeks via the government website.**

### **You must also apply for your code:**

- During the term **before** your child is eligible
- Claims must be made no later than 31<sup>st</sup> December to be funded from 1<sup>st</sup> January, by 31<sup>st</sup> March to be funded from 1<sup>st</sup> April and by 31<sup>st</sup> August to be funded from 1<sup>st</sup> September
- Claims made after this date will not be honoured and you will have to wait a further term before claiming any funding entitlement

Every three months you must sign into your HMRC account and reconfirm your working family funding eligibility code. If you forget, you may lose your funding for the following term, which means you will have to pay our standard fees for any time that is not covered by the funded hours.

This website also offers guidance on additional financial support such as **Tax-Free Childcare** which provides a 20% discount on childcare costs up to a maximum of £2,000 per year per child.

### **Universal Funded Entitlement for 3- & 4-year-olds**

After a child turns 3 years, they qualify for this funding regardless of parents' employment status and entitles them to 15 hours of funding across 38 weeks of school term time. We will ask to see your child's birth certificate or passport as proof of eligibility and give you a declaration form to complete and we will submit this to the local authority on your behalf. To find out more, please visit <https://www.childcarechoices.gov.uk>

### **Disadvantaged 2-year-old funding entitlement**

Government funding is available for some 2-year olds' if parents receive certain benefits or if the child has Disability Living Allowance or Special Education Needs (SEND) or if the child has a guardianship order or is being looked after by a local authority. For eligible 2-year-olds already in receipt of government support, you must get written confirmation from your local authority first.

To find out more, please visit <https://www.childcarechoices.gov.uk>

For Derby visit [FIS@derby.gov.uk](mailto:FIS@derby.gov.uk) or telephone 01332 640758

For Beeston visit [Earlychildhoodservices@nottsccl.gov.uk](mailto:Earlychildhoodservices@nottsccl.gov.uk)

### **Fees and Funding Policy**

It is important that our fees are as transparent as possible for parents to be able to make an informed choice as to the type of education that they want for their child.

The April 2025 Early Education and Childcare Funding Statutory Guidance states that the funded hours must be accessible with no mandatory charges and that additional services should be based on parental choice.

It also states that providers can charge additional fees for the following:

- consumables to be used by the child, such as nappies or sun cream
- meals and snacks consumed by the child
- additional private hours provided
- extra optional activities such as events, celebrations, specialist tuition (for example music classes or foreign languages) or other activities that are not directly related or necessary for the effective delivery of the Early Years Foundation Stage (EYFS) statutory framework

## **Additional Services and Experiences Provided but not Required by EYFS**

To comply with the above we have reviewed our sessions which include additional parental charges and have ensured that these charges are limited to only the additional private hours provided.

We have included **no additional charge for meals and snacks provided** as we consider mealtimes to be an important part of a child's development. They can sit down together and enjoy the same meal and develop social skills and table manners that are important later in life. A healthy and balanced cooked lunch can help children develop healthy eating habits that they can carry with them throughout their lives. We consider it important that children attending nursery have the benefit of at least one hot meal a day and our parents also agree as it takes the stress out of ensuring that packed lunches adhere to our packed lunch policy. Our menus are designed to be nutritious and varied, we cater for all dietary requirements and give children the opportunity to access diverse food options who may not otherwise have access to them.

We have included **no additional charges for the extra services that we provide** above and beyond those covered by the basic subsidised funding from government.

We will, however, continue to provide all our parents without charge (unlike other providers) with the following additional services:

- All children attending sessions during our mealtimes will receive all meals and snacks at no additional cost to parents
- Access to our Eylog app which includes photos, development reports, learning Journey's, communication, newsletters, and a daily group life blog.
- Access to our secure CCTV camera system, enabling you to watch your child at play whilst you are away.
- All children can participate in special days, events, and religious festivals such as Eid, Easter and Divali and intergenerational days such as Mother's Day and Father's Day. Gifts and extra activities associated with these celebrations will continue to be provided to all children at no extra consumable cost to parents.
- Third party experiences such as interactive visits from Zoo Lab will also be available to all children at no extra cost to parents.
- All children will be provided with their own water bottle during their time at nursery.
- All children will receive our dental pack encouraging and promoting the benefits of oral hygiene.
- We will also ensure that those children who require a nap during their day at nursery can do so and will be provided with fresh laundered bedlinen at no extra cost to parents.
- Children attending nursery on their birthday will continue to receive a birthday card, helium balloon, birthday crown and present from Bizzy Kidz. They will also have their birthday celebrated with a birthday tea with their nursery friends.

## Non-Funded Sessions and Fees – September 2025

Session	Hours	Fees £	Fees less Tax-Free Childcare £
Full Week	07:00 – 18:00	£324.00	£259.20
Full Day	07:00 – 18:00	£72.00	£57.60
Morning Session	07:00 – 13:00	£48.00	£38.40
Afternoon Session	13:00 – 18:00	£44.00	£35.20
Additional Hours		£12.00	£9.60
Late Collection Fee (Per 15 mins)		£15.00	£12.00
<b>PAYP (Pay as you play/Ad Hoc)</b>			
Full Day	07:00 – 18:00	£78.00	£62.40
Morning Session	08:00 – 13:00	£52.00	£41.60
Afternoon Session	13:00 – 18:00	£50.00	£40.00
Additional Hours		£12.50	£10.00
Breakfast		£1.00	
Lunch		£3.50	
Light Tea		£1.50	

- Full day sessions include breakfast, lunch and high tea
- Morning sessions include breakfast and lunch
- Afternoon sessions include a light tea
- A non-refundable registration fee of £75.00 is payable to secure a non-funded place and to cover the cost of any settling in sessions provided
- A 10% discount on full day rate is given for full time 5 days per week bookings
- A minimum permanent booking of 2 full days or 3 morning or afternoon sessions per week is required.
- Any additional ad hoc sessions will be charged at our PAYP rates

## Fully Funded Sessions

Under the new Government Statutory Funding requirements, we are aware that we can charge parents, on a voluntary basis, consumables to be used by the child, such as nappies or sun cream, meals and snacks consumed and extra activities such as events, celebrations or other activities that are not directly related or necessary for the effective delivery of the Early Years Foundation Stage.

As a fully inclusive nursery and mindful of the impact on families particularly the most disadvantaged, we offer the below sessions with no additional charges to parents who qualify for 2-year disadvantaged (flying start) funding and universal 3-year funding.

Attendance of funded sessions is monitored to ensure that the full government entitlement is being used. Should we find that the entitlement is being underused you may be subject to additional charges if funding is removed by the local authority.

### Fully Funded Sessions

#### Fully Funded 15 Hours Over 38 weeks (570 hours)

Short AM 09:00 to 12:00  
= 3 funded hours per day x 5 days  
**OR**

Short PM 13:00 to 16:00  
= 3 funded hours per day x 5 days  
**OR**

Long AM 08:00 to 13:00 = 5  
funded hours per day x 3 days  
**OR**

Long PM 13:00 to 18:00  
= 5 funded hours per day x 3 days

#### Fully Funded 30 Hours Over 51 weeks (1,140 hours)

Long AM 08:30 to 13:00  
= 4.5 funded hours per day x 5 days  
**OR**

Long PM 13:00 to 17:30  
= 4.5 funded hours per day x 5 days

Maximum attendance 4.5 funded  
hours per day

Spring Term new starters are  
entitled to 24 weeks funding (720  
hours) which we stretch over 32  
weeks from Monday 5<sup>th</sup> January to  
Friday 14<sup>th</sup> August giving 720 hours  
claimed.

Summer Term new starters are  
entitled to 13 weeks funding (390  
hours) which we stretch over 17  
weeks from Monday 13<sup>th</sup> April to  
Friday 7<sup>th</sup> August giving 382.5  
hours claimed.

If available, additional hours can be booked and are chargeable at an hourly rate £12.00 together with any meals provided.

If accessing additional hours or services, then registration fee £75.00 is payable

## September (Autumn) Starters - Stretched Funding Over 45 or 51 weeks

We also recognise that the above sessions may not be suitable for all working parents who would like to use their full entitlement but do not require their child to attend nursery morning or afternoon sessions only.

Therefore, if parents require childcare outside of these hours, then they can opt-in and select one of our Stretched Funding options which include chargeable parental fees. Our stretched offers include fixed session times which include a mix of funded hours and additional private hours.

These sessions are offered on the basis that all stated fees are payable and parents opt-in to paying for these extras.

Our stretched 45-week model excludes 6 weeks summer holidays and 1 week at Christmas when we are closed. Our stretched 51-week model excludes 1 week at Christmas.

Once you have chosen the sessions that you would like your child to attend then these sessions will be fixed for the duration of the term.

### Bizzy Kidz Stretched Funding Fee Structure – September Starters

#### 45 Weeks Stretched

##### 15 Hours Stretched 12.68 hrs/wk

Full Week 07:00 to 18:00 = 12.68 hours funded + £293.25/week

Full Day 07:00 to 18:00 = 8.45 funded hours + £22.45/day

(Private hours 2.55hrs x £8.80/hr = £22.45)

AM Sess 07:00 to 13:00 = 4.23 funded hours + £15.60/session

(Private hours 1.77hrs x £8.80/hr = £15.60)

PM Sess 13:00 to 18:00 = 4.23 funded hours + £6.80/session

(Private hours 0.77hrs x £8.80/hr = £6.80)

##### 30 Hours Stretched 25.35 hrs/wk

Full Week 07:00 to 18:00 = 25.35 hours funded + £211.35/week

Full Day 07:00 to 18:00 = 8.45 funded hours + £22.45/day

(Private hours 2.55hrs x £8.80/hr = £22.45)

AM Sess 07:00 to 13:00 = 4.23 funded hours + £15.60/session

(Private hours 1.77hrs x £8.80/hr = £15.60)

PM Sess 13:00 to 18:00 = 4.23 funded hours + £6.80/session

(Private hours 0.77hrs x £8.80/hr = £6.80)

#### 51 Weeks Stretched

##### 15 Hours Stretched 11.18 hrs/wk

Full Week 07:00 to 18:00 = 11.18 hours funded + £270.45/week

Full Day 07:00 to 18:00 = 7.45 hours funded + £31.25/day

(Private hours 3.55hrs x £8.80/hr = £31.25)

AM Sess 07:00 to 13:00 = 3.73 funded hours + £19.95/session

(Private hours 2.27hrs x £8.80/hr = £19.95)

PM Sess 13:00 to 18:00 = 3.73 funded hours + £11.20/session

(Private hours 1.27hrs x £8.80/hr = £11.20)

##### 30 Hours Stretched 22.35 hrs/wk

Full Week 07:00 to 18:00 = 22.35 hours funded + £201.75/week

Full Day 07:00 to 18:00 = 7.45 hours funded + £31.25/day

(Private hours 3.55hrs x £8.80/hr = £31.25)

AM Sess 07:00 to 13:00 = 3.73 funded hours + £19.95/session

(Private hours 2.27hrs x £8.80/hr = £19.95)

PM Sess 13:00 to 18:00 = 3.73 funded hours + £11.20/session

(Private hours 1.27hrs x £8.80/hr = £11.20)

## Spring & Summer (January & April) New Starters – Stretched Funding Over 34 or 22 Weeks

Children starting Bizzy Kidz in January (Spring Term) are entitled to a total of 24 weeks funding (11 weeks Spring and 13 weeks Summer) which we stretch over 34 weeks from 1<sup>st</sup> January to 31<sup>st</sup> August. This gives a total of 10.59 funded hours or 21.18 hours, respectively.

Children starting Bizzy Kidz in April (Summer Term) are entitled to a total of 13 weeks funding which we stretch over 22 weeks from 1<sup>st</sup> April to 31<sup>st</sup> August. This gives a total of 8.86 funded hours or 17.73 hours, respectively.

### Bizzy Kidz Stretched Funding Fee Structure – Spring & Summer Starters

#### Spring Starters - 34 Weeks Stretched

#### Summer Starters - 22 Weeks Stretched

##### 15 Hours Stretched 10.59 hrs/wk

Full Week 07:00 to 18:00 = 10.59 hours funded + £275.60/week

Full Day 07:00 to 18:00 = 7.06 funded hours + £34.65/day

(Private hours 3.94hrs x £8.80/hr = £34.65)

AM Sess 07:00 to 13:00 = 3.53 funded hours + £21.75/session

(Private hours 2.47hrs x £8.80/hr = £21.75)

PM Sess 13:00 to 18:00 = 3.53 funded hours + £12.95/session

(Private hours 1.47hrs x £8.80/hr = £12.95)

##### 30 Hours Stretched 21.18 hrs/wk

Full Week 07:00 to 18:00 = 21.18 hours funded + £211.95/week

Full Day 07:00 to 18:00 = 7.06 funded hours + £34.65/day

(Private hours 3.94hrs x £8.80/hr = £34.65)

AM Sess 07:00 to 13:00 = 3.53 funded hours + £21.75/session

(Private hours 2.47hrs x £8.80/hr = £21.75)

PM Sess 13:00 to 18:00 = 3.53 funded hours + £12.95/session

(Private hours 1.47hrs x £8.80/hr = £12.95)

##### 15 Hours Stretched 8.86 hrs/wk

Full Week 07:00 to 18:00 = 8.86 hours funded + £290.80/week

Full Day 07:00 to 18:00 = 5.91 hours funded + £44.80/day

(Private hours 5.09hrs x £8.80/hr = £44.80)

AM Sess 07:00 to 13:00 = 2.95 funded hours + £26.85/session

(Private hours 3.05hrs x £8.80/hr = £26.85)

PM Sess 13:00 to 18:00 = 2.95 funded hours + £18.00/session

(Private hours 2.05hrs x £8.80/hr = £18.00)

##### 30 Hours Stretched 17.73 hrs/wk

Full Week 07:00 to 18:00 = 17.73 hours funded + £242.40/week

Full Day 07:00 to 18:00 = 5.91 hours funded + £44.80/day

(Private hours 5.09hrs x £8.80/hr = £44.80)

AM Sess 07:00 to 13:00 = 2.95 funded hours + £26.85/session

(Private hours 3.05hrs x £8.80/hr = £26.85)

PM Sess 13:00 to 18:00 = 2.95 funded hours + £18.00/session

(Private hours 2.05hrs x £8.80/hr = £18.00)



## **FAQ's – Any questions?**

### **Do Bizzy Kidz offer totally free places?**

Yes, although we prefer to call these 'fully funded' places, not free, as there is an operational and financial cost to Bizzy Kidz associated with these places. Fully funded places are released each term and depend on staffing levels and availability. These sessions are prioritised to eligible children who qualify for 2-year disadvantaged funding, universal 3 year funding and EYPP.

### **How do I apply for the funded hours?**

Through the government website <https://www.childcarechoices.gov.uk>

### **If I pay for additional hours and do not use them, can I be refunded?**

Unfortunately no, as we have to make sure that we are operating within the correct staff to children ratio and at the same time covering all our running costs to provide high quality care for every child.

### **Do Bizzy Kidz allow packed lunches and food from home to be brought into the nursery?**

Unfortunately, we do not encourage packed lunches or snacks from home at our nurseries due to many of our children (and staff) having allergies and we cannot put their safety at risk. We employ a full-time chef and a kitchen assistant to provide healthy, nutritious, and varied menus catering for special dietary requirements, cultural food choices and food allergies.

### **I have missed the deadline to apply for my Eligibility Code. Can my child still attend funded sessions?**

Codes only provide funding in the term after you apply therefore if you miss the deadline (on the last day of March, August, and December) we will not be able to access the funded hours until the next term. If your child is aged 3 or above then you will still be eligible for 15 hours universal funding because it is available to all children, regardless of parents working status.

### **I am planning to take my child on holiday. How will this affect my funding entitlement?**

If you are planning to go on holiday for under two weeks, generally this is fine. If it is likely to be for longer than this, please discuss with your nursery manager as we will need to check with the local authority about whether funding can continue.

## **Bizzy Kidz Standard Terms and Conditions**

These terms and conditions govern the basis on which we agree to provide childcare services to you.

### **1 OBLIGATIONS OF BIZZY KIDZ**

- 1.1 Inform you as soon as possible whether your application for a nursery place has been successful. You must confirm within one week of receiving notification that you still wish to take up the nursery place. If you do not, the place may be withdrawn.
- 1.2 Provide the agreed childcare facilities for your child at the agreed times (subject to any days when your child's nursery is closed). If we change the opening hours of your child's nursery, we will give you as much notice of our decision as possible and, if necessary, work with you to agree a change to your child's hours at the nursery.
- 1.3 Try and accommodate any requests you may make for any additional sessions and/or extended hours of childcare at the nursery.
- 1.4 Provide you with regular verbal updates as to your child's progress on request.
- 1.5 Notify you as soon as possible of any days on which your child's nursery will be closed.

### **2. OBLIGATIONS ON YOU**

- 2.1 Complete and return to us our standard Child Registration Form before your child can start at our nursery and pay the applicable non-refundable registration fee.
- 2.2 Immediately inform us if your child is suffering from any contagious disease. For the benefit of the other children in the nursery, you must not allow your child to attend the nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities at the nursery.
- 2.3 Immediately inform us of any changes to your contact details including address, mobile telephone phone numbers and email addresses.
- 2.4 Keep us informed as to the identity of the persons who will be collecting your child from nursery. If the person collecting your child is not usually responsible for collecting them, we will require proof of identity and password. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.
- 2.5 Inform us if your child is the subject of a court order and provide us with a copy of such order on request.
- 2.6 Immediately inform us if you are unable to collect your child from nursery by the official collection time.
- 2.7 Inform us as far as in advance as possible of any dates on which your child will not be attending the nursery; and
- 2.8 Provide us with at least 1 months' notice in writing of your intention to decrease the number of hours your child spends at the nursery or to withdraw your child from our nursery.

### **3. FEES AND INVOICES**

Our monthly fees are based on a weekly fee which shall be notified to you in advance of your child starting the nursery.

We may review these rates at any time but shall inform you of the revised amount at least 1 month before it takes effect. If you do not wish to pay the revised fee, you may end this Agreement by giving us 1 months' written notice.

- 3.1 We calculate the amount payable by you each month by multiplying the Weekly Fee by 51 weeks and dividing this total by 12. This will give 12 equal monthly payments. However, once your child is eligible to claim the government funded sessions, we may amend the billing calculations in order to comply with this. You will be notified in writing, one month in advance of any changes to the calculation your bill. (Effective 1st September 2025)
- 3.2 The Nursery is closed at weekends, Bank Holidays and between Christmas and New Year and our fee schedule has factored in these days to give a flat rate throughout the year.
- 3.3 If your child's start date is part way through the month then we will invoice you for the actual sessions attended/booked and begin the calendar month calculation the following month.
- 3.4 If your child's end date is part way through the month then we will invoice you for the actual sessions attended/booked for that calendar month.
- 3.5 Fees are payable at the full rate for all sessions booked but not taken due to illness, holidays (including Bank Holidays), absence or where the nursery is forced to close due to circumstances beyond our control.
- 3.6 PAYP sessions must be paid in full at the time of booking and once booked these sessions are non-refundable and cannot be changed.
- 3.7 If you require a permanent amendment to your usual pre-booked sessions, then this must be done in writing with a full month's notice. Failure to comply may result in full charges and additional sessions being charged.

- 3.8 If you are late collecting your child from the nursery, a late collection charge of £15.00 for every period of 15 minutes or part thereof after your child's session has ended will be charged and included on the following months invoice.
- 3.9 We operate in accordance with early education funding (EEF) where a child becomes eligible for this on the term after their birthday. If we have the availability, we will offer placement for children on a funded basis only. However, we reserve the right to change the hours offered.
- 3.10 Discounts are available for siblings attending Nursery. Sibling discount is applied to the oldest child. Any child in receipt of government funding is excluded from this discount. Any child attending school is also excluded.
- 3.11 Discounts are also available to NHS staff. However, if NHS discount is claimed then no further discounts apply. Any child in receipt of government funding entitlement is excluded from this discount.
- 3.12 All invoices will be emailed to parents before the 5<sup>th</sup> of the month. If invoices have not been received by the 5<sup>th</sup> it is the responsibility of the parent to inform the Nursery.

#### **4. PAYMENT OF FEES**

- 4.1 Fees must be paid monthly in advance.
- 4.2 All payments made under this agreement must be made by standing order, bank transfer, credit or debit card cards. Under exceptional circumstances we may agree to payment by cash, but it is your responsibility to obtain a nursery receipt from the nursery manager as proof of payment.
- 4.3 If you have requested additional sessions or have been unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities, we will charge you for additional childcare monthly in arrears.
- 4.4 If you fail to make payment in full by the due date or when requested to do so we reserve the right to apply an interest charge of 10% of the balance outstanding on the last day of the month. Children may be excluded from the Nursery if fees remain unpaid beyond 14 days from their due date.
- 4.5 No refund will be given for periods where your child's nursery place is unfilled due to illness or holidays. Where nurseries are closed on bank holidays no refund will be given for this closure.

#### **5. SUSPENSION**

We may suspend the provision of childcare to your child and add on 1 months' notice at any time if:

- 5.1 You have failed to pay any fees.
- 5.2 Your child's behaviour at the nursery is deemed by us to be disruptive to the smooth running of the nursery, is overly aggressive or endangers the safety and well-being of the other children at the nursery. The suspension shall continue whilst we try and address these problems with you.
- 5.3 If your child is suspended part way through a month, under the conditions stated in clause 5.2 we shall give you a credit for any fees you have already been charged for the remaining part of that month, calculated on a pro rate basis. This credit may be offset against any sums payable by you to us.
- 5.4 If the period of suspension exceeds 1 month, either party may terminate this Agreement by written notice.

#### **6. TERMINATION**

You may immediately terminate this Agreement if:

- 6.1 You may end this Agreement at any time, by giving us at least 1 months' written notice.
- 6.2 We have breached any of our obligations under this Agreement and we have not or cannot put right that breach within a reasonable period after you have drawn it to our attention; or
- 6.3 We suffer any event of insolvency.
- 6.4 You will remain liable for full fees throughout the notice period.
- We may terminate this Agreement with immediate effect if:
- 6.5 You have failed to pay your fees in full when requested to do so.
- 6.6 You have breached any of your obligations under this Agreement, and you have not or cannot put right that breach within a reasonable period of us requesting that you do so.
- 6.7 Your behaviour is unacceptable, as we will not tolerate any physical or verbal abuse towards staff.
- 6.8 Your child's behaviour is unacceptable or endangers the safety and well-being of any of the other children at the nursery; or
- 6.9 We take the decision to close your child's nursery. We will give you as much notice as possible of such a decision.

#### **7. DISRUPTIONS TO SERVICE (Force Majeure)**

If the nursery must close due to circumstances beyond our control, including but not limited to, extreme weather conditions (including snow and ice), flooding, loss of utility supplies, heating failure, advice from government or Local Authority or any other cause beyond our control then the parent/carer accepts that full fees remain payable

during the first 14 days of closure due to continued operational costs. If after 14 days, the nursery remains closed then any further fees will be charged at 50% from that date until the nursery can safely re-open.

## **8. EMPLOYMENT OF STAFF**

If, during this agreement and for a period of 6 months after the termination of this agreement you (Directly or Indirectly)

- 8.1 employ or otherwise engage the services of any member of our staff who has had contact with your child under this agreement in the last 6 months; and/or
- 8.2 Allow or permit the provision of any childcare services to your child/children by any member of staff who has contact with your child/children under this agreement in the last 6 months; then you shall pay to us a figure representing 20% of the relevant member of staff's gross annual salary at the time they left our employment and /or services. This figure represents the cost to us of recruiting a suitable replacement member of staff.

## **9. GENERAL**

- 9.1 We have an obligation to report any instance where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.
- 9.2 If you have any concerns regarding the services we provide, please discuss these with your child's keyworker. If these concerns have not been resolved to your satisfaction, please contact the nursery manager. Customer satisfaction is of paramount importance to us, and any concerns/complaints will be reported to our Operations Director for review.
- 9.3 We carry a wide range of toys and equipment at our nurseries. Unless we specifically request otherwise your child should not bring any of their own toys into nursery. If they do bring toys with them, we accept no responsibility for any loss or damage to those toys.
- 9.4 As the number of children with nut allergies is increasing, with the support of parents we aim to keep the facility NUT FREE. Parents are requested not to send food or empty food packaging into the facility that may contain nuts. Parents are also requested not to use creams, sun creams, oils etc. on their child that many contain nut oil, e.g., arachis, as this may have severe consequences to another child or member of staff.
- 9.5 Bizzy Kidz has parking facilities for both cars and pushchairs and all persons using this facility must do so at their own risk. We will not be liable for any loss or damage to persons, vehicles, or personal possessions whilst on Bizzy Kidz property.
- 9.6 We accept no liability for any loss suffered by parents, arising directly or indirectly, because of the Nursery being temporarily closed or the non-admittance of your child to the Nursery for any reason, this applies to absence due to sickness, holidays, and Bank Holidays.
- 9.7 We accept no responsibility for children whilst in their parent's care on Nursery premises i.e., Prior to arrival or after picking up.
- 9.8 We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parents' 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.
- 9.9 All our Terms and Conditions are continually updated on our website, and it is parents/carers responsibility to ensure that they are up to date with such Terms and Conditions.