



*120 PLYMOUTH ROAD, PENARTH, VALE OF GLAMORGAN CF64 5DN
Tel: 02920 703514*

www.hazelhurstnursery.net

manager@hazelhurstnursery.net

Opening Hours - Monday – Friday 7.30am – 6.00pm

Closed on Public Holidays

Proprietors - Menda Boyce Cert. Ed. 1975

Ian Boyce

Hazelhurst is an equal opportunities employer and applies this philosophy to all staff, all children and all who visit the nursery. We believe in ensuring that the children in our care adopt a non – discriminatory view of the world around them.

AN INTRODUCTION TO HAZELHURST CHILDREN'S NURSERY

We opened **HAZELHURST** in 1990. Our aim at the time was, and still is, to provide a first-class quality day care nursery. We strive to provide a happy, caring environment believing that children will only develop their full potential if they are in a happy, caring and stimulating environment. We feel that children should enjoy their formative years without feeling that they are under pressure to become high achievers. Our first priority is therefore to ensure that these needs are met, and academic attainment ensues as a natural progression.

Children initially develop their physical and mental skills through play. Being in a nursery environment also helps in developing their social skills i.e. the ability to mix, relate and co-operate with their peers as well as with adults other than immediate family. Many would argue that this could well be the most important life skill of all.

We aim to give the child an enquiring mind and a balanced, well-adjusted outlook on life.

STAFF AND ORGANISATION OF THE NURSERY

Our nursery managers are Melanie Snook and Kate Hallett. Other members of the management team have been with us for many years.

The nursery is divided into three sections each appropriate to a different stage of a child's development. Each section of the nursery has a regular team of staff who work with the children on a daily basis. A designated key-worker will be allocated to your child to take particular responsibility for their developmental needs.

As your child grows and develops, he or she will gradually progress through the nursery groups. There is no fixed age for these moves as every child is different. When ready, after discussion with the parents and carers, the child is gradually introduced to the new room. Only when both carers and parents are confident that the child has established him or herself into the new group will the final change be made.

FACILITIES

HAZELHURST benefits from a cliff-top location in Penarth. Whenever possible the children are taken out for walks in the locality. Outings are also undertaken for the older children using the nursery vehicles to take them further afield.

Play Area

Our corner location provides us with a large play area for the children. Unless the weather makes it absolutely impossible to do so, the children will be taken outside to play daily. Outside play equipment includes a playhouse, slides and tricycles. As many activities as possible are performed outside so it is essential that suitable outdoor clothing is provided for your child, particularly in the winter months. The garden features an all-weather continuous safety rubber play surface that allows the children to enjoy themselves in a safe environment.

Laundry Facilities

All laundry is done on-site. Linen is washed daily to maintain hygiene within the nursery environment.

Kitchen

All food is cooked on-site by our qualified and experienced cook. Special diets can be catered for.

Cot Room

A separate cot room is provided for babies

Entry system

A secure entrance system is in force.

UNDER TWOS (age range guide: approx. 6 weeks –23 months)

The babies and toddlers have their base rooms on the ground floor. There is a separate cot-room.

All toys and activities are appropriate to the very young child and the babies' physical needs are well catered for by a suitable variety of toys and equipment. Your approval is sought for the use of equipment such as the baby-walker.

Of equal importance are the child's emotional development and the need to feel safe and secure in his/her environment. We provide staff that have both the qualifications and experience to care for very young babies. You can therefore feel confident that your baby is receiving the attention that they need in your absence.

Naturally the babies' dietary requirements are assessed individually. Very young babies will follow the routine as dictated by their parents. As the baby develops, this routine will be adjusted after direct consultation with the parents.

BIG ROOM (age range guide: approx. 24 months – 36 months)

The age at which the individual child progresses from the toddler stage to being capable of coping with a more structured day can vary considerably. In consequence, each child will only move from the "Under Twos" after mutual agreement between staff and parents.

In our "Big room" we are able to offer children a wider range of learning experiences. Initially therefore, on transfer into the "Big room" the children continue to have many of the activities with which they are familiar. The emphasis is on learning through play and encouraging social interaction with their peer group.

PRE-SCHOOL (age range guide: 3 - 5 years)

For their final years, prior to starting school, the children are introduced to a more structured day, in order to prepare them for their school careers. An early-years specialist is employed to implement the principles of the Foundation Phase who will prepare the children with the learning skills required for starting school.

We do ask that children are dressed practically. Although protective clothing is worn during water play, painting, modelling and gluing, accidents sometimes do occur and we would not wish the children to spoil their best clothes.

The children will learn such basics as letter and number recognition, pencil and scissors control, counting and writing. We place great emphasis on language development which is achieved through the traditional methods of reciting nursery rhymes, singing communally and simply by talking and listening to each other. Basic Welsh is introduced to all children.

In addition the children learn simple cookery skills, visit the library and continue to take advantage of our cliff-top location with frequent visits to the parks and surrounding areas.

The viewing of television is restricted to the use of DVDs with an educational content or which can be used for interactive activities such as dance.

We also use computers as a teaching aid and encourage the children to become familiar with this, taking the first basic steps towards computer literacy.

We offer the children an interesting and varied day that nurtures the child's development in a relaxed and caring way. When learning is fun it does not burden or overstress the child.

ILLNESS

It is not possible for a sick child to attend nursery for the duration of the illness. Should a child become unwell during the day we will, in the first instance contact you and discuss what action to take. Where there is a risk of infection, or when it is considered to be in the child's best interests, parents will be asked to collect their child as soon as possible.

Our sickness policy will be given to you which gives full details of the procedures that are followed when a child is ill.

In no circumstances can we accept a child into the nursery with a known infectious disease, conjunctivitis, sickness, diarrhoea etc.

COMPLAINTS PROCEDURE

We strive to provide the best care possible for your child. However, we realise that from time to time, situations may arise which you feel require adverse comment or constructive criticism. Both the supervisors and we are always receptive to any comments that you may have. Whatever the problem, we will endeavour to deal with it calmly and rationally by talking through the matter concerned. By working with you as parents, we hope to resolve any difficulties to our mutual satisfaction. However, unresolved complaints may be directed to CSSIW – our registering body.

JEWELLERY

For safety reasons, children are not allowed to wear jewellery to nursery.

FEES

A full breakdown of our fees is enclosed. Please note that, ***charges are fully inclusive of infant formula milk (until one year of age), nappies, meals, etc.***

- There is no reduction for absences due to sickness.
- Bank Holidays are not charged for
- Provided notice of 21 days is given, absences due to holidays are subject to a 10% reduction.
- Fees are reviewed annually and any increase will normally be made from the beginning of January each year.
- Please ask for special terms and conditions for children attending during term-time only or working shift patterns.
- The swapping of sessions attended may be authorised where there is availability **WITHIN THE SAME WEEK ONLY**. The swapping of sessions from one week to another will not be permitted under any circumstances.

You are welcome to visit the nursery at any time during opening hours. There is no necessity to arrange an appointment unless you specifically wish to do so, or if you wish to view the nursery outside normal hours.

If, having viewed the nursery, you are interested in reserving a place for your child, please discuss availability with the nursery manager. A deposit of fifty pounds is required in order to secure a place. This deposit is deducted from the first month's fees due when the child takes up the place reserved, but is non-refundable should the place not be taken up.

We hope that this prospectus answers most of your questions about our nursery but if not, please do not hesitate to ask. We will be happy to assist you.

Menda and Ian Boyce

TERMS AND CONDITIONS

Booking a Place at Nursery & Deposit

A booking-in form must be completed specifying the sessions required and forwarded with a £50:00 deposit. The availability of the place will be confirmed by the nursery manager. The deposit then becomes non-refundable but will be deducted from your first invoice once the place is taken up.

Fees & Invoices

Nursery fees are displayed on the notice-board. Any increase in charges will be notified in the preceding month.

Invoices will be issued by e-mail in the second half of each month in readiness for the ensuing month. Payment must be received in advance by the 8th day of every calendar month.

Payment may be made by cash or visa payment but a standing order is preferred. You will be advised of the relevant amount with your first invoice.

Childcare vouchers are accepted but payment must reach our bank account no later than the 8th of each month.

Extra sessions or holiday reductions will be invoiced in arrears according to the date the nursery was notified.

A 10% discount is applied to the eldest child's fees where two or more siblings attend nursery for the same sessions.

A £30 fee will be charged for cheques that are not honoured.

All sessions booked must be paid for whether or not the child attends. No reductions will be given for holidays taken without 21 days notice having been given either in writing or by email. *We do not accept verbal notifications.*

The parent/guardian is responsible for all outstanding fees. We are not liable to obtain payment from third parties e.g. voucher providers – this remains the responsibility of the parent/guardian.

If you are late collecting your child from nursery a late collection charge of £30 for every 15 minutes will be imposed and you will be required to sign a "Late-collection Book".

Late-paid fees will incur a surcharge in line with current legislation. If payment is not made by the 8th of the month this will result in termination of the child's place at nursery. Legal action will be taken for non-payment of fees.

If your account with us goes into credit, we undertake to refund the excess on request.

Termination/Cancellation

Twenty-one days notice in writing is required for ALL children leaving the nursery. This includes those children leaving to start school. We reserve the right to charge for the notice period if inadequate notice is not given.

We reserve the right to terminate a child's place without notice if fees are not paid by the due date, or if a parent, their representative or the child itself, is abusive or threatening to the nursery staff, another parent or their representative, or another child.

Should we need to terminate the availability of a nursery place for any reason, one month's notice will be given to you.

Behaviour Management

It is essential to the smooth-running of the nursery that the children in our care behave in an acceptable manner with due consideration to their peers and carers. The appropriate policy is issued on registration. Should a child's behaviour be considered to be disruptive or a danger to himself or his peers, then we may require the parent/guardian to withdraw the child from nursery.

We will not tolerate threatening or abusive behaviour towards our staff, other children or their parents/guardians by any other parent, guardian or their representative. Any such behaviour will result in the withdrawal of the child's place with immediate effect.

Personal Property

Every effort is made to ensure that a child's belongings are safe at the nursery. However, we do not accept any responsibility for damage or loss to personal property however this may occur.

Parents are advised to name their children's clothing and not to bring a child's personal possessions into the nursery.

We will not accept responsibility for any loss or damage to a parent's, guardian's or their representative's property whilst on our premises.

Liability

We accept no responsibility for any loss suffered by parents arising directly or indirectly as a result of the nursery being temporarily closed for any reason. This applies to the non-admittance of your child also.

In the event of the nursery being forced to close in order to safeguard the staff and children due to adverse weather conditions, fees will be applicable as normal and the nursery does not accept any liability for additional costs or loss of earnings that this may cause.

We accept no responsibility for a child whilst in the care of a parent, guardian or their representative on nursery premises. ie. when being dropped off or collected.

Accidents and Illness

When an accident occurs to a child in our care, we reserve the right to administer basic first aid and treatment when necessary. If the accident is of a serious nature requiring a doctor or a hospital visit, every effort will be made to contact the parent, guardian or, if they cannot be reached, their emergency contact. If no one can be reached we reserve the right to act on their behalf and authorise any treatment deemed necessary by the doctor/hospital.

All accidents will be recorded and the parent will be required to sign the accident book.

Medicines will be administered in line with our policy which will be issued to parents on registration.

We reserve the right to refuse admission to any child who is considered to be suffering from an infectious condition, or who is considered to be too unwell to attend nursery.

Parents/Guardians are reminded of the need to keep the nursery updated with information about any allergies, inoculations or medical conditions that your child may have. The relevant form must be completed for all notifications.

Security

Children are not allowed to leave the nursery with anyone other than those authorised to collect the child on the registration form. Exceptionally, should someone else be required to collect a child it is essential that we are pre-notified. A pass-word system will be used in addition to full identity details being required of the person. If there is any doubt as to the identity of that person, the child will not be released.

Nursery Closure

The nursery is open from 7.30 a.m. to 6.00 p.m. Monday to Friday. It is closed on all statutory Public Holidays.

Children should not be on the premises outside these times and we accept no responsibility or liability for them outside these hours.

General Information

The nursery and the nursery vehicles are fully insured.

We reserve the right to update or amend these terms and conditions at any time. One month's advance notice will be given.