

Welcome to our 2018 Parent's Guide. This book has everything you need to know about the way we run our nursery so that you can be sure that your child is in safe hands.

Contents

An Introduction to Hazelhurst Day Care Nursery	2
Staff and Organisation of the Nursery	2
Rooms	3
Under 2's (age guide 6 weeks – 23 months)	3
Big Room (age guide 24 months – 36 months)	3
Pre-school (age guide 3 years – 5 years)	3
General Information	4
Outdoor Play Area	4
Technology	4
Meals	4
Nappies and Toilet Training	4
Illness	5
Complaints Procedure	5
Term Only Contract	6
Current Nursery Fees	7
Terms and Conditions	8
Booking in and Deposit	8
Fees and Invoices	8
Termination/Cancellation	8
Personal Property	9
Liability	9
Accidents and Illness	9
Security	9

Opening Hours:

**Monday – Friday:
7.30 am – 6.00pm**

**Closed on Public
Holidays**

**You are welcome
to visit the nursery
at any time during
the opening
hours, no
appointment**

**If you would like to
book your child
into our nursery,
then please discuss
availability with our
nursery manager.**

If you have any more questions, please do not hesitate to ask us and we will be happy to assist you.

An Introduction to Hazelhurst Day Care Nursery

Hazelhurst Children's Nursery was opened in 1990, with the aim to provide first-class quality day care. We believe that children will only develop their full potential if they are in a happy, caring environment, and this is exactly what we aim to provide. 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, which many would argue is the most important life skill of all.

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

Staff and Organisation of the Nursery

The proprietor of Hazelhurst is **Ian Boyce**, who is helped by the day nursery manager. Other members of our management team have been with us for many years. Please see the staff board in the entrance area.

The nursery is divided into three sections, each appropriate to a different stage of a child's development. Each section has a regular team of staff who work with the children on a daily basis, and each child has a designated key worker who is responsible for their specific developmental needs.

As your child grows and develops, he/she will gradually progress through the nursery sections. There is no fixed age for these moves as each child is different. When ready, after discussion with the parents and carers, the child is gradually introduced to the new room.

Rooms

Under 2's (age guide 6 weeks – 23 months)

Babies and toddlers have base rooms on the ground floor, with a variety of age suitable toys and equipment available. There is a separate cot room for those children that still require naps in the day. We only provide staff that have both the qualifications and the experience necessary to care for young babies, so that you can feel confident that your child is receiving the attention that they require in your absence.



Big Room (age guide 24 months – 36 months)



We begin to incorporate a wider range of learning experiences for the children when they join the Wallabies. They have access to an art room where they have water play, sand play and arts and crafts, and a play room, where they have a variety of toys and activities, including story time. This is a slightly more structured day than the Koalas are used to, and as such we introduce them to their new surroundings gradually, and ensure that they have the opportunity to continue with many activities that they are familiar with.

years – 5 years)

In order to prepare the introduced to a much more years specialist is employed to the Foundation Phase, preparing skills required for starting school.

The children will learn writing, creative development and will learn simple cookery skills and go on more educational field trips.



Pre-school (age guide 3

children for school, they are structured day. An early implement the principles of your child with the learning

basics such as counting and basic welsh. In addition, they have more opportunities to

In all of our rooms, 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.

General Information

Hazelhurst benefits from a cliff top location in Penarth. Whenever possible the children are taken for walks in the locality. The older children also benefit from trips further afield.

Outdoor Play Area

Our corner location provides us with a large outdoor play area for the children which they use daily, weather permitting. Due to this, we do ask that children are dressed practically and that coats and jackets are provided, particularly during the winter months.

Technology

We encourage the older children to play educational games on our Hudl tablets in order for them to gain familiarity with technology and take their first steps towards computer literacy. This will be a crucial skill for them in school, and indeed, the rest of their lives. We also have computers available for the children to use.

Meals

We provide a nutritious diet that is low in fat and sugar and high in fibre. All our food is home cooked on site, and fresh produce is used wherever possible.

Meal times are as follows:

8.30	Breakfast	Cereal, Toast, Milk
11.30 – 13.15	Lunch	A two course meal
15.30 – 16.30	Tea	A light main course

A snack of fruit and a drink is given either mid-morning or mid-afternoon. Drinks are always available throughout the day to the children.

We are happy to cater to any specific dietary requirements.

Our menus are displayed at all times, and are always under review. Parental suggestions are always welcome.

Nappies and Toilet Training

We provide all necessary products for changing nappies, including disposable nappies. We do not supply pull up training nappies.

Toilet training is undertaken after mutual agreement between staff and parents, and do we do ask that spare clothes are provided each day for those little accidents.

Illness

It is not possible for a sick child to attend nursery for the duration of the illness. In no circumstances can we accept a child into the nursery with a known infectious disease, sickness or diarrhoea.

If a child should become unwell during the day we will contact you and discuss what action to take. Where there is risk of infection or when it is considered to be in the child's best interest, parents will be asked to collect their child as soon as possible.

Complaints Procedure

We strive to provide the best day care possible for your child. However, we realise that situations may arise which you feel attention. We are always receptive to any comments that you may have, and will endeavour to deal with anything effectively and to the satisfaction of all involved. Any unresolved complaints may be directed to CSSIW – our registered body.

Term Only Contract

Hazelhurst offer a 40 % discount during holidays for parents who work in the Education Sector and who can guarantee that their child will only attend during term time.

To qualify for this rate, the parents must declare their intention to attend for term time only when registering their child. They must also provide the term dates at the beginning of the academic year so that these can be entered onto our booking system.

During the summer holiday, we do accept that children will need to come to nursery for reasons of continuity. Therefore, children may attend for 25% of the summer holiday, and still be eligible for the 40% reduction for the rest of the year's holidays.

Where a parent does not adhere to these terms, Hazelhurst reserves the right to retrospectively reclaim the additional holiday reduction previously awarded.

Current Nursery Fees

Under 3 Years

Weekly Rate	£240.00
Daily Rate	£49.00
Half Day Rate	£28.00

Over 3 Years

Weekly Rate	£227.50
Daily Rate	£47.50
Half Day Rate	£27.50

Fees are inclusive of all food, drink, formula milk (until one year of age), nappies and day trips.

Terms and Conditions

Booking in and Deposit

A booking in form is provided inside this guide. If you would like to book your child into our nursery, please complete this form and return along with a £50 deposit. We will confirm availability, and then this deposit becomes non-refundable but will be deducted from your first invoice should you take the place.

Fees and Invoices

Nursery Fees are included in this guide. Please note that these are subject to change, and you will be notified of these changes in the preceding month.

Invoices will be issued by email in the second half of each month for the ensuing month. Payment must be made in advance by the 8th of every calendar month **at the very latest**. Late paid fees will incur a surcharge in line with current legislation, and can result in the termination of a child's place. Legal action will be taken in the case of continual non payment of fees. Payment can be made by cash, cheque or visa payment, but direct transfer is preferred. A £30 fee will be charged for cheques that are not honoured. Childcare vouchers are accepted, but payment must have cleared in our account by the 8th of every month. The parent/guardian is responsible for all outstanding fees. We are not liable to obtain payment from third parties, i.e. voucher providers.

All sessions booked must be paid for whether or not the child attends. We will accommodate swapping sessions of attendance within the same calendar week, where possible. There is no reduction for absences due to sickness.

Provided a written notice by letter or email is given at least 21 days in advance, absences due to holidays are subject to a 10% reduction. No reductions will be given for holidays taken without a 21 day notice period. We do not accept verbal notifications. Holiday reductions will be invoiced in arrears according to the date the nursery was notified.

Bank holidays are not charged.

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

If you are late collecting your child, a late collection charge of £30 for every 15 minutes will be imposed and you will be required to sign a 'late collection book'.

Termination/Cancellation

21 Days notice in writing is required for all children leaving the nursery. This includes those children that are leaving to start school. We reserve the right to charge for this notice period if adequate notice is not given.

Should we need to terminate a child's place for any reason, one months notice will be given to you. We reserve the right to terminate a child's place with us without notice if fees are not paid by the due date, or if a parent, their representative or the child, is abusive or threatening.

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

Please note that for safety reasons, children are not allowed to wear jewellery to nursery.

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 children and staff, 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.

Children should not be on nursery premises outside opening hours. We accept no responsibility or liability for them outside these hours.

Accidents and Illness

When an accident occurs to a child in our care, we reserve the right to administer basic first aid and treatment. 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 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. Any 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.

Parents/Guardians are reminded to keep us updated with information regarding your child's allergies, inoculations or medical conditions that your child may have. The relevant form must be completed for all notifications.

Security

The nursery operates a secure entry system.

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 password system will be used in the 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 allowed to leave with them.

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