

At Leapfrog, we aim to create a safe, nurturing and enriching environment for every child in our care. We believe that strong partnerships between families and the nursery are essential to every child's happiness, safety and development.

Our Terms and Conditions have been designed to give families a clear understanding of how our nursery operates, outlining the key policies, expectations, responsibilities and commitments that support a safe, inclusive and well-managed environment. These guidelines ensure consistency, transparency and the highest standards of care for all children, families and staff. By understanding and following them, families and staff can work together to provide the very best experience for every child.

Equal Opportunities & Inclusion

- At Leapfrog, we are committed to providing equal opportunities for every member of our nursery community. We actively promote inclusion and take positive, proactive steps to eliminate any form of discrimination.
- We celebrate diversity, value each child's unique background and experiences and ensure that no individual is treated less favourably on the grounds of race, culture, gender, disability, religion, language, family structure or any other protected characteristic. Every child is welcomed, valued and treated fairly.
- Our policies and daily practice reflect this commitment, creating a welcoming, respectful and fair environment for all children, families and staff.
- Staff receive ongoing training to support inclusive practice and to ensure that all children's needs — including cultural, linguistic, developmental and accessibility needs — are recognised and met.
- We work in partnership with parents/carers and external professionals, where appropriate, to ensure that every child can fully participate in nursery life and reach their full potential.

Enrolment

- Submitting an Enrolment Form registers your interest in a nursery place. Once a place is confirmed in writing, a non-refundable Enrolment Fee becomes payable for any booking that includes part or non-funded sessions.
- By accepting a confirmed nursery place, the parent/guardian/signatory confirms that they have read and understood Leapfrog's Terms and Conditions and registration documents and agrees to be bound by them.
- A minimum of one month's notice is required before the confirmed start date to make any changes to that start date or to change or reduce booked sessions. If the required notice is not given, full fees will be charged from the original start date and any reduction in fees, due to a later start date or reduced sessions, will take effect from the following month's invoice.
- All parents, guardians and signatories listed on the Enrolment Form identify themselves as the responsible person(s) for the account. They accept both joint and individual responsibility for the full payment of fees, regardless of any eligibility, entitlement or private arrangements between them.
- There is a minimum attendance requirement of two sessions per week. Depending on booking type this can be met by a choice of any two half day sessions or one full-day (Comprehensive All-inclusive) or two afternoon sessions with one attendance on a Monday or Friday (Core EYFS).

Government Funding

- To check whether you are eligible for **38 weeks of either 15 or 30 hours of Government Funding**, please visit **www.beststartinlife.co.uk**
- Funding eligibility begins from the start of the term after your child turns **9 months, 2 years, or 3 years**, depending on the scheme. All children aged 3 and 4 are entitled to **38 weeks of 15 hours Government Funding** starting from the term following their 3rd birthday.
- Funded hours are applied from the beginning of the relevant funding period for that term and cannot be carried over, "caught up," or topped up, as each funding offer at Leapfrog has a fixed maximum number of funded hours available per week, per term.
- Leapfrog's business model requires that government funding is applied from the first session/day of the week your child attends. Once all funded sessions have been allocated, any remaining sessions in that week are charged as standard bookings.

- Eligibility for Government funding is confirmed each term through the signing of a **Parent Declaration Form** and all Government Terms and Conditions outlined on that form will apply. Parents/guardians are responsible for **reconfirming their funding codes every three months** to ensure funding continues for the following term.

Allocated Funded Bookings

Leapfrog offers two funded childcare booking models, full details of which are provided on the fees lists — **Comprehensive All-Inclusive** and **Core EYFS**. Once selected transfer between models cannot take place during term time and any transfer is subject to availability.

The **Comprehensive All-Inclusive** model provides fully inclusive access to Leapfrog's enhanced early years experiences and includes meals and snacks throughout the day plus consumables and personal use items. It offers complete flexibility, including access to year-round and term-time bookings, regular additional non-funded sessions, summer hopper holiday sessions and ad-hoc bookings. Families using our **Comprehensive All-Inclusive Booking** can choose to have their funding **stretched across the full nursery year** or use **Term-Time Only**, subject to availability.

Stretched All-Year Bookings

- **Additional regular non-funded** sessions charged at Standard Rate and temporary additional hours charged at our Ad Hoc Rate can be booked throughout the year, subject to availability. Once booked Ad Hoc bookings are non-refundable.
- Extra sessions can be booked if required during the summer holidays, before children start the Autumn Term to bridge the summer holiday gap, using our blocks of 6 **Summer Hopper sessions**. These are subject to availability and are non-refundable once booked.
- **Preschool Leavers** continue until **31st August**, which marks the end of the funded period. Additional sessions after this date, before they start full-time school, can be booked at our **Ad Hoc Rate**, subject to availability.
- All **food, non-food consumables, personal use items** and our **enhanced early years provision are included** within the fee structure for children attending on **allocated funded Stretched bookings** and any **additional non-funded sessions**.

Term Time Only Bookings

- **Term-Time Mix 15 and Term Time Mix 30 hour** bookings do **not** incur an Enrolment Fee.
- **Term-Time dates** are confirmed in advance with funding available **up to your child's allocated 15 or 30 funded hours**.
- Temporary additional hours, charged at our **Ad Hoc Rate**, can be booked, subject to availability.
- Parents working in education during term-time may be eligible for our **Teacher Term Time Plus** option. With proof of employment and subject to availability, this allows for additional regular hours to be booked beyond their funded hours. These are charged at our Standard Rate with more information available from the office.
- If regular additional hours are required, it may be possible to **'switch' from a Term Time to a Stretched booking from the following term**, depending on availability and your funding allocation. A **£150.00 Switch Fee** applies.
- Extra sessions can be booked if required during the summer holidays, before they start the Autumn Term to bridge the summer holiday gap, using our blocks of 6 **Summer Hopper sessions**. These are subject to availability and are non-refundable once booked.
- **Preschool Leavers** continue until **mid-July** at the end of their summer term funding period. Any extra sessions required after this date can be booked, before they start full time school to bridge the summer holiday gap, using our blocks of 6 **Summer Hopper sessions** and **from September**, our **Ad Hoc sessions**, subject to availability.
- All **food, non-food consumables, personal use items** and **enhanced early years provision** are also included within the fee structure for children attending on **allocated funded Term-Time bookings** who **choose to pay the minimal fee for consumables**, currently £13.50 per session term time (April 2026).

The **Core EYFS** model allows families to **opt out of session charges** and **access core early years provision only**, using government-funded hours term time to cover essential care and learning.

- **Term Time Only Session** bookings do **not** incur an Enrolment Fee.
- Funding under the Core EYFS model is available **Term Time** and **afternoon sessions only**, booked **one term at a time**, subject to availability. This means that sessions available may change from term to term.
- **A maximum of 5 funded hours** is used per day.
- **Term dates** are confirmed in advance and funding can be used during term time only and **up to your child's allocated 15/25 funded hours only**.
- Any **sessions outside of the allocated funded hours** ie Early Croakers, Ad hoc bookings, additional regular sessions and summer hoppers are **not available** for booking.
- **For Preschool Leavers**, due to start school in the following September, **mid-July** marks the end of the funded summer term and the end of your child's place. Sessions **after this date are not available** for booking.
- **Food, non-food consumables and personal use items are not included**. These must be provided from home, in line with Government guidance. Items detailed on the fees list and any advised by the Nursery Manager must be brought in daily and taken home at the end of each session.

Fees

- Fees are based on your confirmed attendance pattern and are charged for the **reservation of your child's place**, not on actual attendance. Full fees apply for all absences, including holidays and sickness.
- Standard Fees are not charged for Bank Holiday closures. Only the allocated funding is applied and any non-funded portion of the session will be deducted from your invoice.
- Fees are not charged for the Christmas closure period and the relevant deductions will be applied to your invoice.
- Four weeks' notice will be given for two staff-training closures per term (4pm–6pm), for which full fees apply. Late collection charges (after session end) will apply for any collection after 4pm on these training-closure days.

Invoicing and Payment

- Monthly Invoices, identifying the payment due date and payee details, are issued at least one week before the payment deadline.
- Invoices are issued to **Signatory 1**, who is identified as the primary account holder by default on the Enrolment Form. However, all parents, guardians and signatories listed agree to remain jointly and individually responsible for the full payment of fees, regardless of which parent/guardian/signatory receives the invoice.
- Parents/guardians/signatories responsible for the full payment of fees must ensure that all fees are payable in advance by the 1st of each month.
- Payments can be made via BACS Transfer, Cash, Childcare Vouchers (to be transferred to be set up in time to ensure payment by the payment due date), via the Tax-Free Childcare Scheme and/or via Salary Sacrifice for all or part payment of fees.
- Ad-hoc hours and any other additional charges and surcharges will be invoiced either through an interim invoice or included in the following month's invoice period.
- Leapfrog reserves the right to apply the following **surcharges**:
 - **£15.50 per 15-minute period (or part thereof) for late collection after session end**
 - **£25.00 per 15-minute period (or part thereof) for late collection after 6pm**
 - **£5.00** per item of nursery-provided consumable if not supplied, as agreed, in the Core EYFS booking.
- Leapfrog reserves the right to apply **booking restrictions and surcharges for late payment of fees**:
 - **A standard late charge of £10.00** for late payment of any charges incurred in the **Core EYFS booking** and a restriction for future term bookings where accounts are not cleared. A new term booking will only be confirmed if the account is up to date.
 - A **standard late charge of £50.00** will be applied if fees are not paid, without prior written agreement, by the due date. If fees remain outstanding, a **subsequent rollover charge of £100.00 per month** will be applied until the debt is paid in full.

Cancellations

- A minimum of **one month's written notice** is required to permanently reduce your child's booking. Bookings cannot be reduced or paused for a temporary period and then reinstated.
- A minimum of **one month's written notice** is required if you need to end your child's nursery place. Your final invoice will reflect this notice period.
- If one month's written notice is not given for a change in start date, reduction in sessions or for ending a nursery place, the full one-month charge will apply, and the parent/guardian/signatories on the enrolment form will remain responsible for this amount.

Suspension Or Termination Of A Child's Place

- **Behaviour and Safety** - Leapfrog reserve the right to suspend your child's place with immediate effect if their behaviour places other children, family members or staff at risk, or if we believe, at our sole discretion, that suspension is in the best interests or welfare of your child, other children or staff. This also applies where adults associated with the child display anti-social, aggressive or inappropriate behaviour that compromises the safety, wellbeing or professional environment of the nursery. During any suspension, we will work closely with you, and where appropriate with external professionals, to support a positive resolution. If a suspension lasts longer than one month, either party may end the agreement with one week's written notice.
- **Non-Payment of Fees** - Leapfrog reserve the right to suspend or terminate your child's place with immediate effect if fees remain unpaid. Late payment surcharges will apply. In all cases of suspension or termination, one month's fees (the standard notice period) will be charged at the full rate. Such suspension or termination constitutes a formal demand for all outstanding fees, for which all parents, guardians and signatories listed to the contract remain jointly and severally liable.
- **Breach of Terms and Conditions** - Leapfrog reserves the right to terminate your child's place with immediate effect if you are found to be in breach of the Nursery's Terms and Conditions.
- **Fees during Suspension** – Full fees continue to apply during any period of suspension as the child's place remains reserved and required staffing ratios are maintained throughout.

Events Beyond Our Reasonable Control

- Leapfrog will not be liable for any failure or delay in fulfilling its obligations under the Terms and Conditions where such failure or delay results from circumstances beyond our reasonable control that affect our ability to operate as normal.
- When such situations fall outside the nursery's responsibility, full fees will apply for emergency closures for up to a maximum of three days. Such situations include, but are not limited to: natural disasters (such as severe weather, heavy snow or ice, storms, flooding, earthquakes), fire, explosion, subsidence, power failures, internet service provider failures, infectious diseases, epidemics, pandemics, social lockdowns, strikes, lockouts or other industrial action by third parties, riots or civil unrest, acts of terrorism (threatened or actual), acts of war (declared, undeclared, threatened, actual, or preparations for war) or any other event outside our reasonable control.

Recovery Of Outstanding Fees

- Any outstanding fees may be recovered from the Parents/guardians/signatories named on the enrolment form through the Small Claims Court process. All costs associated with the non-payment and the recovery of fees will be added and charged to the outstanding balance owed.

Participation In Events, Trips & Outings

- We want all children to enjoy outings and special events safely and confidently. In some cases, we may determine that a particular activity is not in a child's best interests or that the level of support required would compromise safety, staffing ratios or our ability to meet the needs of all children during the outing.
- Where additional support is needed, parents will be offered the opportunity to attend and support their child. If a parent is unable to attend, the child will remain at nursery where they can continue their day in familiar surroundings with consistent routines and trusted staff. This approach ensures that every child's wellbeing, safety and emotional security remain at the centre of our decision-making.

Allergy Awareness & Food Safety

- For the safety and wellbeing of all children, the nursery operates as a **nut-free zone**. Families must ensure that no food items containing nuts are brought onto the premises at any time.
- Occasionally, other allergies may become apparent within the nursery community. Should this occur, parents will be informed promptly and any additional precautions or restrictions will be communicated clearly to ensure a safe environment for every child.

Absence & Illness Reporting

- To help safeguard all children and staff — including identifying possible contagious illnesses or infections — families must inform the nursery of any absence and provide the reason.
- If the nursery has not been notified of an absence, a member of the team will call to check on the child's wellbeing and confirm the reason for the absence.

Illness, Medication & Return-to-Nursery Guidelines

- Families will be contacted if their child becomes unwell during the nursery day – including the development of a fever over 38 degrees. Parent/carers must arrange for their child to be collected within 30 minutes or as soon after as possible.
- Medicine will only be administered with prior parental written consent. Paracetamol (eg Capol) cannot be administered unless there is a medical reason to do so and, if ongoing, a health care plan has been completed.
- A child may return to nursery **24 hours after their first dose** of a newly prescribed medicine.
- A child may return to nursery **48 hours after their last episode** of sickness and/or diarrhoea.
- Leapfrog, in line with the UK Health Security Agency Guidance for childcare settings, reserve the right to suspend your child's place with immediate effect if they are diagnosed with, or are strongly suspected of having, a highly contagious illness that could be easily transmitted or pose a risk to vulnerable children, families or staff members.

Adverse Weather & Sun Safety

- During wet or cold weather, families must provide appropriate outdoor clothing including a warm coat, gloves and wellies to ensure children can safely access outdoor play.
- In warmer weather, before attending nursery, parents/carers must apply suitable sunscreen that will remain effective for the child's period of attendance.
- The nursery follows local authority guidance during all adverse weather conditions, including stormy periods, high-temperature days or times of dangerous sun exposure. This may include implementing a "topsy turvy" routine, where outdoor play takes place before a known storm is expected or at the beginning and end of the day rather than during peak midday heat.
- The nursery gardens include shaded areas with mature trees or sun canopies; families must provide a sunhat and a long-sleeved top for additional sun protection. The nursery accepts no responsibility for skin damage.

Safeguarding

- All Leapfrog staff have an obligation to safeguard every child in their care and a duty to liaise with external agencies where necessary to ensure a child's safety and wellbeing.
- It is the responsibility of parents/carers to update the nursery immediately regarding any changes to health, dietary needs, medical conditions or contact details previously provided.
- Parents/carers must keep the nursery informed of the identity of anyone different from the usual authorised adult who will be collecting their child. Photographic ID and the child's unique password will be required before a child is released into their care.
- If a familiar person (eg a grandparent listed on the enrolment form) arrives to collect without prior notification, the nursery will contact the parent/carer to confirm collection arrangements before releasing the child.
- If an unfamiliar person arrives to collect without prior notification, the child will remain at nursery until the parent/carer either collects the child themselves, arranges for a familiar authorised person to collect or arranges for the unfamiliar person to return with their photographic ID and the child's unique password. Late collection charges may apply if collection occurs after the child's session end time or after 6pm.
- The use of mobile phones or cameras is strictly prohibited within the nursery operational day to protect the privacy and safety of all children.
- Parents/carers must ensure that any concerns relating to a child's welfare, safety (including pre-existing injuries) or home circumstances that may impact their wellbeing are shared with the nursery as soon as possible, so appropriate support or safeguarding measures can be put in place.
- The nursery reserves the right to follow safeguarding procedures, including contacting external agencies, if staff have concerns about a child's safety, welfare or the behaviour of an adult collecting a child.

Policies, Procedures & Terms

- Leapfrog policies, procedures, and terms and conditions support the effective management of the nursery and provide a clear, consistent framework to ensure the highest standard of care and service for our children, families and staff.
- Policies and procedures are reviewed throughout the year, with fees and general terms and conditions reviewed annually. However, should it be necessary, Leapfrog reserves the right to unilaterally review, amend or vary these at any time and without prior notice.
- All policies and procedures are available for parents/carers to view at any time upon request.
- Families are encouraged to familiarise themselves with the nursery's policies to support a shared understanding of expectations, safeguarding responsibilities and daily practice.

Compliments, Concerns & Complaints

- Customer satisfaction is of paramount importance to us.
- At nursery events and parent workshops, families may be asked to complete feedback forms. This helps us evaluate the appropriateness of the activity, identify areas for improvement and inform future planning. Compliments are always appreciated, warmly received and passed on to the staff team.
- Any concern that may arise should first be discussed with your child's Room Team Leader, who will aim to resolve the matter promptly.
- If the issue is not resolved to your satisfaction, the Deputy Managers or Nursery Manager will be available to support further and work with you to reach a resolution.
- If, after following the nursery's internal procedures, you feel the matter remains unresolved, you may contact Ofsted directly. Their contact number is available on the nursery noticeboard and on our website.