

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 package that includes non-funded hours.
- 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.
- A minimum of 2 sessions is strongly recommended to enable your child to gain the greatest benefit from their early years care and education. Once booked, regular sessions cannot be swapped or exchanged on a weekly basis.

38 weeks of Government Funding

- **There are several Government-funded childcare schemes available**, and depending on the scheme and your family's eligibility, funding may be available from the term after your child turns 9 months old.
- To find out whether you are eligible for the 38 weeks of either **15 or 30 hours of Government Funded childcare**, and when your child can access funding, please visit www.beststartinlife.co.uk
- Government-funded hours are applied from the start of the relevant funding period and cannot be carried forward, made up at a later date or topped up. There is a fixed allocation of funded hours available per week.
- Leapfrog applies Government-funded hours to the first session(s) attended each week. Once the funded hours included within your chosen package have been allocated, any non-funded hours on Stretch Package bookings are charged on a pro-rata basis. Additional regular sessions are charged at the applicable standard rate, while any ad hoc sessions are charged at the ad hoc rate.
- Funding eligibility must be confirmed each term by completing and signing a **Parent Declaration Form**, and all Government funding terms and conditions will apply. Where a funding code is required, parents/carers are responsible for **reconfirming their eligibility every three months** to ensure funding continues into the following term.

Government Funding Packages

Government-funded childcare hours can be applied in different ways depending on your family's childcare requirements and the booking package selected. To provide flexibility for varying attendance patterns, Leapfrog offers three funding allocation options: the **Year Round Stretch Package**, **Term-Time Stretch Package** and **Free Offer Package**.

Each package uses the same government-funded entitlement but distributes the funded hours differently across the year, resulting in different levels of flexibility, access to additional sessions and inclusion of meals, consumables, personal care items and enhanced early years experiences.

Parents/carers should carefully consider which option best meets their childcare needs, as funding allocations apply for the duration of the selected package period. Package changes cannot be made during that period and may only be requested in advance of the next funding term, subject to availability and funding allocation.

Year Round Stretch Package

This package **includes some non-funded hours**, meals and snacks throughout the day plus consumables and personal use items each session. It offers complete flexibility year-round providing fully inclusive access to Leapfrog's enhanced early years experiences, regular additional non-funded sessions and ad hoc bookings.

- Government funding is **stretched across the full 51-week year**, enabling up to your child's funded entitlement of 15 or 30 hours, to be used throughout the year.
- **Additional regular non-funded** sessions, charged at the 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.
- **Preschool Leavers** continue until **31st August** prior to starting school. Additional sessions after this date are not covered by government funding but 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 booked on the Year Round Stretched Package.

Term-Time Stretch Package

This package **includes some non-funded hours**, meals and snacks throughout the day plus consumables and personal use items each session. It offers flexibility during the 39-week nursery term providing fully inclusive access to Leapfrog's enhanced early years experiences, ad hoc bookings and summer hopper sessions to 'bridge-the-gap' during the summer period or prior to starting school.

- Government funding is **stretched across the nursery's 39-week term**, enabling up to your child's funded entitlement of 15 or 30 hours, to be used throughout the nursery term-time only.
- The **39 week nursery term time dates** will be confirmed termly in the nursery newsletter.
- **Additional non-funded Ad Hoc hours and sessions** can be booked during the 39-week term-time period. Summer Hopper sessions (block of 6) can be booked during the summer period or prior to starting school. Any non-funded additional ad hoc hours and sessions are subject to availability and, once booked, are non-refundable.
- **Preschool Leavers** continue until **mid / end of July** at the end of their 39-week nursery term. Additional sessions after this date, prior to starting school, are not covered by government funding but 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 booked on the **Term-Time Stretch Package**.
- With proof of employment status, parents working in education may be eligible for our **Teacher Term Time Stretch Package**, subject to availability. This is the same as the term time stretch, however also allows for additional regular non-funded hours to be booked within the 39-week nursery term, charged at our Standard Rate. More information is available from the Nursery Manager.

Free Offer Package

This package **does not include any non-funded hours** or incur payment of an Enrolment Fee. The package enables families to **access childcare at no cost** by using their 15 or 30 hours of their government funded entitlement during the 38-week funded term-time only. Children benefit from early years provision, with funded hours covering essential care, learning and development opportunities.

The package does **not include** the provision of any meals, snacks, consumables or personal use items.

- Government funding is **used throughout the 38 week funded term**.
- The **38 week funded term time dates** will be confirmed termly in the nursery newsletter.
- Sessions **are limited and subject to availability** with the 15 hours entitlement bookable for up to 3 afternoon sessions and the 30 hours entitlement bookable for up to 5 afternoons and 1 morning session during the funded 38-week term time only.
- **Additional sessions**, including any ad hoc hours and sessions, outside of the 38 weeks of funded hours **cannot be booked**
- **Preschool Leavers** continue until **mid-July** until the end of their 38-week funded entitlement, when a child's place will end.
- **Food, consumables and personal use items are not included** in the Free Offer Package. These items 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.
- An '**Opt In Opportunity**' enables parents/carers to **opt in** for meals and/or consumables to be provided by the nursery, for which **charges apply**.
- A **£150.00 Switch Fee** applies to switch from a Free Offer Package to one of the Stretch Packages detailed above.

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.

Invoicing and Payment continued

- 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**
- Leapfrog reserves the right to apply **booking restrictions and surcharges for late payment of fees**:
 - **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. Where a temporary reduction is exceptionally approved by the Manager, any request to increase or reinstate sessions at a later date will be subject to availability as the nursery cannot guarantee that your child's original sessions will be available.
- 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

- **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.
- **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.
- **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 – 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 Calpol) 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.