

# BOOKING POLICY

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In order to secure and book a place for your child we offer three different terms and conditions which we hope will meet the individual needs of all our parents.

For all booking options we respectfully request that children are not dropped off or collected from nursery between 12.00 noon and 1.00pm. This is to ensure that children who are enjoying their lunch are not disturbed as a result of staff moving away from the dining tables to check children in and out of the building.

## **Flexible Bookings**

This facility is available for parents whose children do not attend nursery on a regular basis, i.e. children who only attend for irregular session each week and whose parents would not be too inconvenienced if the nursery session was full and their place became unavailable on that day.

- To secure a place for your child you need to book and pay for the place one week in advance, the latest day being Wednesday 10am for the following week, any bookings received after Wednesday will only be allocated if the child number/staff ratio allows, as the staff duty rota will have been completed.
- Once a place has been secured for your child please be advised that all childcare fees will be charged unless your child has an overnight admission into hospital.
- Please note that unless you have a permanent booking form we can not guarantee that a place will always be available.

## **Permanent Bookings**

This booking system guarantees a permanent place for children whose parents rely on the service to access training and employment.

- To book a permanent place for your child please complete the appropriate permanent booking form, which will then enable us to enter your requested bookings onto our computer system, these bookings will be automatically continued week to week.

- No retainer fee will be required for holidays. There will be no charge for bank holidays or the additional three weeks holidays (pro rata) of your choice. Please note that your first holiday request will not be authorised until you have been registered at Footsteps Nursery for more than four months, at this point you will have accumulated enough paid hours to justify your free holidays.
- Once a place has been secured for your child please be advised that all childcare fees will be charged unless your child has an overnight admission into hospital.
- To cancel your child's place at nursery the manager requires one months' notice in writing.

### **Term Time Only Booking**

This option has been carefully designed to meet the particular needs of parents working within the Educational and Civil Servant sectors.

- To book a term time only place for your child please complete the appropriate term time booking form, which will then enable us to enter your requested bookings onto our computer system, these bookings will be automatically continued week to week during term times.
- This booking option does not allow for additional pro-rata holidays.

### **Conditions of booking term time only bookings:**

Parents/Carers choosing this booking option are required to:

- Access a minimum of 20 hours childcare per-week during term time.
- Access a minimum of 12 contact sessions (minimum 3 hour session) during school holidays per academic year. Here at Footsteps Nursery we believe that young children benefit from regular contact with their early years environment. Research shows that this is significantly important practice, backed by years of research which highlights that infants and very young children need a sound and stable early environment in their first years of life.

Payment Methods for all bookings:

The easiest and preferred method of payment is by direct debit.

Other methods of payment include:

Cash, cheque, card payments, vouchers

We are registered to receive a wide variety of 'child care vouchers' - please see office staff for details.

- Please note:

**FOOTSTEPS NURSERY IS OBLIGED TO SHARE INFORMATION WITH THE INLAND REVENUE IN RELATION TO WORKING TAX CREDIT AND CHILD CARE TAX CREDIT PAYMENTS.**