



60. Admissions Policy & Procedure – Nurseries

EDITION 7

Admissions Policy

Dicky Birds Nurseries endeavour to have an inclusive and fair admissions policy and procedure, to have a clear order of priority for offering places in our nurseries and to offer excellent customer care to parents/guardians with children on our waiting list.

This Admissions Policy and Procedure explains how we manage admissions and enrolment of children into our nurseries and should be viewed in conjunction with our Terms & Conditions which can be found at www.dickybirds.co.uk/terms-and-conditions.

Please contact our Head Office on 020 8942 5779 or admissions@dickybirds.co.uk with any queries regarding our Admissions Policy and Procedure.

- A. Equal Opportunities
- B. Data processing, storage and security (GDPR)
- C. Schedules of attendance
- D. Conditions of registration
- E. What we have waiting lists for and order of priority
- F. The Internal Waiting List (IWL)
- G. The External Waiting List (EWL)
- H. Offering, accepting, changing days and giving notice of a place
- I. Children with special educational needs and/or disabilities
- J. Cost of care and funding
- K. Transferring between our nurseries
- L. Activity admissions
- M. Useful Information
- N. Terms & Conditions
- O. Who to contact
- P. Related policies and documents

A. Equal Opportunities

We are keen to represent a cross section of members within the community and do not discriminate against children or families, or prevent entry into our setting, based on colour, ethnicity, religion or social background.

We do not discriminate against children or adults with learning difficulties or disabilities or refuse entry to our setting because of learning difficulties, special educational needs and/or disabilities. An assessment will be undertaken in conjunction with relevant agencies, to ensure the nursery concerned is suitable to cater for the child's individual needs. We would develop an action plan to ensure that children or adults with learning difficulties or disabilities can participate successfully in the services offered by the setting and in the curriculum.



Admissions Policy

B. Data processing, storage and security (GDPR)

In compliance with current UK data protection legislation, any data provided/collected by Dicky Birds nurseries regarding a child/adult/family will be kept secure and treated with confidentiality. The data collected will only be used by Dicky Birds Pre School Nurseries Ltd and will not be disclosed to any external sources without prior consent. Please see our Data Privacy Policy (<https://www.dickybirds.co.uk/South-London-Nursery-Privacy-Policy>) for information about how we process and securely store data.

C. Schedules of Attendance

Attending the Full Day Care nursery for 1 day per week (Full Day Care only): A parent/guardian who wishes for their child to attend the nursery 1 day per week will be obliged to take a day chosen by the nursery. This will very likely be a Monday or a Friday.

Should a parent/guardian wish to reduce their child's days at the nursery to 1 day per week, they will be required to reduce to a day chosen by the nursery. This will very likely be a Monday or a Friday.

If a Monday or Friday are not available a mid-week day may be offered. However, the parent/guardian will be obliged to change their child's schedule to include a Monday or Friday when it becomes available.

Attending the Full Day Care nursery for 2 or 3 days per week: A parent/guardian who wishes for their child to attend the nursery or to reduce their days to either 2 or 3 days per week, will be obliged to take either a Monday or a Friday as part of their child's schedule.

If a Monday or a Friday are not available, mid-week day/s may be offered. However, the parent/guardian will be obliged to change their child's schedule to include a Monday or a Friday when it becomes available.

For families with children who started at a Dicky Birds nursery prior to 31st May 2017 and who have had children in attendance continually from that time, we will do our best to honour preferences for mid-week schedules subject to availability.

Attendance at more than one nursery: A child will only be able to attend one of our nurseries at a time. However, a child can transfer from one nursery to another. We do not offer places between 2 of our sites as we consider multiple nursery settings to be detrimental to a child's wellbeing. Rather we would suggest that a child have a nursery and a nanny or childminder rather than attend multiple nursery settings.

Schedules of care for families whose children have been in attendance continually since before May 2017: For families with children who started at a Dicky Birds nursery prior to 31st May 2017 and who have had children in attendance continually from that time, we will do our best to honour preferences for mid-week schedules subject to availability. Once the original child has left the nursery, the remaining child/ren (who joined after May 2017) can continue with their mid-week schedules. However, if they are to change their days they will be obliged to adhere to the Schedules of Attendance set out above.



60. Admissions Policy & Procedure – Nurseries

EDITION 7

D. Conditions of registration

To join Dicky Birds Nurseries waiting list the following conditions of registration apply: -

- the child must be registered by a legal parent/guardian of the child
- the child must have a date of birth or due date
- registration dates cannot be transferred from one child to another including between siblings or extended family members
- A parent/guardian will be asked to confirm via the online registration form that they understand the following: -
 - *that joining Dicky Birds' waiting list does not guarantee a place for the start date or days requested.*
 - *That joining Dicky Birds' Internal Waiting List or having a child already in the nursery, does not guarantee a place for the start date or days requested.*
 - *That places are usually allocated 8 weeks in advance but can be allocated earlier or later and that the nursery reserves the right to require a decision based on this notification.*
 - *The registration fee of £50.00 can only be refunded within the 24 hours after they have viewed the nursery and under no other circumstances.*
 - *That once a child has joined the nursery, bank holidays and absences including sickness or holidays are paid for and non-refundable.*
 - *The nurseries are closed for one working week between Christmas and New Year and this is accounted for in the fees and fees for this period are non-refundable.*
 - *That a child cannot start the settling in process until their place is secured with the relevant forms completed and fees paid.*

E. What we have waiting lists for and order of priority

We have waiting lists for the following:-

- **Raynes Park:** 12-14 Durham Road
- **Surbiton:** 84 Brighton Road, Claremont Hall and 62 Claremont Road
- **Wimbledon:** 52a Dundonald Road, 27 Queens Road
- **Surbiton:** Breakfast & After School Club (The Club)* St Andrews Church Maple Road

**we have a separate Admissions Policy for the Club, called Admissions Policy: Breakfast & After School Club*

Each waiting list is divided into an Internal (IWL) and External (EWL) Waiting List

Priority is given in the following order: -

1. Children of families with exceptional circumstance/special education needs - whether based on social or medical grounds. Supporting evidence will be required upon registration and an assessment will be undertaken to ensure the nursery concerned is suitable to cater for the child's individual needs.



Admissions Policy

2. Dicky Birds nurseries staff member's children
3. Internal Waiting List - families with children already attending a Dicky Birds nursery or The Club. This can include children ready to move from one room to another.
4. External Waiting List - families with children who used to attend a Dicky Birds nursery or The Club
5. External Waiting List - families with children who have not attended a Dicky Birds nursery or The Club

F. The Internal Waiting List

Our Internal Waiting List consists of: -

- Children currently attending a Dicky Birds nursery who need to change or increase their days or may have to move rooms.
- Children who have a sibling already attending a Dicky Birds nursery and who will be joining when the sibling is still in attendance.

Children whose siblings have left the nursery will join the EWL but will have priority over children who have not attended a Dicky Birds nursery.

- Children whose parents/guardians have requested that they transfer from one Dicky Birds nursery to another

Children on our IWL have priority over children on our EWL and will be offered places in the order of date and time that the IWL request was made by the parent/guardian and relevant to the appropriate room for the child.

Joining the IWL

New children joining the nursery will be added to the IWL from the date and time they have accepted a place for their child at the nursery. The date and time will be determined by the time the parent/guardian accepted the places via email or telephone.

If, however the child's place is cancelled or not secured by the deadline date, they will be removed from the IWL.

Children already attending a Dicky Birds nursery will be added to the IWL on the date that the request is made in writing by the parent/guardian. If a request is made by telephone the parent/guardian will be asked to confirm the request in writing also. Amendments to requests made at a later date must also be confirmed in writing.

Children with a sibling already attending the nursery will need to be registered via our online registration form <http://www.dickybirds.co.uk/register-now.html>. There is not a registration fee to add a child with a sibling already attending the nursery to the IWL, if they are going to attend the nursery at the same time as their sibling. Amendments to requests made at a later date must also be confirmed in writing.

If a sibling leaves the nursery, the child not yet attending will be moved to the EWL (please see External Waiting List section for further details).

Confirmation of joining the IWL



60. Admissions Policy & Procedure – Nurseries

EDITION 7

Once the completed registration form/written request has been received by our Head Office the child will be placed on the IWL in date and time order of which the registration form/written request was received. An email confirming that the child has been added to the IWL will be sent to the parent/guardian.

G. The External Waiting List

Our External Waiting List consists of: -

- Children whose siblings have left a Dicky Birds nursery or The Club
- Children who have not attended a Dicky Birds nursery or The Club

Children whose siblings have left a Dicky Birds nursery have priority over children who have not attended a Dicky Birds nursery or The Club.

Joining the EWL and making amendments at a later stage

Parents/guardians will need to register their child/children via our online registration form <http://www.dickybirds.co.uk/register-now.html>.

Amendments to the registration must be made in writing by the parent/guardian. If a request is made by telephone the parent/guardian will be asked to confirm the request in writing also.

Registration fee

A registration (administration) fee of £50.00 payable upon completion of the online registration form.

Payment of the fee should be made by via the online payment gateway upon completion of the registration form. If payment cannot be made the parent/guardian must contact our Head Office to arrange an alternative method of payment.

The registration fee is non-refundable under any circumstances other than those set out below.

If the parent/guardian has registered prior to visiting their first preference of Dicky Birds nursery location, the registration fee is refundable within the 24 working hours after that visit.

To receive the refund, the parent/guardian must contact our Head Office within 24 working hours after of the visit to be removed from the waiting list and have the registration fee refunded.

If the parent/guardian is unable to make the visit appointment they must contact our Head Office in order to reschedule. If the appointment is not rescheduled, then the original viewing date will apply.

Why do we charge a registration fee?

The registration fee helps to cover the administration of being on our waiting list. This involves all communication with you including regular email updates about the progress of the waiting list.

You will have access to our dedicated Admissions Team who will be able to update you about your child's place on the waiting list and discuss at any time your options and requirements.

You will also have the opportunity to visit the nurseries as many times as you would like prior to being offered a place with us and receive complimentary settling-in sessions at the nursery once your child's place is secured.

Confirmation of registration

Once the completed registration form and fee have been received by our Head Office the child will be placed on the EWL in the date (and time) order in which the registration form and fee was received or whichever has been received the latest.



Admissions Policy

The parents/guardians will be sent an emailed receipt and a copy of the registration form to confirm their child's place on the waiting list.

H. Offering, accepting, changing days and giving notice of a place

Places are subject to availability and Dicky Birds cannot guarantee nursery places for the exact start date or days requested despite how far in advance a parent/guardian may have registered the child.

Nursery places are offered in the order of priority found in *Section E*. Therefore, a child's position on the waiting list is fluid and subject to change.

Because the nursery is usually at full capacity, places typically become available when children leave the nursery.

We will endeavour to offer the days requested by the parent/guardian. However, if we are unable to offer what is requested, we will offer the days that we do have, with the option to increase or swap when the requested days become available.

Siblings: We understand fully the importance of siblings being in the same nursery together. However, we cannot guarantee siblings a place in the nursery for the exact start date or days requested despite how far in advance a parent/guardian may have registered the child.

Changing or increasing days: The changing of and increasing of days is subject to availability and may be dependent on availability per room/group. We are not able to confirm or guarantee exactly when a change or increase of days will become available. **Once an increase or change in days has been offered, a parent/guardian will have up to 2 working days to decide upon the place.**

Reducing days: Should a parent/guardian wish to reduce their child's days at the nursery they will be required to reduce as per *Section C: Schedule of Attendance*.

If places are not available by the requested start date

If the requested start date has passed, then the child will remain on the waiting list until a place becomes available unless the parent/guardian explicitly requests that the child is to be removed from the waiting list.

Offer of a place

We will contact the parent/guardian to confirm the availability of a place usually 8 weeks in advance. In some circumstances we may be able to contact the parent/guardian more or less than 8 weeks in advance and reserve the right to require a decision from the parent/guardian based on this notification.

As soon as we have knowledge of a place becoming available we will contact the parent/guardian by telephone/email to offer the place.

From the date that the offer is made via telephone and email, the parent/guardian will have a maximum of 2 working days to decide whether to accept the place.

If the parent/guardian fails to contact us or confirm acceptance of the place within 2 working days, the place will be offered to the next child on the waiting list. If we receive no contact from the parent once a place has been offered, their child will become 'inactive' on our waiting list.

Declining a place

The parent/guardian has the right to decline places offered for their child. They can either remain on the waiting list and make adjustments to their requirements or change their child's status to 'inactive' on the waiting list.



60. Admissions Policy & Procedure – Nurseries

EDITION 7

A child with an 'Inactive' status on the waiting list

If a child is 'Inactive' they will not be offered a place in the nursery unless the parent/guardian has requests that the child is 'reactivated' on the waiting list and they have confirmed that they are ready to accept a place.

The child will then be placed back on the waiting list in the order that they originally registered.

Places will be subject to availability.

Accepting and securing a place in the nursery

Once a parent/guardian has been offered a place for their child (be it a new child or a sibling of a child already in attendance) they will have 2 working days secure the place. Failure to secure the place by the deadline date will result in the place being offered to the next child on the waiting list.

To secure a place, a Child Entry Form completed online / paper form, a deposit (details of the current deposit are set out in the fees list on our website) and 1 full month and applicable part-month fees in advance will be payable upon acceptance of the of a place.

If before the child starts at the nursery, an additional day/days have been offered and accepted, these must be paid for in advance as above.

When the child leaves the nursery the deposit will be repaid without interest to the parent/guardian by means of Bacs online payment and any outstanding fees will be deducted from this sum.

A child cannot start settling into the nursery until all relevant documentation has been completed and applicable fees paid.

Accepting and securing a change or increase in days

Once a change or increase in days has been confirmed by our Head Office a 'Change of Days' email will be sent to the parent/guardian to confirm the change. The parent/guardian must reply within 2 working days to secure the change. Once the reply has been received by the Head Office, the change or increase in days is confirmed and we will require 8 weeks' notice to cancel or change.

Offer and acceptance of a place without a start date

At certain times of the year we may be able to guarantee a place at the nursery without a confirmed start date.

The start date will be confirmed at a later date - usually with 8 weeks' notice.

It may be an offer of multiple days in which case the start dates for those days may not coincide (i.e. they may not fall within the same week) and may be staggered across multiple weeks.

The start date(s) will be confirmed to the parent/guardian formally via email.

We will do our best in all instances to match the parent/guardian's ideal start date(s) as closely as possible but cannot guarantee it.

The parents/guardian will be required to sign a Child Entry Form and return it to the nursery with a deposit to reserve the place within 2 working days of accepting the offer of a place.

By signing and returning the Child Entry Form the parents/guardians confirm that they are accepting the start date(s) in advance.

Once the start date(s) has/have been confirmed it/they cannot be brought forward or put back and 8 weeks' notice is required to cancel each or all of the days.



Admissions Policy

Once the start date(s) has/have been confirmed the parent/guardian will be required to pay one full month and the applicable part month fees in advance within 2 working days of having been notified of the start date.

Canceling or deferring a child's place prior to the child's start date

A child's place is deemed accepted upon Dicky Birds receipt of the Child Entry Form signed by the parent/guardian.

The deposit is non-refundable if a child's place is cancelled.

The one full month and applicable part month's fees in advance are refundable if 8 weeks' notice is given. If less than eight weeks' notice is given the refund will be prorated.

If a parent/guardian decides to defer their child's start date they will need to re-join the waiting list and a later start date cannot be guaranteed. The deposit of £250.00 is non-refundable should a parent/guardian decide to defer their child's start date and re-join the waiting list.

Cases of serious illness or genuine hardship may receive special consideration upon written request.

Events requiring notice

Notice to leave the nursery or reduce days: A minimum of 8 weeks written notice is required to leave or reduce days at the nursery. Notice must be made in writing to our Head Office by email/post to admissions@dickybirds.co.uk Dicky Birds Pre School Nurseries Ltd, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU.

In lieu of notice fees charged will be 8 weeks' fees or at the rate that would have applied had the child attended the nursery. Once written notice has been received the notice date is final and cannot be brought forward or put back.

Receipt of notice will be sent to the parent/guardian within 5 working days. If a receipt is not received within this time period, the parent/guardian must contact Dicky Birds Head Office immediately as the notice may not have been received. The notice is not deemed accepted until a parent/guardian has been sent a receipt.

Once all fees are settled the deposit will be refunded. Dicky Birds nursery reserves the right to deduct outstanding fees from nursery funding and deposits.

Cases of serious illness or genuine hardship may receive special consideration upon written request.

I. Children with special educational needs and/or disabilities

We will liaise with the relevant agencies (health and education authorities) and a child's family to assess the suitability of our setting to meet the child's individual needs. If additional resources are required, funding is likely to be applied for.

Funding allocated to the child will be accounted for in the monthly fees charged for their place. If the funding does not entirely cover the cost of additional staffing or resources required to meet the child's needs, the parents/guardians may be obliged to cover additional costs.

This will be discussed with the family and relevant agencies at the time of admission, or at any time that the child's needs change during their attendance at the nursery.

J. Cost of care and funding



60. Admissions Policy & Procedure – Nurseries

EDITION 7

Our latest fee schedule can be viewed on our website.

How we calculate our fees: Our fees are based on 51 weeks of the year spread equally over 12 calendar months.

We review our fees each September.

If a child is eligible for funding, the funding entitlement will be accounted for in the fees.

If eligibility for funding has not been confirmed in time that payment is due, parents/guardians will need to pay the full unfunded fee until the eligibility for the entitlement has been confirmed. If the nursery is unable to claim the funding, under our Terms and Conditions parents/guardians will be liable for the full shortfall in fees per month. This can be when a child first joins the nursery or at any time that the child is no longer eligible for funding during their time of attendance at the nursery.

Further information about our fees and funding can be found in our Terms & Conditions and on the Fees & Funding pages of our website.

K. Transferring between sites

Once a place is available for a child to transfer between our sites the parent/guardian will be contacted. It is likely that a place will come up when the correct amount of days in the appropriate room for the child become available at the preferred site. It is important that a child is ready to transfer and this may not be the case if they have been attending the current nursery only for a short time. This may therefore take some time to accommodate.

We will liaise with the parents/guardians and the current nursery's manager to ensure that a transfer at that time is in the child's best interests.

Parents/guardians will need to ensure that they can take time to settle the child into the new nursery, this could be up to 8 weeks of settling in conjunction with our settling in policy <https://www.dickybirds.co.uk/South-London-Nursery-Settling>.

If it is agreed with the family that the child is not ready to transfer and or the parents are unable to invest time in resettling the child, the child can remain on the Internal Waiting List to move at a later date.

L. Activity Admissions – *Woodland Explorers and Water Confidence Lessons*

We have various activities available at the nursery. This includes Woodland Explorers and also Water Confidence Lessons. Places are subject to availability and are usually offered in a block of sessions.

We aim to offer these activities to as many children as possible throughout their last academic year. However, our ability to offer activities to as many children as possible who are in their last academic year, will be led by the amount of children of that age we have at any one time.

Children must be aged 3 years and over to take part in these activities.



Admissions Policy

How we allocate places for our activities: We do not run a waiting list for activities. If a child attends the nursery they are automatically eligible to be offered a place. Places are subject to availability and are offered in the following order of priority: -

1. Children who attend the nursery on a full day care basis 5 days per week
2. Children who attend the nursery on a full day care basis 4 days per week
3. Chronologically (oldest to youngest)

Children with medical conditions and/or care plans

If a child has a medical condition or care plan in place, the nursery will assess if the activity is appropriate for the child to take part in and if any adjustments need to be/can be made to accommodate them.

The child will continue to be reassessed as the lessons progress to ensure that the activity is and continues to be suitable. We reserve the right to cancel a child's place on an activity if our assessment deems the activity to have become unsafe or unsuitable for a child because of their medical condition or care plan. The parents of the child will be consulted and updated about any decisions made.

At the point of offering an activity to a parent for their child, a member of our Admissions Team will ask the parent whether their child has a medical condition and/or care plan at the nursery.

If a child does have a medical condition and/or care plan, their suitability to take part in the activity will be assessed by our management team before confirming whether the activity is suitable and safe for the child. The management team will assess whether any adjustments need to be made to the activity to accommodate the child's needs or if alternative activities should be considered instead. The management team's decision will then be discussed with the parent before the activity place is finally confirmed.

It is important that parents fully disclose all information about their child's medical conditions so that we can carefully consider suitability and minimise risks.

If an activity is deemed to not be appropriate for a child, we will discuss possible alternative activities that the child can take part in.

Paying for Activities

'Woodland Explorers' is a complimentary activity with no fee.

'Water Confidence lessons have a termly fee which is payable in advance via BACS, debit or credit card.

Notice to cancel activities

Places can be cancelled at any time. However, the Water Confidence term's fee is non-refundable. This is because the course is progressive and we will be unable to replace a child until the following term.

For further information about our Activities please see our website

<https://www.dickybirds.co.uk/South-London-Nursery-Services-Children> and our Terms & Conditions

<https://www.dickybirds.co.uk/South-London-Nursery-Terms-Conditions>.



60. Admissions Policy & Procedure – Nurseries

EDITION 7

M. Useful Information

There are no guarantees that we will have a place for your child when you need it

It is important for you to know first of all that joining our waiting list does not guarantee your child a place from the date that you want or on the days that you need. But rest assured that you will be offered a place with us eventually.

Why can't we guarantee you a place when you need it?

Our nurseries usually operate at full capacity and places usually become available only when children leave. Therefore, we are reliant on children leaving and also sometimes on room capacity to be able to offer you a place.

Some nurseries may be able to guarantee you a place for your child and this may be because they are not at full capacity.

How can we guarantee your child a place when you need it?

The long and short of it is that we can't. The earlier that you register the higher you will be on the waiting list and that is as much as you can do.

Be flexible if you can

If you can be flexible and accept any days that we have available, then you are more likely to get your ideal days more quickly. Accepting less days (i.e. if we only have one day to offer you) will also help as more often than not we have only one or two days to offer you initially.

Getting an update about our waiting list and places coming up

We will send you regular admission email updates and you are more than welcome to contact our Admissions Team at any time and as many times as you like to discuss your child's place on the waiting list.

Accepting a place for your child

Once you have decided to accept a place with us you will be sent an offer pack via email and will be asked to secure your child's place with a deposit of £250.00 and a full month and any applicable part month fees in advance. This means that if your child is starting with us mid-month you will be required to pay fees in advance for the amount of days in the first month and full month's fees for the second month.

You will be given a deadline of 2 working days to secure your child's place with forms and fees.

What if we offer you a place and you feel it is too soon or that the days don't suit you?

This is no problem at all and is not unusual. We can move your child to a later month and/or adjust your requirements on our files. Your child can remain on our waiting list for as long as you need.

Will your child be moved to the bottom of the waiting list if you decline a place?

No they will not. You have a specific date and time that you registered your child (this can be found at the top of your registration form). When we come to offer you a place in the future - any child that was registered before yours will be offered a place first and any child that was registered after yours will be offered a place after you have been offered.

In anticipation of being offered a place

Please ensure that you have viewed your chosen nurseries. Once a place is offered to you, you will need to make a decision quickly as to whether you wish to take the place or not. If you haven't seen us for a while or last visited before your child was born, you may wish to book a refresher appointment.

Make sure that you are contactable - Do we have your correct contact details?

We would certainly not want you to miss out on a place so please make sure we have your correct



Admissions Policy

contact details. Consider that you may have registered your child with your work email address and therefore if you are now on maternity leave you may need to give us a different email address.

Your requirements – if anything changes

Don't forget to let us know if your requirements have changed, if you are now flexible with your days or require an earlier or later start date. If you no longer require a place or wish to make changes to your requested start date please update us immediately as this will speed up our admissions process.

Your preferred nursery and your second choice

If you have registered your child for more than one of our nurseries we ask that you carefully consider whether you are happy to take a place at your second/third choice site.

Transferring between our nurseries

If you plan to transfer to your preferred site eventually, please consider that moving a child from one nursery to another can be very disruptive and that they will need to resettle all over again. We would suggest that a child changes nursery at the point when they are due to move up into the next room as this would be the natural time for a transition anyway.

Attending 2 nurseries – food for thought

At Dicky Birds a child will only be able to attend one of our nurseries at a time. However, a child can be transferred from one site to another. We do not offer places between 2 of our sites as we consider multiple nursery settings to be detrimental to a child's wellbeing. Rather we would suggest that a child have a nursery and a nanny or childminder rather than attend multiple nursery settings.

Keeping us updated on your child's needs

Please let us know of any medical conditions, dietary requirements, special needs or additional needs. Also if there are new circumstances in your child's life i.e. a new baby coming, bereavement or parent separation. It is important that we are aware of your child's needs when we offer you a place in the nursery as we want to make sure that we meet them appropriately.

If you have not yet seen the nursery(ies) you have registered for

The registration fee is non-refundable under any circumstances other than those set out below.

If the parent/guardian has registered prior to visiting their first preference Dicky Birds nursery location, the registration fee is refundable within the 24 working hours after that visit.

To receive the refund, the parent/guardian must contact our Head Office within 24 working hours of the visit to be removed from the waiting list and have their registration fee refunded.

If the parent/guardian is unable to make the visit appointment they must contact our Head Office in order to reschedule. If the appointment is not rescheduled, then the original viewing date will apply.

N. Terms & Conditions

This Admissions Policy and Procedure should be viewed in conjunction with our Terms & Conditions which can be found at www.dickybirds.co.uk/terms-and-conditions.

Review of the Admissions Policy and Procedure and Terms & Conditions

We reserve the right to alter our Terms & Conditions at any time. Written notification of all revised Terms & Conditions will be given.

Acceptance of Terms & Condition



60. Admissions Policy & Procedure – Nurseries

EDITION 7

Our Terms & Conditions are deemed accepted by the parent/guardian upon completion of the registration form to join our waiting list and once a child has been admitted to the nursery, upon a signed Child Entry Form having been received by our Head Office.

O. Who to contact

Admission queries: Contact our Admissions Team on 020 8942 5779 or email admissions@dickybirds.co.uk

Accounts queries: Fees, funding, tax free child care and other financial queries contact our Accounts Team on 020 8336 2824 or email accounts@dickybirds.co.uk

Complaints: Please see our complaints procedure at [http://www.dickybirds.co.uk/South-London-Nursery-pdf?ct=t\(\)](http://www.dickybirds.co.uk/South-London-Nursery-pdf?ct=t())

P. Related policies and documents

This policy should be viewed in conjunction with the following: -

- *Complaints Policy and Procedure*
- *Fees and funding information on our website*
- *Data Privacy Policy*
- *Registration form on our website*
- *Safeguarding and Child Protection Policy*
- *Terms & Conditions on our website*
- *Unacceptable and abusive behaviour & Conflict resolution policy*
- *Water Confidence Policy*
- *Woodland Explorer Policy*

Reviewed	2 August 2019
Updated by	Natali O'Farrell, Admissions Manager
Date to be Reviewed	2 August 2020