



Dicky Birds Nurseries Terms & Conditions

Dicky Birds Pre School Nurseries Ltd is a wholly owned subsidiary of Grandir UK Limited, Registered Company No: 10519700. Registered in England and Wales.

Dicky Birds Pre School Nurseries Ltd, Registered Company No 3546995: Registered in England.

Registered Office: Tuscany House, White Hart Lane, Basingstoke, Hampshire, England, RG21 4AF

Trading Office: Anchor House, Burgoine Quay, Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU

Equal opportunities

Dicky Bird's Nurseries operate a [Promoting Equality of Opportunity Policy](#).

Admissions & Waiting Lists

Waiting list policy and procedure: Dicky Birds operate a waiting list system for Nursery and Breakfast & After School Club (The Club) places. A child is placed on the waiting list in the order of the date and time that a registration form and registration fee is received by Head Office (HO).

Priority for places and waiting list fluidity: Priority for nursery places is given to certain categories of child. Therefore, a child's position on the waiting list is subject to change. For details see our [Admissions Policy](#).

Availability of places: Places are subject to availability and Dicky Birds cannot guarantee nursery places for the start dates and days/sessions requested.

Registration of a new child: A child's name will be placed on the appropriate waiting list for the chosen nursery/ies on receipt of a completed registration form and non-refundable registration (administration) fee from the parent/guardian via our website <https://www.dickybirds.co.uk/South-London-Nursery-Enquiry-Form>.

Requests to change or increase days/sessions for a child in attendance: Requests to change or increase days/sessions must be made in writing by email. If the change/increase cannot be made imminently the child will be added to our Internal Waiting List. Children will be added to the Internal Waiting List as of the date that the request is made or if the child is new to the nursery, will be added from the date that the parent/guardian accepted the place. The changing/increasing of days/sessions is subject to availability and may be dependent on availability per room/group. HO will not be able to confirm or guarantee when a change or increase of days will become available.

Schedules of Attendance

Please see our [Admissions Policy](#) for details of Schedules of Attendance that we offer at our Nurseries and The Club.

Offering places

When a place becomes available HO will contact the parent/guardian by telephone/email to confirm availability. This will include the location, start date and days/sessions that are available. This is usually 8 weeks in advance of a requested start date for a Nursery place, and 1 full term in advance of a requested start date for The Club. It may be possible to offer places earlier than the periods stated above and Dicky Birds reserve the right to require a decision from the parent/guardian based on this early notification. It may also be possible to offer guaranteed places without confirmed start dates in advance. Once a place has been offered to the parent/guardian they will have up to 2 working days to decide upon accepting the place.

The parent/guardian is responsible for ensuring that HO have up to date contact details (email/telephone, address etc) to ensure that contact can be made.



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Places with confirmed start dates

Accepting and securing a place with a confirmed start date: For a Nursery place; a Child Entry Form (formerly known as the Agreement) signed and returned to HO by the parent/guardian, a deposit (details of the current deposit are set out in the Fees List) and 1 full month and applicable part-month fees in advance will be payable within 2 working days of accepting the offer of a place. For The Club places; a completed and signed Child Entry Form, deposit (details of the current deposit are set out in the Fees List) and 1 full term's fees in advance will be payable within 2 working days of accepting the offer of a place. When the child leaves, 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.

Declining a place with a confirmed start date: The parent/guardian has the right to decline places offered for their child. They can either remain on the waiting list and adjust their requirements or change their child's status to 'inactive' on the waiting list.

Cancelling a place prior to a child's confirmed start date: A child's place is deemed accepted upon Dicky Birds receipt of the Child Entry Form signed by the parent/guardian. Cancellation must be made in writing to our Head Office by email/post to admissions@dickybirds.co.uk / Dicky Birds Head Office, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU. The deposit is non-refundable if a child's place is cancelled before the start date. For a Nursery place; the 1 full month and applicable part month fees in advance are refundable if 8 weeks' notice has been given. If less than 8 weeks' notice has been given, the refund of fees will be prorated. For The Club places; the one full term's fees in advance are refundable only if half a term's notice has been given. If a parent/guardian decides to cancel their child's place they will need to re-join the waiting list and a later start date cannot be guaranteed. Cases of serious illness or genuine hardship may receive special consideration upon written request.

Accepting and securing a change/increase in days/sessions: A 'Change of Days/Sessions' email will be sent to the parent/guardian to confirm the change. The parent must reply within 2 working days to secure the change. If the child has not yet started at the nursery, fees in advance for the additional day/session will be required to be paid within 2 working days.

Giving notice for a change/increase in days/sessions: A child's change of days/sessions is deemed accepted upon Dicky Birds receipt of the 'Change of Days/Sessions' email reply. Notice must be made in writing to our Head Office by email/post to admissions@dickybirds.co.uk / Dicky Birds Head Office, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU. 8 weeks' notice is required to reduce days for a Nursery place and half a term's* notice to reduce sessions for The Club places. Cases of serious illness or genuine hardship may receive special consideration upon written request.

**For example, if notice is given on the first day of the Autumn term the change will come into effect in the second half of the Autumn term. If notice is given later in the first half of the Autumn term, the original schedule will continue for the rest of the Autumn term and the change will take effect from the beginning of the Spring term. If notice is given in the second half of the Autumn term, the change will take effect from the second half of the Spring term.*

Accepting and securing a transfer between nursery sites: A child can transfer between nursery sites. A Transfer Agreement form must be signed and returned to HO by the parent/guardian within two working days of accepting the Transfer. Once a transfer has been secured, if the parent/guardian wish to cancel the place the child will not automatically be able to return to the original nursery that they transferred from.

Cancelling a transfer between nursery sites and leaving Dicky Birds: A child's transfer between nursery sites is deemed accepted upon Dicky Birds receipt of the Transfer Agreement form. Notice must be made in writing to our Head Office by email/post to admissions@dickybirds.co.uk / Dicky Birds Head Office, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU. 8 weeks' notice is required to cancel the transfer and leave the nursery. A child will not automatically be able to return to the original nursery as places will be subject to availability. However, the child can re-join the waiting list. Cases of serious illness or genuine hardship may receive special consideration upon written request to reduce the notice period.



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Guaranteed places without confirmed start dates

For a new child - Accepting and reserving a Guaranteed Place without a confirmed start date: For a Nursery place; A Child Entry Form signed and returned to the nursery by the parent/guardian and a deposit (details of the current deposit are set out in the Fees List) will be payable within 2 working days of being offered the place to reserve it. For The Club places; a completed and signed Child Entry Form, deposit (details of the current deposit are set out in the Fees List) and 1 full term's fees in advance will be payable within 2 working days of being offered the place to reserve it. When the child leaves 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.

For a new child - Notification of the confirmed start date and securing the place: Notification of the start date will be made to the parent/guardian in writing via email. Once notification has been made, the start date cannot be brought forward or put back. For a Nursery place; usually 8 weeks notification of a start date will be given in advance and for The Club 1 full terms notification of the start date in advance will be given. In some circumstances HO may be able to confirm places earlier or later than the periods stated. For a Nursery place; The parent/guardian will be required to pay 1 full month and applicable part-month fees in advance, within 2 working days of the being notified of the start date. For The Club places; The parent/guardian will be required to pay 1 full term's fees in advance, within 2 working days of the being notified of the start date.

Multiple days per week: If the schedule is for multiple days (more than 1 day per week), there may be more than 1 start date and we will notify parent/guardians of each start date as it comes up.

For a new child - Cancelling a Guaranteed Place: A child's place is deemed accepted upon Dicky Birds receipt of the Child Entry Form signed by the parent/guardian. Cancellation must be made in writing to our Head Office by email/post to admissions@dickybirds.co.uk / Dicky Birds Head Office, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU. The deposit is non-refundable if a child's Guaranteed Place is cancelled. If a parent/guardian decides to cancel their child's place they will need to re-join the waiting list and a later start date cannot be guaranteed. Cases of serious illness or genuine hardship may receive special consideration upon written request.

For a child already attending - Accepting and securing a change/increase in days/sessions without a confirmed start date: A 'Guaranteed Change of Days/Sessions without a confirmed start date' email will be sent to the parent/guardian to confirm the change. The parent must reply within 2 working days to secure the change and accept the start date in advance.

For a child already attending - Notification of the confirmed start date: Notification of the start date will be made to the parent/guardian in writing via email. Once notification has been made, the start date cannot be brought forward or put back. For a Nursery place; usually 8 weeks notification of a start date will be given in advance and for The Club half a term's notification of the start date in advance will be given. In some circumstances HO may be able to confirm places earlier or later than the periods stated. For a Nursery place; The parent/guardian will be required to pay 1 full month and applicable part-month fees in advance, within 2 working days of the being notified of the start date. For The Club places; The parent/guardian will be required to pay 1 full term's fees in advance, within 2 working days of the being notified of the start date.

Multiple days per week: If the schedule is for multiple days (more than 1 day per week), there may be more than 1 start date and we will notify parent/guardians of each start date as it comes up.

Giving notice once notification of the start date for a change/increase in days/sessions has been given: A child's change of days/sessions is deemed accepted upon Dicky Birds receipt of the 'Change of Days/Sessions' email reply. Notice must be made in writing to our Head Office by email/post to admissions@dickybirds.co.uk / Dicky Birds Head Office, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU. 8 weeks' notice is required to reduce days for a Nursery place and half a term's* notice to reduce sessions for The Club places. Cases of serious illness or genuine hardship may receive special consideration upon written request.

**For example, if notice is given on the first day of the Autumn term the change will come into effect in the second half of the Autumn term. If notice is given later in the first half of the Autumn term, the original schedule will continue for the rest of the*



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Autumn term and the change will take effect from the beginning of the Spring term. If notice is given in the second half of the Autumn term, the change will take effect from the second half of the Spring term.

Accepting and securing a transfer between nursery site without a confirmed start dates: A child can transfer between nursery sites. A Transfer Agreement form without a confirmed start date, will be sent to the parent/guardian and must be signed and returned to HO within two working days of accepting the Transfer and the start date in advance. Once a transfer has been secured, if the parent/guardian wish to cancel the place the child will not automatically be able to return to the original nursery that they transferred from.

Notification of a transfer date: Notification of the transfer date will be made to the parent/guardian in writing via email. Once notification has been made, the start date cannot be brought forward or put back. Usually 8 weeks notification of a start date will be given. In some circumstances HO may be able to confirm places earlier or later than the periods stated

Cancelling a transfer between nursery sites and leaving Dicky Birds once a confirmed start date has been given: A child's transfer between nursery sites is deemed accepted upon Dicky Birds receipt of the Transfer Agreement form. Notice must be made in writing to our Head Office by email/post to admissions@dickybirds.co.uk / Dicky Birds Head Office, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU. 8 weeks' notice is required to cancel the transfer and leave the nursery. A child will not automatically be able to return to the original nursery as places will be subject to availability. However, the child can re-join the waiting list. Cases of serious illness or genuine hardship may receive special consideration upon written request to reduce the notice period.

The start date is fixed: Once notification of the confirmed start date has been sent to the parent/guardian it cannot be brought forward or put back. The Guaranteed Place is deemed accepted in advance once the Child Entry Form has been signed and returned to HO by the parent/guardian.

Declining a Guaranteed Place with a confirmed start date: The parent/guardian has the right to decline places offered for their child. They can either remain on the waiting list to be offered a later place and adjust their requirements or change their child's status to 'inactive' on the waiting list.

Events requiring notice

Reducing days/sessions: A minimum of 8 weeks written notice for a Nursery place and 1 full term's written notice for The Club place is required to reduce days/sessions. Notice must be made in writing to our Head Office by email/post to admissions@dickybirds.co.uk / Dicky Birds Head Office, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU. In lieu of notice fees charged will be 2 full months' fees for a Nursery place, half a term's* fees for The Club place, 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 HO immediately as the notice may not have been received. The notice is not deemed accepted until a parent/guardian has been sent a receipt by HO.

Notice to leave the Nursery or The Club: The notice period required for a child to leave the nursery is a minimum of 8 weeks written notice for a Nursery child and half a term's* written notice for The Club. Notice must be made in writing to our Head Office by email/post to admissions@dickybirds.co.uk / Dicky Birds Head Office, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU. In lieu of notice fees charged will be 2 full months' fees for a Nursery place, half a term's* fees for a The Club place, 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.



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**For example, if notice is given on the first day of the Autumn term the change will come into effect in the second half of the Autumn term. If notice is given later in the first half of the Autumn term, the original schedule will continue for the rest of the Autumn term and the change will take effect from the beginning of the Spring term. If notice is given in the second half of the Autumn term, the change will take effect from the second half of the Spring term.*

Fees

Payment of Fees: For a Nursery Place; Payment is due for settlement before the 1st day of each month unless otherwise agreed in writing. For a Breakfast & After School Club place; Payment is due by the 1st day of term unless otherwise agreed in writing. A child may be excluded at any time when fees are unpaid and will be deemed withdrawn 28 days after exclusion, after which 2 months' fees for a Nursery place or 1 full term's fees for The Club place in lieu of notice will be due.

Please note fees (including adhoc extra days/sessions, Early Birds, Late Birds) will not be refunded or waived for absence from the nursery due to sickness, family holiday or any other reason that a child does not attend the nursery on their allocated days.

Fee reviews: Fees are reviewed annually in January.

Fee calculations

Monthly fees: Our fees are based on 51 weeks of the year spread equally over 12 calendar months.

If a child starts/leaves or their schedule of days changes part way through the month: The fees will be charged at a daily rate calculated by counting the exact amount of days the child is scheduled to attend within that month.

If a child is funded fees will be calculated as above and their funding allocation for the month will be proportionally split and calculated as follows:-

Number of funded hours the child is scheduled to attend for the month, divided by the amount of days within the month (i.e. 31 days), multiplied by the number of days the child is scheduled to attend within the month.

Nappies and wipes inclusive in the fees: Nappies and wipes are inclusive with the nursery fees. Parents are welcome to provide their own preferred brand of nappies and wipes; however fees will not be reduced.

Fee calculations Breakfast & After School Club: Fees are based on the length of the school year (usually 38 weeks) and spread over 3 terms.

Christmas and bank holiday closure: The nurseries are closed for 5 working days over the Christmas period. Our fees reflect a 51-week year and exclude the 5 days we are closed for the Christmas period. We are closed for all bank holidays.

Absences and bank holidays: We do not refund or waive fees for bank holidays, sick days, holiday periods or for any other reason that a child does not attend on their allocated days or for extra days, extra sessions, Early Bird or Late Bird sessions.

Responsibility of payment: Fees are the responsibility of both parents/guardians of the child irrespective of which parent/guardian has signed The Child Entry/Agreement Form.

Funding entitlement: If fees charged for a child's place have had funding entitlement taken into account, but the nursery is unable to claim that funding, the parent/guardian will be liable for the full shortfall in fees.



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Payment of fees by a third party: An agreement with a third party to pay the fees or any other sum due to the nursery does not release the parents/guardians from any liability under these terms and conditions unless an express release has been given in writing by the owners of Dicky Birds Pre School Nurseries Ltd.

Methods of payment

Regular monthly payment should be made by standing order, childcare voucher, tax free childcare or a combination of these methods. Initial payment, payment of termly fees or payment of ad hoc extras can be made by bank transfer or debit/credit card.

Late Payment: The right is reserved to charge interest for late payment at a rate of 5%. Interest will be accrued daily for each day of late payment.

Instalment arrangements: Any agreement by the nursery to accept payment of fees by standing order or any other arrangement for payment of fees by instalments is concessionary and will cease automatically in the event of any default for 30 days or more. On ceasing, the full amount of fees then due shall be payable forthwith as a debt and interest for late payment will accrue on a daily basis.

Adhoc Extra Days and Sessions

Adhoc Extra Days and Sessions include: For Nursery; Extra Days (08:00 to 18:00), Early Bird start (07:30 to 08:00) & Late Bird* finishes (18:00 to 18:30): For The Club; Extra Breakfast (07:45 to 08:45) or After School Session (15:15 to 18:00)

Payment of adhoc extra days: Adhoc extra days are charged at our daily rate according to a child's age. Adhoc extras booked by parents will be added to the following month's invoice for payment along with the regular monthly fees.

Sibling discounts and funding do not apply to adhoc extra's.

Cancellation of Adhoc Extra Days and Sessions: Extra days (08:00 to 18:00): 2 working days' notice must be given to cancel. Early Bird start (07:30 to 08:00) & Late Bird finishes (18:00 to 18:30): 1 working day must be given to cancel. Extra breakfast (07:45 to 08:45) or after school club session (15:15 to 18:00): 1 working day must be given to cancel.

See our [Adhoc Extra Days and Sessions Policy and procedure](#) for further details

*Persistent late collection without prior arrangement may result in a charge fee being charged.

Late Collection Procedure

Children must be collected by parents/carers by the Nursery/The Club closure time (6.00pm) unless a Late Bird has been pre-booked and agreed by the nursery.

The following charge and procedure applies to parents/carers whose children are collected after the nursery closure time:-

First instance of lateness: The parent/carer will be issued with a caution letter/email for lateness.

Second and additional instances of lateness (within 3 months of each late instance): The parent carer will be charged a late fee of **£25.00** for each instance of lateness.

It will be at the Managers discretion to waive the caution/charge in the following instances: -



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- If a child is collected late because of an emergency and the parent has notified the nursery in advance.
- If an issue has been identified that results in multiple children being collected late and late collection is deemed unavoidable, i.e. transport delays.
- Any other factors that the Manager deems relevant to waive the caution/charge.

Extracurricular Activities (ECA)

A child must be the correct age and be developmentally able to take part in the activity. A child must attend the nursery on the day that the activity takes place. Exceptions may be made subject to availability and by arrangement with the Admissions Manager.

Each activity has a limit of children that can attend dependant on the nature of the activity, staffing and the space in which the activity takes place.

We do not run a waiting list for extracurricular activities. Places are usually allocated 8 to 12 weeks in advance and offered in the following order of priority from the nursery's register of children attending the nursery:-

- 1) Children who attend the nursery for 5 days per week
- 2) Children who attend the nursery for 4 days per week
- 3) Chronologically (oldest to youngest)

Parents will be given 2 working days to accept a place. Places must be accepted in writing in response to the email invite.

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.

Fees for ECAs include the cost of hiring a teacher, staffing and where applicable venue and travel costs.

Water Confidence/Swimming (Term time ECAs): Fees are payable monthly in advance for ten months of the year (not including July and August). Our Swimming fees are based on 37 weeks of the year (excluding any bank holidays) spread equally over 10 calendar months. We review our fees each **January**.



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Payment of extracurricular activities is the responsibility of the child's parent/guardian.

The right is reserved to charge interest for late payment at a rate of 5%. Interest will be accrued on a daily basis for each day of late payment.

ECA fees are reviewed each **January**.

Notice to cancel an ECA: Water Confidence/Swimming: Once a place has been accepted a minimum of 1 full term's notice is required to cancel a child's place. Notice must be made in writing to our Head office by email/post to activities@dickybirds.co.uk / Dicky Birds Head Office, 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 1 full term's fees for Swimming, or at the rate that would have applied had the child attended the swimming lessons.

Once written notice has been received the notice date for the ECA 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. Dicky Birds nursery reserves the right to deduct outstanding fees from nursery funding and deposits.

Events where a single ECA session may be cancelled: In the event of severe weather the ECA may be cancelled. A refund will not be made in the instance of severe weather cancellation.

If an ECA teacher is unwell or unable to conduct the session and a cover teacher has not been available. In this instance the child's account will be credited for the cost of the session. If the child is leaving the nursery a refund of the session fee will be made.

Unforeseen circumstances that prevent the session taking place. Depending on the circumstances a credit to the child's account or a refund may be made.

Parents/guardians will be informed as soon as possible if an ECA session is cancelled. This may be before or after the cancellation has taken place.

Refunds for ECA sessions: Fees for ECA sessions will not be refunded or waived for absence from the nursery due to sickness, family holiday or any other reason that a child does not attend their allocated ECA.

Insurance & Property

Liability and Insurances: Dicky Birds does not, unless negligent, accept responsibility for accidental injury or loss of property. The nursery undertakes to maintain those insurances which are prescribed by the law. All other insurances are the responsibility of parent/guardian to include the child's personal property whilst at nursery or in transit to or from the nursery or on any nursery sponsored activity off- site. The nursery is not the agent of the parents/carers for any purpose related to insurance.

Children's Personal Property: The parent/guardian is responsible for ensuring that all such property is clearly marked with the child's name.

Concerns and Complaints

If you have any cause for serious concern as to a matter of safety, care or quality of education, you must inform the Nursery/The Club Manager or our Head Office within 24 hours.



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For further information see our [Complaints Policy and Procedure](#).

Our Employees

Non solicitation of Dicky Birds Pre School Nurseries Ltd employees: The parent/guardian hereby agrees that during the term of their contractual Agreement with Dicky Birds Pre School Nurseries Ltd (hereafter called 'the Company') and for a period of 6 months after the termination of this Agreement, (however so terminated), not to employ or otherwise engage the services of any member of our staff who has had contact with their child under this Agreement and/or allow or permit the provision of any childcare services to their children by any member of our staff who has had contact with the child.

The Parent/Guardian hereby agrees that should they employ or otherwise engage the services of any member of our staff during their contractual Agreement and for a period of 6 months after the termination of this Agreement, to pay the Company a figure representing 20% of the relevant member of staff's gross annual salary at the time they left the Company's employment and/or services. This figure represents the costs to us of recruiting a suitable replacement member of staff. Please see our on [Non Solicitation of Employees Policy](#) for full details.

Babysitting policy: Dicky Birds Nurseries Ltd (hereafter called 'the Company') do not provide a babysitting service outside of our normal operating hours. The Company is not responsible for any private babysitting arrangements or agreements that are made between a parent/guardian and a member of staff and will not take responsibility for any health and safety issues, conduct, grievances or any other claims arising out of the arrangements.

The staff member will not be covered by the Company's insurance whilst babysitting as a private arrangement. Parents/guardians should make their own checks as to the suitability of a member of staff for babysitting. All private babysitting arrangements should be made outside of nursery hours. For any private babysitting arrangements or agreements made between a parent/guardian and a member of the Company's staff, the parent/guardian and staff member must declare their association by signing a Babysitting Declaration form.

If a staff member is to take the child they will be babysitting for from the nursery, the parent/guardian must complete an Authorised Collectors form giving consent for the staff member to take the child from the nursery site.

Please see our [Babysitting Policy](#) for full details.

Misconduct

Dicky Birds operate an [Unacceptable or Abusive Behaviour & Conflict Resolution Policy](#).

Abusive behaviour: Abusive behaviour towards staff, neighbours and other parties connected to the nursery; we reserve the right to serve notice to any parent/guardian/carer who is abusive towards staff, neighbours and other parties connected to the nursery.

Inconsiderate/dangerous parking: We reserve the right to serve notice to any parent/guardian/carer that persistently parks inconsiderately or dangerously when dropping off or picking up a child from the nursery.

General Data Protection Legislation and Confidentiality

In compliance with current UK data protection legislation, any data provided/collected by Dicky Birds nurseries regarding a child/adult/family will be kept in accordance with our [Data Privacy Policy](#).

The nursery will take every precaution to preserve the confidentiality of information relating to each child and his/her parents/guardians. However, upon acceptance of a place in the nursery, the parents/guardians willingly consent on behalf of themselves and the child, to the nursery obtaining, holding, using and communicating on a "need to know" basis, confidential



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information which, in the opinion of the Nursery Manager is material to the safety and welfare of the child and others. The nursery is duty bound to report suspicions of abuse or neglect to the relevant authorities in accordance the Local Safe Guarding designated officer.

Terms & Conditions and Policy Reviews

We reserve the right to alter our Terms & Conditions and policies at any time. Written notification of all revised Terms & Conditions will be given. 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 Agreement form having been received by our Head Office.

Reviewed	November 2020
Updated by	<i>Natali O'Farrell, Administration Manager</i>
Date to be Reviewed	November 2021