

Dicky Birds Nurseries Terms & Conditions and Admissions Policy COVID-19 Period Addendum – Edition 2



COVID-19 Period For purposes of Dicky Birds Pre School Nurseries Ltd Terms & Conditions, 'COVID-19 Period' is defined as starting from 20th March 2020 and is ongoing until our nurseries and After School Club resume usual operations.

During the COVID-19 Period the following addendum to our Terms & Conditions will apply: -

Operations

Our nursery sites will operate for the children of Key Worker and Vulnerable Children only as per government guidelines, subject to staffing and infrastructure availability. Once the COVID-19 Period ends our Nurseries and Breakfast * & After School club will resume their usual operations.

Notice to leave the nursery or reduce days for Key Worker/Vulnerable Children Nursery places during the COVID-19 Period: For Key Worker/Vulnerable children during the COVID-19 Period, a minimum of 2 weeks written notice is required to leave or reduce days at the nursery.

Nursery places for Key Worker/Vulnerable Children after the COVID-19 Period: Unless otherwise confirmed with our Admissions Team, after the COVID-19 Period, Dicky Birds cannot guarantee a continued place for Key Worker/Vulnerable children.

Continued Nursery Places and Terms & Conditions Key Worker/Vulnerable Child after the COVID-19 Period: Should a child be able to continue at a Dicky Birds nursery after the COVID-19 Period, Dicky Birds usual Terms & Conditions will apply.

Children of "Non-Qualifying" families during COVID-19 period: For the purpose of invoicing and fees during the COVID-19 period, we refer to families and their children who have nursery places on or before 20th March 2020 but **who are not** Key Worker or Vulnerable, as "Non-Qualifying" children or families.

Secured places and notice periods for "Non-Qualifying" children during COVID-19 Period: "Non-Qualifying" children's places are secure during and after the COVID-19 period.

Once the COVID-19 Period has ended "Non-Qualifying" children will continue under their usual schedule of days. For a parent/carer wishing to change their child's schedule our normal Terms & Conditions and notice period will apply.

straight away and with as much notice as possible, to discuss options and future start dates.

Fee Pause for "Non-Qualifying" families during COVID-19 Period: We will not be issuing invoices from Wednesday 1st April 2020 for "Non-Qualifying" families. Dicky Birds Pre School Nurseries Ltd reserves the right to review the Fee Pause on an ongoing basis.

When the COVID-19 Period ends our Nurseries and Breakfast & After School Club will resume usual operations, fees will be charged as per our normal Terms & Conditions.

Non-refundable fees for March 2020: We have already committed to pay our nursery staff in full and all other associated operational costs for the month of March 2020. Therefore, we will be unable to offer a refund for the period of closure in March.

Terms & Conditions for "Non-Qualifying" families during COVID-19 period

Other than the Fee Pause our normal Terms & Conditions apply for "Non-Qualifying" families.

Dicky Birds Pre School Nurseries Ltd reserve the right to update our Terms & Conditions at any time and in accordance with government guidelines.

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New children starting and change of days during the COVID-19

The COVID-19 pandemic has meant that we and other early years settings have had to change the way that we operate and that we are subject to guidelines set by the government in relation to the pandemic.

This can include whether we can be open at all, the number of children who can attend, which children can attend (giving priority to Key Worker and Vulnerable children) our processes and policies.

As this is an evolving situation the government guidelines often change, and we adjust to them. For example, currently we have less children than usual at the nurseries for June and July 2020 but expect to be back at full capacity again for August and September.

We keep our families updated regularly of any changes to guidelines, processes, policies and attendance as quickly as we can.

If we have to delay a child's place or increase/change of days

If we have offered a place for a child, the parent/carer has accepted it based on our usual Terms & Conditions. Because of the COVID-19 pandemic and the resulting adjustments to government guidelines, it may be that the situation changes when a child's new place or change of days is due to happen.

For example, if because of government guidelines, we are required to close the nurseries or reduce the number of children we can accept, the child's may be delayed.

If we have to delay a child's place because of government guidelines, we will offer a full refund of deposit and fees in advance for the place, or can hold the deposit and fees in advance on account for a future start date.

If a child's place is cancelled or delayed by us because of government guidelines, we will contact the parent/carer

Reviewed	22 June 2020
Updated by	<i>Natali O'Farrell, Administration Manager</i>
Date to be Reviewed	Ongoing