



The Oxford Nursery

Parent Pack



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Marston Ferry Road,
Summertown, OX2 7EE
01865 316602

EY

49 Witney Road,
Eynsham, OX29 4PL
01865 884468



Nursery and Pre-school Parent Pack

Thank you for your recent interest in Day Care and Early Years Education with The Oxford Nursery.

To find out more about all that we have to offer or to see the nursery in action please see Oxfordnursery.co.uk or click below:



We look forward to meeting you.

Kind Regards,

Dawn A. Farrell

Nursery Manager/Director

BEd. (Hons) EYPS (Early Years Professional Status)

Mission Statement

**THE OXFORD
NURSERY**



We aim to create an environment where everyone feels welcome, safe and happy. We pride ourselves in fostering a friendly and dedicated environment...we are a happy team and like to think anyone who attends our nursery is our friend too. As you embark on the shared journey that is known as 'The Early Years', your child will learn as they play and become ready for 'big school'.

We nurture an environment that is warm, caring and inclusive where children can feel relaxed to play and learn about the world around them and each other. At The Oxford Nursery we do not follow one individual model of play and learning. Instead, we believe in treating each child as an individual and we encourage children to express their developing character within a setting that is welcoming, tolerant and respectful of British Values. We work hard to help them to develop and learn in the best way that suits their preferences, needs, individuality and interests. We support our children through the Key Person system where our team really get to know each child and find out what makes them tick. We understand that a strong partnership with parents will help us best know your child and respond to their growing and learning needs. We are committed to keeping parents informed of day to day happenings and developmental observations and use an on-line interactive system so the information can reach the parents as it occurs and respond directly too if they wish. This means we are easily tracking development and can identify your child's next steps in their learning journey.

We know that children learn in different ways and we aim to provide an exciting variety of fun and meaningful experiences, play equipment and activities. We strive for each child to reach their full potential at every stage of their development and through continued professional development staff keep up to date with current trends and thinking within the Early Years Profession. When the time comes for your little one to go up to 'Big school' we will have prepared the children for this transition through strong partnerships with the local schools.

Statement - Part 2



Whilst we seek to prepare children for the 'next steps' in their learning journey we never lose sight of the 'here and now' and always aim to provide a secure and homely environment, offering a comfortable atmosphere within which all individuals can make friends and form positive relationships. We pride ourselves in providing an environment where there are opportunities to develop confidence and positive self esteem and where successes are celebrated and built upon and this is for both children and adults alike. We seek to operate our day care service efficiently always following the Statutory Framework for the Early Years Foundation Stage set by OFSTED (Office for Standards in Education) revised February 2024 . We take our obligation to setting the Standards for Learning, Development and Care for Children from pregnancy to five seriously.

We value and are proud of the care we offer. We endeavour to provide an environment where children can be healthy, safe and secure and where their individual needs are being met and embraced. We seek to help our children form positive relationships with adults who genuinely care for them and enjoy being with them. We try to accommodate everyone, respecting all individual needs wherever possible. We also value and seek to maintain and encourage professionalism in our working practice at all times and celebrate and recognise professional achievement. (See our 'Commitment to Training Page).

In matters financial we pride ourselves in our provision of a fair financial structure whereby the cost of childcare is related directly to ratios, curriculum resourcing, meeting qualified staff requirements as well as the ongoing training needs determined by Ofsted.

We endeavour to provide the best combination of childcare and education possible. Similarly we aim to provide the best, most flexible, most sensitive and current childcare service to our parents, our clients. We have a combined service of knowledge and experience of over 150 years in our senior management team alone and we draw on this every single day.

Admissions

Policy

**THE OXFORD
NURSERY**



Accessibility and inclusion is at the heart of our Admission Policy. All children and their families are welcome at our settings regardless of, in no specific order, gender, family status and means, sexuality, ethnicity, class, disability, colour, religion, belief, location or academic selection.

Registration

Children may be registered and take up sessions from 8 weeks of age and at any time in the year as there is no specific intake point.

Start Date

Children are deemed fully registered with the nursery upon completion of the registration form and the nursery is in receipt of the required deposit. The deposit secures the requested sessions. A start date is confirmed by the nursery in writing. Sessions must be specified at the time of registering as open places may not be held. A start date must be supplied and agreed by the nursery.

Deferred/Delayed Start Date

Any change to the agreed start date requires changes to be made in writing and two months notice being given. Start dates may be deferred and held for up to 1 month but the sessions may be foregone if not taken up after the 1 month period and the deposit retained. A further deposit will need to be paid to secure sessions at a later date if the new start date exceeds the 1 month period. Reduction to sessions prior to the start date also require 2 months notice.

If the start date is requested to be brought forward this may happen with immediate effect if the sessions are available and staffing allows.

Session Availability

Sessions are allocated on a 'first come first served' basis and based on availability of sessions. Siblings will take priority over new children wishing to book in. Sessions that are not available at the preferred start date will be forecast and the prospective parent will be notified as to when they would become available.

Any change to session patterns should be put in writing and a month's notice given to reduce sessions. Increases to session patterns may be requested in writing and if staffing permits may take immediate effect.

Admissions

Policy - Part 2

THE OXFORD
NURSERY



Waiting List

Please Note: At The Oxford Nursery Summertown, as part of our site agreement, River Learning Trust (RLT) Staff are entitled to 25% of the places available in each age range.

RLT staff are not entitled to more than 25% of places in an age range if they are not utilising the entitlements in another age range
i.e. more Fresher spaces if Scholar spaces are not utilised.

RLT staff spaces can be offered to other parents but only under the strict understanding that the places hold a first refusal by River Learning Trust. If the sessions are required by RLT staff and we do not have surplus space in that particular age range then the occupying parent must vacate the placement or required sessions. Any parent taking up a RLT allocated space must be notified of this stipulation in writing and be made fully aware of the situation. In the event of a parent being required to surrender sessions to RLT staff, alternative sessions may be offered if they are available or indeed temporary care at our sister nursery (The Oxford Nursery Eynsham,) until the sessions become available. Any parent in this situation will automatically be placed at the head of the waiting list.

Under normal circumstances, in the event of sessions being unavailable an application to be placed on the waiting list may be made by completing a registration form. The requesting parent is informed of when the sessions actually become available in the future thus being given a future date for starting. The registration form is placed on a waiting list which is referred to each time there are any changes to the permanent scheduling. If changes occur to the scheduling that are relevant to the waiting list applications those parents are then informed and offered the sessions available.

Pre-visits

When children are due to start at the nursery they are offered settling in 'pre-visits', normally taking place the week before their start date. Generally 2x1½ hour sessions are offered but on occasion more are offered or indeed less depending on the needs of the child. The parents are asked to attend the first session initially and then are free to leave their child for the second pre-visit session of about an hour and a half.

Bookings and Payments



Bookings

A Registration Fee and an Administration Fee are required to register your child with The Oxford Nursery which then secures your place. (See Terms and Conditions). The minimum booking is for two days of care. Registering your child on the same day as your viewing entitles you to a discounted deposit charge.

There are different requirements for a 'Funded Only' place. Please speak to a Nursery Manager for more information.

When registering your child we endeavour to meet your needs, however it is only possible for us to book your child in for the same day pattern each week and unfortunately we are unable to accommodate alternate weekly days although may be able to offer this pattern of days on a temporary basis if available. If a part time placement is taken up requests for extra days can be made and are obviously subject to availability but we do our best to accommodate. To register with us please return completed registration forms and Terms & Conditions FAO The Nursery Manager.

Payment

An email with the link to your Family profile will be sent to you, confirming your annualised monthly childcare charge. Payment is due by the 28th of the month preceding the childcare. e.g. December childcare is payable by the 28th November.

Bank holidays, family holidays, child sickness and any other planned or unplanned closures (such as a snow day), Inset days or emergency closures are included in our monthly charges and are Non Refundable.

You could also be charged for late collection of your child – please see our 'Session Charges' for more details.

1st Month Invoice

If you start nursery part way through a month, our software 'Family' will create an invoice for the number of days up to the end of that month. The annualised day pattern will then become chargeable.

Cessation of Placement Contract

When a placement is cancelled the minimum notice period is 2 Months up to the end of the second month from the date of notice. Parents may choose not to utilise the final days but the placement is contractually held for them as part of the notice period whether childcare is utilised or not. No refunds or credits are given for non utilised days.

Session charges are on a separate pricing sheet and on our website.



Policy for Securing Days

- When registering a child at the The Oxford Nursery parents are required to state the weekly day pattern they require.
- We are unable to hold unspecified days open for you.
- Changes to reduce day requirements may be made in writing 2 months prior to the start date.
- Any reductions to day patterns after nursery care has commenced requires 2 months notice in writing.
- Verbal discussions with Managers/staff will not count as official notice to change days.

Written notice is required to confirm day changes.

- Late information to reduce day requirements will incur the full cost of the original day pattern.
- Delaying a start date requires 2 months notice in writing. Late notice of this change will incur the full cost of the days from the original start date.
- Bringing a start date forward is only possible if days and staff are available but will be accommodated as soon as it is possible.
- Increases to day requirements may be made right up to the start date but are subject to availability of days and staffing. The more notice that can be given the more likely the day increase may be accommodated.
- Ad hoc **Extra Days** once requested and confirmed by a manager may not be refunded if no longer required.

Our commitment is to be fair and well organised and accommodate everyone's requirements. We thank you for your co-operation and understanding in advance.

Dawn A Farrell Securing Days April 2025

Hours of Business



Monday – Friday (Excluding Bank Holidays)

Opening Hours are 7.30am – 6pm

(These are the hours we are insured to have children on the premises).

You may drop off and pick up your child at any time within the Opening Hours, however we do encourage that once your child reaches 2 years old they are prepared to start their day at 9am.

When you arrive at the Nursery please ring the bell and a member of staff will come to greet you.

Details of Inset days, bank holidays or altered opening hours (e.g. Christmas) will be displayed on the Nursery Notice Board and also communicated with families and carers via Famly.

We are required by Ofsted to have two members of staff on duty at the beginning and end of each day, charges are made to reflect the cost of staffing this requirement.

This is a minimum requirement even if we have only one child on the premises for safety and security reasons.

Dawn A. Farrell Hours of Business April 2025



Nutrition and Menu Planning



The Early Years Foundation Stage (EYFS) 2025 Framework, effective from September 1, 2025, requires all Early Years providers to follow new nutrition guidelines for menu planning. The new guidance replaces the previous "Example menus for early years settings" and introduces stricter rules on healthy eating, food safety, and allergy management. This is a 'deep dive' informative policy (Info-Policy) on Nutrition and Food Safety at The Oxford Nursery for both practitioners and parents.

Nutrition historically at The Oxford Nursery

Nutrition and Menu planning at The Oxford Nursery has always been a dedicated and strong passion since the conception of the first Oxford Nursery setting in April 1997. Over the years the menus, specifically, have developed and embraced a bigger range of meals which have moved more towards a vegetarian diet. Despite moving in this direction we have previously always carefully considered the choices that are included on the weekly menus and even though well beyond the Bovine Spongiform Encephalopathy (BSE) challenges the farmers faced in the 1990s when we first opened we made the decision to leave beef and beef products out of the menu planning, purely based on the knowledge that beef is a very rich meat and we were leaning towards the gentler, healthier white meats and fish products. In many respects our ethos has changed very little in all the years since first opening but the menus have been reviewed annually to make sure we are offering the most nutritious meals and equally importantly, food that the children love but knowing we've had to be a little clever in our meal preparation and determination to succeed with so many vegetables with even the faddiest of eaters!

In addition we have been diligent in responding to the needs of our children who have intolerances or allergies and always taken measures to make sure our meal time procedures are safe. We have rigorously reviewed our food preparation and storage methods to ensure the safety for everyone over the years. We work hard following 'Safer Food' practices at both Eynsham and Summertown.

At the point of our opening in 1997 the requirements were to have a qualified First Aider in each room but we prided ourselves in our response to this in going further to have EVERYONE First Aid trained.

Nevertheless with the new Nutrition Framework of September 2025 we have responded further to make sure our nutrition and meal time delivery is safe, meeting everyone's needs and in every way helping the children to thrive and enjoy the experience of food.

For more comprehensive information please do ask to read our 'Nutrition & Menu Planning at The Oxford Nursery - an Info Policy'

Nutrition and Menu Planning

Sample Menu

 Sample Menu				
MON	TUE	WED	THU	FRI
BREAKFAST: Cereal with Fruit	BREAKFAST: Cereal with Fruit	BREAKFAST: Cereal with Fruit	BREAKFAST: Cereal with Fruit	BREAKFAST: Cereal with Fruit
SNACK: Carrots and Cheese cubes	SNACK: Cucumber and Apple slices	SNACK: Buttered Crackers and Pear	SNACK: Rice Crackers and Banana	SNACK: Peppers and Milk biscuit
LUNCH: Mixed Vegetable Bolognese with Penne pasta and Garlic Bread Plain Yoghurt with Fruit puree	LUNCH: Cod Fish fingers with Peas in Cheese sauce with Cous cous. Plain Yoghurt with Fruit puree	LUNCH: Curried mixed Vegetable and Raisin Casserole with New Potatoes. Plain Yoghurt with Fruit puree	LUNCH: Mushroom and Borlotti Bean Risotto (rice) with Cheesy Peas. Plain Yoghurt with Fruit puree	LUNCH: Popeye Spinach Lasagne bake with Sweetcorn. Plain Yoghurt with Fruit puree
SNACK: Digestive Biscuits and Apple	SNACK: Pineapple pieces and Cheese	SNACK: Orange pieces and Rich Tea	SNACK: Celery with Cream Cheese	SNACK: Apple with Tuc biscuit
TEA: Cucumber and Cream Cheese sandwiches. Fresh Fruit and Vegetable platter	TEA: Home made thick Vegetable Soup with Bread and Butter. Fresh Fruit and Vegetable platter	TEA: Cheesy Leek and Mustard Toasts. Fresh Fruit and Vegetable platter	TEA: Cheese and Onion Potato Pie with Baked Beans. Fresh Fruit and Vegetable platter	TEA: Savoury Omelette with Potato Salad and Cucumber. Fresh Fruit and Vegetable platter
SNACK: Biscuit Barrel	SNACK: Biscuit Barrel	SNACK: Biscuit Barrel	SNACK: Biscuit Barrel	SNACK: Biscuit Barrel

Code of Conduct



“Children usually feel more confident and positive about themselves and their learning when Parents/Guardians and Practitioners work together in an atmosphere of mutual respect.”

(EYFS – Effective practice: Parents as Partners).

The Oxford Nursery recognises that to help children feel valued and to enhance the learning and development of those who attend our setting, a positive and effective partnership between Parents/Guardians is essential and will be encouraged at all times. We call this ‘Parents in Partnership’.

“Successful relationships become partnerships when there is good communication and Parents and Practitioners really listen to each other and value each other’s views and support in achieving the best outcomes for each child.”

(EYFS- Effective practice: Parents as Partners).

The Oxford Nursery will always strive to provide a safe, welcoming and happy environment for the children and families that access our service. We firmly believe that by working together Parents/Guardians and Educators can provide long lasting and beneficial effects on the children’s learning and emotional well being. We always hope the effects of those good relationships formed at nursery extend far beyond the short time the children attend our nursery.

This policy is to be used as a guide for all Parents/Guardians, Volunteers, Staff, Extended Family, Visitors and Professionals who access our setting. We take our responsibility very seriously to provide a comfortable, safe and happy environment for all of the children, staff, parents and visitors where the rights of everyone are considered at all times.

The Oxford Nursery places great value on:

- The physical and emotional well being of the children and staff: As a first priority, meeting the individual needs of all children lies at the heart of the EYFS. We will, in close partnership with Parents/Guardians, strive to deliver personalised learning and development and care to help children get the best possible start in life. Second only to our children comes the physical and emotional well being of the adults in our environment.
- Providing an open, welcoming environment where everyone’s contribution is valued, respected and positively encouraged.
- Promoting positive attitudes to diversity and difference within all children, helping them to learn and to value different aspects of their own and other people’s lives.
- Encouraging Parents/Carers to support, participate in and have an understanding in the day to day Early Years Foundation Stage activities that we provide for the children.
- Providing a safe and secure environment, in which children will thrive, staff will feel supported valued and respected, and parents will feel that their views and opinions are important.

Code of Conduct Part 2



To ensure the smooth running of the setting due regard should be given to the following:

- * Health and Safety- Our policies and procedures are always available on request. Parents can find copy of key policies such as safeguarding children as well as be alerted to specific safety matters on our FAMLY app as concerns arise
- * Procedures upon enrolment of child(ren). Compliance with all policies and procedures is essential.
- * Communication: - Is key to avoiding misunderstandings and potentially volatile situations. We encourage a culture of polite consideration toward others using acceptable verbal and nonverbal language and respectful behaviour. At no time will disrespectful, aggressive or offensive language or behaviour be acceptable from anyone whatever the circumstance may be.
- * Discipline issues with the children are the responsibility of the staff during the working day and as such any concerns about behaviour should be referred to them directly. Children's behaviour should only be discussed at appropriate times between carers as part of their day to day job or between carers and/or managers and parents/guardians at handover times or specific meetings. Behaviour issues are a sensitive and confidential matter between the nursery staff and the parents of that particular child...confidentiality must be considered at all times. Staff members may not shout at the children and are discouraged from raising their voices to discipline a child but rather use positive behaviour management strategies. Behaviour management becomes the responsibility of the parents when they are on the premises at drop off and collection times and we insist the behaviour management is positive and in line with our Positive Behaviour Policy but The Oxford Nursery staff have the right to intervene if the behaviour is contrary to daily acceptable norms.
- * Respect- We are an inclusive setting and we celebrate diversity. Everyone is valued and respected and we aim to promote positive attitudes to diversity and differences within all people.
- * Confidentiality:- Is paramount and everyone is expected to comply with the setting's confidentiality policy. Please respect the confidential nature of information gained or behaviour observed in relation to other children and adults.
- * Conduct:- Always act in the best interests of other people.
For this policy to be effective everyone concerned must take ownership and assume responsibility of it.

Code of Conduct Part 3



**To ensure that this happens:
The Management will endeavour to:**

- * Abide by the standards of conduct as set out in this policy.
- * Ensure that this policy is displayed at the setting and that all volunteers, students and visitors are made aware of the Parent Information Board.
- * Review this policy at least once a year or as and when required.

The Staff will endeavour to

- * Abide by the standards of conduct as set out in this policy.
- * Respect individual needs and value the cultural practices and beliefs of the children and families that use our service.
- * Work with colleagues, management and parents/guardians to provide an environment that encourages positive communication and feedback. Your views and opinions are valuable in enabling us to evaluate our service and make changes where necessary to improve.
- * Act as positive role models at all times.
- * Provide policies and procedures upon request to ensure that Parents/Guardians understand the workings of the environment
- * Abide by the standards of conduct as set out in this policy.

Breach of Code of Conduct

Any breach of the code of conduct by staff, Parents/Guardians, volunteers or visitors will be treated promptly and taken very seriously. The management will endeavour to determine the appropriate course of action which may include, but is not limited to, any of the following procedures.

- * A first and final warning meeting/letter being issued to inform the relevant person of the outcome of the investigation and that another breach of conduct will not be tolerated.
- * A restraining order being sought against the relevant person, which will in affect prevent that person from attending the setting even to drop off or pick up children.
- * The suspension and possible permanent withdrawal of a child's place. This action will only be taken if all other avenues have been explored and the management feel that this is the only possible course of action left open to them.

Code of Conduct Part 4



Breach of Code of Conduct continued..

Any breach of the code of conduct by staff, Parents/Guardians, volunteers or visitors will be treated promptly and taken very seriously. The management will endeavour to determine the appropriate course of action which may include, but is not limited to, any of the following procedures.

* The use of mobile phone or other recording devices to film, record an incident or use as a surveillance device is strictly prohibited under safeguarding children rules and any activity of this nature suspected will be reported to the police immediately.

If the staff are presented with a difficult or volatile situation and they feel that an individual is at immediate risk of harm, then the Police will be contacted, and their assistance requested to help deal with the situation.

Any decision to exclude an individual or family is the right of the management in an effort to eradicate abusive and intolerable language and/or behaviour and keep everyone at nursery safe from any harm in its different forms including both physical and emotional. Any issued exclusion may be final and without review.

COVID TIMES (Historic Information)

Covid undoubtedly presented many additional challenges that affected the smooth running of the nursery. The nursery Staff, Management and Directors made decisions based on the Safeguarding and Health and Safety of the Children, Staff and everyone associated with the nursery to assist in the safe functioning of the nursery. From time to time these often very difficult decisions might not have been well received by some and rest assured we took no pleasure in causing anxiety and inconvenience. We asked that everyone responded appropriately both in words and action when reacting to difficult situations that were presented.

This policy has taken into consideration the following legislation.

Child Wellbeing and Safety Act 2005
Children, Youth and Families Act 2005
Children's Services Act 1996
Disability Discrimination Act 1992
Occupational Health & Safety Act 2005

Sex Discrimination Act 1984
Workplace Relations Act 1996
Equalities Act 2010
Equal Opportunity Act 1995

Human Rights and Equal Opportunity Commission Act 1986

Dawn A. Farrell reviewed April 2025

Schools Out!

Holiday Club

THE OXFORD NURSERY

**Locations at
Summertown and Eynsham
Holiday Care for 5-8 year olds
Mon-Fri 7.30am-6:00pm
We cover all School Holiday
periods and Teacher
Training/Occasional Closure
Days**

**The school holidays are
always looming...
Wondering what you can
plan for the children?
Come join our 'School's
Out. . Holiday Club'. Each
day filled with fun, sport,
creative activities and
outings all led by Qualified,
CRB checked and nursery
approved staff.**

**All food and snacks
provided... Parents may
wish to join their children
for our occasional Picnics!**

**Summertown
£56 per day
£29 per half day**

**Eynsham
£46 per day
£23 per half day**

Use your Famly app for bookings/requests



Terms & Conditions



Acacia Care and Education Limited Terms and Conditions

1. Definitions

1.1 Words and expressions used in the Day Nursery Place Agreement and following meanings except where the context otherwise requires:-

"Agreement"	the Day Nursery Place Agreement of which these Terms and Conditions are a part;
"Child"	a child of the Parent(s), occupying a place at the Day Nursery, and "Children" shall be construed accordingly;
"Parent(s)"	the parent(s), the Parent's Partner or Guardian(s) of the child;
"Authorised Person"	any individual nominated by the Parent(s) or Guardian(s) in writing or by phone to any manager, able to divulge a password as previously notified by the Parent(s) or Guardian(s)
"Payment Date"	the last day of the month preceding the date on which the Day Fees are payable in advance;
"Registration Fee"	A non-refundable registration fee of £150.00 is required to submit a valid child registration form
"Administration Fee"	A non-refundable Administration fee of £50.00 is required to submit a valid child registration form and make to regular day pattern changes once registered, per child.
"Day Fee"	the monthly sum specified in the Agreement payable by the Parent(s) in advance in accordance with and subject to the provisions of paragraph 5; Annualised Fees.
"Other Charges"	sums charged for services and or items other than day fees,
"Start Date"	the date on which the Child commences attendance at the Day Nursery.
"OXN"	Acacia Care and Education Limited Trading As: The Oxford Nursery

2. Obligations of the Parent(s) / Guardian(s)

Both Parent(s)/Guardian(s) are required to sign the registration form and shall:

- 2.1 answer fully and frankly all questions set out in OXN registration documents;
- 2.2 pay the Registration Fee, Administration Fee and Day Fee invoices promptly in accordance with the terms of Paragraph 5;
- 2.3 notify OXN in writing of any food, medicine, materials or activity to which the child is allergic too or has experienced reactions to which gave rise to the need for medical attention;
- 2.4 provide a phone number where the Parent(s) may be reached at all times while the Child is at the Day Nursery;
- 2.5 provide a written list of responsible adults who are Authorised to collect the Child from the Day Nursery subject to disclosure of a password nominated by the Parent(s) or Guardian(s)
- 2.6 ensure that a responsible adult is at the Day Nursery by 6:00 pm daily to collect the Child; subsequent late charges will apply.
- 2.7 permit, and hereby authorise, The Oxford Nursery personnel to arrange for the Child to receive medical treatment in the case of an emergency.
- 2.8 The Primary Carer is the person/persons who have legal responsibility for the named Child.

3. Obligations of The Oxford Nursery

OXN shall:

- 3.1 make available suitable premises and qualified staff for the Day Nursery;
- 3.2 ensure that such premises comply with all relevant legal requirements in respect of the provision of child care facilities;
- 3.3 conduct educational programmes for Children attending the Day Nursery;
- 3.4 take all reasonable steps to ensure that the Day Nursery shall be open between the hours of 7.30am and 6:00pm Monday to Friday 52 weeks of the year, except on public and bank holidays.

4. Children

4.1 OXN may require the Parent(s) to withdraw or remove the Child from the Day Nursery in the event that:-

- a. it has reasonable cause to believe that the Child is or may be suffering or has suffered from any contagious disease, and there remains a danger that other children at the Day Nursery may contract such disease;
- b. the Child requires special medical care or attention which is not available or which is refused by the parent(s)
- c. the Day Nursery managers considers the Child to be disruptive, delinquent or a danger to other children.

4.2 The Parent(s) shall not be entitled to any refund of Day Fees when a Child is absent from the Day Nursery for any of the reasons stated in paragraph 4.1a-c, unless the child is permanently removed from the Day Nursery by OXN

5. Day Fees and Other Charges

5.1 Prior to the Start Date the Parent(s) shall arrange for payment of the Registration Fee and Administration Fee unless not required by OXN due to Funding Entitlements.

Terms & Conditions

Part 2



- 5.2 Prior to the Payment Date the Parent(s) shall arrange for payment of the Day Charges and Other Charges as indicated on the relevant invoices for those charges, on each subsequent Payment Date. OXN shall not be obliged to admit the Child upon failure by the Parent(s) to pay the Registration Fee and/or Day Fees and Other Charges by the Start Date or on any Payment Date;
- 5.3 OXN reserves the right to levy a late payment charge of £35.00, payable in 7 days, on all accounts not settled by the due date. Settled will be defined as card payments, direct transfers or vouchers received by the respective nursery, any applicable discounts are void when accounts are overdue.
- 5.4 Where more than one Child attends the Day Nursery, a discount will normally be applied to the Day Fee in respect of the second Child, the discount will be applied to the Child with the lesser Day Fees; all discounts are calculated after the allocation of government funding.
- 5.5 The Parent(s) shall not be entitled to any refund or release from liability for payment of Day Fees by virtue of non-attendance of a Child at the Day Nursery for any reason, nor a refund due to temporary closure - for any reason.
- 5.6 OXN operates an annualised fee structure which includes every Monday to Friday in each calendar year.
- 5.7 OXN is committed to maintaining high standards in their settings as set by Ofsted and 3 training 'closure days' are factored into each calendar year. These are chargeable within the annualised fees.
- 5.8 OXN may increase the Annualised Day Fees each year by not less than the increase in the Retail Price Index for the previous year.
- 5.9 OXN reserves the right to suspend any account which is 1 months in arrears with immediate notice. No attendance will be allowed until the account is settled in full.
- 5.10 Each account is only entitled to one discount. The highest value per applicable discounts will be given. No discounts are allowed on non-recurring scheduled days or holiday club. Discount only apply to regular scheduled day fees.
- 5.11 Any change to Start Dates, Leaving Dates or Regular Day Patterns will incur the Administration Fee billed at the time of notification by the parent/guardian, per child.
- 5.12 It is a parents responsibility to cancel any Voucher payments in time for a child leaving the nursery. If a refund of a Voucher is requested an Administration Fee of £25 will be applied to the account.
- 5.13 Parents are responsible for all outstanding monies on the account should the Local Authority discontinue or revoke their funding for any reason.
- 5.14 Parents utilizing the Designated Terms Discount must make payment prior to the 28th of the month predating the first month of the Designated Term dates.
- 6. Liability**
- 6.1 OXN accepts no liability for any pecuniary or other loss suffered by the Parent(s) arising directly or indirectly as a result of the Day Nursery being temporarily closed or the non-admittance of the Child to the Day Nursery for any reason.
- 7. Termination/Cancellation Change**
- 7.1 Termination of placement requirements of child or children from previously scheduled days shall require two full months notice in writing, as from the date of receipt by OXN. The notice period will run to the end of the second month, fees within the notice period remain payable. Only the Parent or Guardian named on the registration detail will be authorised to terminate the agreement.
- 7.2 If OXN is unable to provide the days requested by the Parent(s), the Registration Fee will be repaid if no alternative arrangements can be agreed with the Parent(s);
- 7.3 Termination of placement requirements of child or children from previously scheduled days shall require two full months notice in writing, as from the date of receipt by OXN. Only the Parent or Guardian named on the registration details will be authorised to terminate the agreement. Days previously booked cannot be reinstated for a minimum of 3 months.
- 7.4 Termination and re-placement of child to secure holidays from care is strictly prohibited, care will be considered continuous and charged accordingly, despite receipt of notice or acceptance of new deposit and admin fees. Terminated days will be offered to next on waiting list.
- 7.5 Postponement of the Start Date will require a minimum of one months written notice, the postponement can be for a period no longer than one month after which the Deposit may be retained and any further Start Dates would require a further Registration Deposit and Administration Fee,

Terms & Conditions

Part 3



- 7.6 OXN shall have the right at any time by serving a notice in writing on the Parent(s) to terminate or change the Agreement with immediate effect if such Parent(s) fails to pay fees within 7 days of the Due Date
- 7.7 Loss of any type of ancillary funding to parents/guardians or OXN, received either by the parent/guardians or the OXN on behalf of any child or member of staff will not constitute a change of terms and conditions.
- 7.8 OXN Reserves the right to notice of termination of placements with a minimum of 30 days notice for all settings effected by any statutory, local authority or company matters, including by not limited to, child protection, environmental, staff welfare or setting changes.
- 7.9 OXN shall have the right at any time by serving a notice in writing on the Parent(s) to terminate or change the Agreement with immediate effect if such Parent(s) fail to adhere to the Code of Conduct, are abusive or threatening to the staff, children or other parents in any way either verbal, written or via social media.
- 7.10 Parent(s) utilizing the Designated Terms Discount fee structure are required to provide a minimum of 1 terms notice for termination of placement. Cessation of use of contracted placement mid term will not entitle Parent(s) to any refund for non attendance within the term. All fees will be retained and the place considered open to use by parent until the end of term for the contacted child.
8. Prohibition of Employment of OXN Staff
- It is an express condition of these terms and conditions, that for a period of 18 months immediately following the cessation of your registration with OXN , you will not, whether directly or indirectly as principal, agent, employee, director, partner or otherwise approach any individual, director, employee or agent of OXN for the purposes of facilitating, contracting or employing, if the purpose for such an approach is to solicit services provided by OXN or which could have been undertaken by OXN.
9. Whole Agreement
- 9.1 Acacia Care and Education Ltd is committed to keeping all data secure relating to it's clients and associated people, including children, parents and staff as set out in our Data Protection Policy and Privacy Statement. Your signature on these Terms and Conditions is confirmation that you consent to data relating to both parents and child/ren and associated persons you have added to the registration form being collected and stored by Acacia Care and Education Ltd.
- 9.2 The Agreement and these terms and conditions represent the entire understanding between the parties and there are no promises, terms, conditions or obligations, oral or written, expressed or implied, other than those contained in them. I the undersigned confirm I have read and understood the Terms and Conditions.

Name (Print) Name (Print)

Signature: Signature:

Date:

Date:

RF June 2025