Nestlings Eco Nursery

Registration pack

Session Times & Prices

INCLUDED IN THE PRICE:

- Organic homemade meals, snacks & drinks
- Organic formula milk & cows milk
- Eco-friendly nappies
- High quality, personal care & education in a clean, safe & stimulating environment
- Parent App
- Family play days
- Community Events

UNDER 3'S	Day	Week
Full Day 8am - 6pm	£82	£390
Morning Session 8am-1pm	£54	£257
Afternoon Session 1pm-6pm	£52	£247

OVER 3'S	Day	Week
Full Day 8am - 6pm	£80	£380
Morning Session 8am-1pm	£52	£247
Afternoon Session 1pm-6pm	£50	£238
AM Wrap Around = PM Drop Off	£58	£276
PM Wrap Around = AM Pick Up	£70	£333

*EXTRA 30 MINUTE SESSIONS		
7.30am - 8.00am	£6	£30

REGISTRATION FEE	£75
SIBLING DISCOUNT	5%

30 Hours Scheme, Flying Start & Tax Free Scheme Available

5 St Andrews Crescent, Cardiff, CF10 3DA
02921 320 909
standrews@nestlingsnursery.co.uk

David Lloyd, Ipswich Road, Cardiff, CF23 9AQ
07392 559 957
davidlloyd@nestlingsnursery.co.uk

Meet the Nest Family

Visit Us

You can either call, e-mail or drop in to book a viewing or do it instantly via our online calendar system. Please find the details below:

02921 321 240

standrews@nestlingsnursery.co.uk

www.nestlingsnursery.co.uk

Nursery Director
Misty

Nursery Manager
Maria

Nursery Deputy Manager
Sara

Ask Questions

Making this decision for your family is very difficult, so you need to make sure it's right for you. Have a think about what you need from us in terms of sessions, start dates, dietary requirements, care support, family support, allergy specifications etc.

No question is too silly so please just ask away. We want to be able to provide your family with what you need and welcome you into our Nursery way of life. We are different from standard Nurseries so there are lots of questions to ask.

This decision is for you all as a family, not just for your little one. The most important thing is that you and your little one feel comfortable.

What Happens Next

- Send the signed documents to the Nursery via e-mail, hand delivery or post
- Send the registration fee via BACS, website, cash or cheque
- The Nursery will then be in contact to confirm your child's place or add you to a waiting list

- At least one month before your child is due to start at The Nest - the Nursery will get in contact to arrange suitable settling in sessions for the fortnight before your start date
- Start to prepare yourselves and your child for Nursery (more information following)
- Attend the settling in sessions and share all relevant up to date information
- Your child will start their first full session

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Preparing For Nursery

The thought of starting Nursery can be daunting so it can help to read through this and start preparing your family in advance.

It can be hard to predict how your child will react to attending nursery for the first time, some children stroll straight in, taking it all in their stride, while others can find being separated from Mum or Dad a little harder to adjust to. No matter how your child reacts at first they are sure to soon settle into their new routine, will love all the new toys to play with, songs to sing and activities to get stuck into with their lovely new friends.

Here are a few ways that you can make the transition easier for everyone concerned:

- Talk about Nursery - No matter what the age and development stage is of your child - talk to them about going to Nursery, what will happen and what their teachers are called. This will help them to accept the process, recognise names and have some understanding.

- Be Positive - Your child feeds off your energy so try to portray happiness and joy when talking about Nursery

- Stay Calm - However your toddler reacts to attending nursery for the first time, it is important that you stay calm. Children are very receptive to their parent's reactions so they are likely to pick up on it if you're treating their nursery experience as an event that induces anxiety. As a parent you are the person that your child looks to for reassurance and you are their 'safe place.' Staying calm no matter how your child reacts will demonstrate that you are there to support them and that while doing something new may feel uncomfortable, everything is going to be just fine. Speaking about the nursery in a positive way can also help your little one to see that going to nursery is an adventure to look forward to and is not a negative experience to be feared.

- Get Social - If your little one is an only child, suddenly being thrust into a group of children at Nursery may come as a very unwelcome shock! Before your child starts at Nursery it is a good idea to up the number of play dates that they have with children of a similar age, or maybe attend some toddler groups to get your child used to the idea of being around other children, sharing toys and taking turns.

- Ask questions - we want the transition to be as smooth as you do so if you want to know anything about the Nursery before you attend the settling in session, please just ask!

Settling In

We get in contact with you about a month before your child's start date to organise 4 suitable settling in sessions.

These 4 sessions usually take place over a 2 week period but can be arranged to suit your availability and needs.

The first settling in session will be to meet your key worker. Your key worker will be the person who is initially responsible for settling your family into Nursery life, making sure your child's needs are met, liaising with you, observing, assessing and planning for your child's needs.

Your initial meeting will be a chance for you to get to know your key worker and go through a settling-in form, answering questions all about your child, what they like and don't like etc, Your child may enjoy answering these questions for themselves if they're old enough.

Once all the questions have been asked, we'll ask you to leave your child for about 30 minutes so they can go and meet their new friends and have a good look at their new playroom and toys. Hopefully they won't be upset but if they are and we can't comfort them enough, we'll give you a call and ask you to come back and get them sooner.

The first session is a quick introduction and will hopefully get your child excited about coming back to play and learn.

The other sessions are then booked in for 2 hours. We ask you to leave your child on their own for these sessions so they get used to the idea that Nursery is a place they attend without their parent/guardian. Again, if your child isn't happy, we'll call you to come and get them sooner.

If you aren't comfortable leaving your child, we welcome you to sit in the office and watch from afar on the cameras to gains some reassurance and provide assistance/tips if needed. It's important that you feel comfortable, as well as your child.

Each child is different so we just need to take each settling in session as it comes, if your child doesn't seem to be settling greatly by the end of the second session, we will schedule in some extra sessions.

Starting Nursery may disrupt your child's sleeping and eating patterns slightly as they get used to the change but this should settle back to normal within a couple of weeks, when they're settled into the routine of Nursery.

What to Pack

SUITABLE CLOTHES

- Clothes suitable for getting messy and dirty
- Sun Hat / Wellies - Clothes suitable for the weather - remember the weather changes a lot in the UK.
- Suitable footwear for playing outside
- Slippers are optional but advised

SUITABLE SPARES

- At least one set of spare clothes for your child to change into - children have accidents and also get involved in lots of messy activities.

We do have aprons, however in our 'free play' ethos, children can get into an activity before a member of staff has had a chance to put them in an apron, and sometimes it actually ruins the child's trail of thought by pausing to put on an apron - ruining the fun in learning.

COMFORTER

Your little one might have a special toy or comforter that they use at home to get them to sleep or just feel calmer. Your child might find it nice to have it in Nursery to help settle them and for nap times.

MEDICINES

- Any daily medicine your child may need. A medication form must be completed.
- We ask parents to provide Calpol for their child and sign our Calpol medication policy - should your child need it while at nursery.

OTHER BITS WHICH MAY BE NEEDED

- Nappy Cream
- Specific Milk or Nappies if not happy using the ones provided by the Nursery
- Toothbrush
- Sleeping bag (if you want your child to sleep in their own from home)
- Bottle or Beaker if your child specifically drinks from one type

Please label all belongings where possible

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A sample of life at The Nest

SAMPLE ROUTINE

- 8-8.30am - Breakfast
- 8.30am - Carpet Play
- 9.00am - Group Time
- 9.15am - Free Play
- 10.00am - Snack
- 10.15am - Outdoor Time
- 10.45am - Free Play
- 11.40am - Tidy Up Time
- 11.45am - Group Time
- 12.00pm - Lunch
- 12.30pm - End of morning session
    - Nap time
    - Carpet Play
- 1.30 pm- Afternoon session - Free Play
- 2.15 pm - Group Time
- 2.30pm - Snack
- 2.45pm - Outdoor Time
- 3.30pm - Free Play
- 4.20pm - Tidy Up Time
- 4.30pm - Tea
- 5.00pm - Group Time
- 5.30 pm - Carpet Play

This routine will fit around your child's personal home routine so we can keep their nap and feeding times to what they're used to.

FREE PLAY

We provide between 15 and 19 different thought out activities, based on your child's age and development stage each day, in these different areas:

- Creative
- Messy Play
- Sand
- Water
- Seasonal
- Home Corner
- Role Play
- Construction
- Small World
- Cooking
- Gardening
- Table Top
- Sensory
- Physical
- Treasure Basket
- Outdoor
- Group Time
- Story
- Song Time
- Environment

SAMPLE MENU

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning Snack	Mashed Banana on a Rice Cake	Natural Yoghurt	Cheese on Cracker & Cucumber	Seasonal Fruit with an Oat Biscuit	Scone & Seasonal Fruit
Lunch & Pudding	Cottage Pie with Seasonal Veg Yoghurt	Lasagne with Seasonal Veg Vanilla Biscuit	Chicken Jalfrezi with Rice Mixed Fruit	Lentil Hot Pot with Peas Yoghurt	Mixed Bean Chilli with Rice Lemon Cake
Afternoon Snack	Flapjack and Apple	Cheese Scone with Fruit	Fruit Yoghurt	Sugar Free Fruit Cake	Rice Cake & Fruit
Tea	Fishcakes & Homemade Chips	Seasonal Soup & Bread	Cheese & Potato Pie	Seasonal Soup & Bread	Homemade Pizzas

Registration Details

This form must be completed by someone who has parental responsibility.

Child's Details

Full Name: _____ Familiar Name:_____

Date of Birth /Due Date: _____ _ Gender: _F_/_M_

Home Address: _____ Postcode:_____

_____ _____ Tel: _____

Session Requirements

A minimum of 2 half day sessions or 1 full day must be booked

Required Start Date: _____

	Mon	Tue	Wed	Thur	Fri
Full day 8am - 6pm					
AM session 8am - 1pm					
PM session 1pm - 6pm					
Wrap Around AM (with school drop off)					
Wrap Around PM (with school pick up)					
Extra PM session 1 7.30am - 8am					

Full Time - Term-Time only - Holiday Club - Flying Start - 30 hours

(Term Time and Holiday Club sessions are limited to 8 places- your name will be added to waiting list if full)

☐ ☐ ☐ ☐ ☐

Parent / Carer No.1 Details

Full Name _____ Relationship to Child _____

Legal Responsibility? Yes / No Lives with Child? Yes / No

Home Address _____ Mobile Tel: _____

_____ Home Tel: _____

Work Address _____ Occupation: _____

_____ Work Tel: _____

E-mail: _____ Password: _____

Parent / Carer No.2 Details

Full Name _____ Relationship to Child _____

Legal Responsibility? Yes / No Lives with Child? Yes / No

Home Address _____Mobile Tel: _____

_____ Home Tel: _____

Work Address _____ Occupation: _____

_____ Work Tel: _____

E-mail: _____ Password: _____

Alternative Emergency Contact 1

Full Name _____ Relationship to Child _____

Home Address _____ Mobile Tel: _____

_____ Home Tel: _____

Alternative Emergency Contact 2

Full Name _____ Relationship to Child _____

Home Address _____ Mobile Tel: _____

_____ Home Tel: _____

Health Information

Doctor _____ _____ Health Visitor _____

Surgery Address _____ Surgery Tel: _____

_____

Any Known Allergies? Y / N Any Health Conditions Y / N

If Yes - Details: _____ If Yes - Details: _____

_____ _____

Dietary Requirements: Meat / Pescatarian / Vegetarian / Vegan

Any other Support (Speech Therapist/Social Services)? Y / N

If Yes - Details: _____

_____

All vaccines up to date? Y / N Proof available? Y / N

Extra Information

First Language _____ Other Languages Used _____

Ethnic Origin _____ Religion _____

Festivals Celebrated at Home _____

_____

Details of Other Childcare Settings Attended and Dates

_____

Any Other Information Useful to the Nursery

_____

How Did You Hear About Nestlings Nursery

_____

Why Did You Choose Nestlings Nursery

_____

Is Your Childcare Place to be Funded Y / N

If Yes, please give details:

_____

Important

We ask that you keep us informed of any changes to your details.
Periodically we may ask you to confirm your details for our records.
£75.00 Registration Fee to be paid by Cash, Cheque or BACS:

Nestlings **40-16-15** **64102525**

Declaration

- ☐ All above details are true to my knowledge.
- ☐ I have read and understood the attached Nursery Terms and Conditions.
- ☐ I enclose or have transferred the registration fee.

Parent 1 Signature _____ Date _____

Parent 2 Signature _____ Date _____

Completed by Nursery

- ☐ All required proof received
- ☐ Registration fee received
- ☐ Place booked

Manager Signature_____

Print Name _____

Date _____

Terms & Conditions

The following terms and conditions relate to the contract between Nestlings' Nursery and Parents/Guardians. The rules about notice periods and payment of fees serve to promote stability, assist with forward planning of staffing requirements and general resourcing.

Registration
A fully completed registration form must be submitted to the nursery and a non-refundable £75.00 registration fee is required to secure the booking. This does not guarantee that a place will be available. The registration fee will be returned if the nursery cannot offer the requested session/s.

Minimum Booking
A minimum number of sessions your child can be booked into Nestlings' Nursery for is 2 sessions per week. One session equals either a morning or afternoon half day session, 2 sessions can equal 1 full day.

Nursery Fees and Charges
Nestlings' Nursery is open Monday-Friday 52 weeks of the year apart from Bank Holidays. There is a choice between full-time contracts (52 weeks) or term-time only contracts (37 weeks) for Nursery or out-of-term contracts (weekly) for Holiday Club only, subject to availability.

The fees payable by the parent/guardian for any contract are charged monthly for the child's booked sessions. The fee is payable a in advance, to be paid by the first day of each month (the due date) by either BACS, Government Tax-Free scheme, App Card Payment, Childcare Vouchers or Cash.

- Additional sessions purchased, over and above normal booked sessions, will be charged monthly in addition to the equal monthly amounts.
- Unused booked sessions are not refundable.
- Bank Holidays will be deducted as necessary from each monthly invoice.

Payment of Childcare Fees
Before commencing your childcare place at Nestlings' Nursery, payment of the monthly fee is required in advance by BACS or Cash.

Parents/guardians will be invoiced via the EYWorks App and to their given e-mail address if selected, of each monthly fee due. Invoices are sent on the 20th (or nearest working day) of each month for the following month. Invoices are due to be paid in full by the 1st of each month.

Nestlings' Nursery reserves the right to increase the said fees at any time upon giving one calendar month's written notice to the parents/guardian of the proposed increase.

Arrears
If there are outstanding fees at any time, the Nursery reserves the right to immediately suspend or terminate childcare services for the child until the position is rectified. Any cost incurred as a result of suspension or termination will be paid for by the parents/guardians of the child.

Nestlings' Nursery will apply a late payment charge of £30.00 for any non-payment on the due date of advance fees. Another £30.00 late payment fee will then continue to be added if any fees are outstanding 5 days later. If there is no payment made within 10 days of the payment due date, the Nursery will have to suspend your child's place until the payment is paid in full. If the payment is not paid within 5 days of your child's suspension, the Nursery will have no choice but to terminate your child's place and make the space available to another family. If the payment does not get paid within two months of the due date, Nestlings Nursery have the right to take legal action to claim the outstanding funds.

Cancellation/Termination
After an offer of a place has been made by the nursery but before acceptance by the parents/guardians either party may cancel the offer by serving 7 days written notice.

After acceptance of the offer by the parents/guardians either party may terminate this agreement by the service of two calendar months' notice in writing. During that said two-month period the nursery undertakes to continue to admit the child and the parents/guardians undertake to pay all fees due.

In the event of the parents/guardians failing to pay the two month's fees the child's place shall be immediately withdrawn and the nursery shall be entitled to serve a formal demand for payment of such monies.

In the event of the parents/guardians giving notice of withdrawal of the child and immediately withdrawing the said child there shall be due to the nursery two calendar months' fees in lieu of notice. Failure by the parents/guardians to provide two calendar months' notice or any notice at all shall render the parents/guardians liable to the nursery for two months' fees.

Two month's notice of termination must be in writing and emailed or posted directly to the Nursery Manager.

The Nursery reserves the right to terminate any Child's enrolment, or restrict access to parents/guardians or child, at any time without notice, in consideration of the protection of other children and staff, and the well- being and smooth operation of the Nursery. Any disruption caused by a parent or child that is deemed inappropriate or not conducive to a nursery environment, or undermines the reputation of the Nursery, or staff, will be cause for termination at the discretion of the Nursery Manager.

Notice Periods

Leaving Nursery	2 months
Cancelling Sessions	2 months
Holiday Swaps	1 months
Swapping Sessions	1 months
Sickness Swap	Not Possible
Adding Sessions	ASAP

The reason being, we have to budget, plan staff ratios and order resources in advance.

Terms & Conditions

Arrival and Collection
Children must be collected and dropped off on time (anytime within your booked session) particularly during the overlap of morning and afternoons sessions as it is vital for child/staff ratio's to be kept.

Parents/guardians who are late collecting or early dropping off a child will be charged £15 for every 15 minutes over their booked session pick up time.

Children will only be allowed to go home with a known parent/guardian or somebody the parents/guardians have informed the nursery about and with somebody who has the correct password.

We operate a full and comprehensive 'Arrival and Collection' policy which is available on our parent portal or in the nursery for your viewing.

Sickness and Holidays
No refund will be given in the event of a child's absence due to illness, holiday or other reason. This is because the Nursery has to reserve the place for the child with appropriate staffing in advance.

Nestlings' Nursery cannot normally undertake the care of sick children. The nursery must be informed of any child sickness or problems before attempting to bring the child to the premises. Each case can then be considered on a strictly individual basis.

In the interest of other children and staff it will be necessary to exclude any child who has been diagnosed with certain contagious illnesses and diseases. Please see our sickness exclusion policy for more details.

We may require parents/guardians to collect their child from Nursery in the event that their child appears to be unwell, or is, or has recently been suffering from any contagious disease/infection and there remains a danger to other children being at risk of contracting such disease/infection. Children are not permitted back to Nursery following an illness until they have passed the exclusion periods highlighted within our 'Sickness Policy'.

We accept no responsibility for any child contracting contagious diseases/infections during nursery hours.

Parents/Guardians are informed of all head injuries as a matter of course.

As noted above no refund will be given in the event of the child's exclusion due to illness.

If the Nursery is provided with 1 month's notice about upcoming Holidays (no more than 2 weeks), they will do their best to book these days off and change them for other sessions in other weeks as lieu days - please understand that this may not be possible due to capacity but the Nursery will let you know of available days to use. If your child is full-time then we will reduce the fees to 50% for the time you are away - as long as it is not more than 2 weeks and at least 1 month's notice is provided.

Administration of Medication
If your child needs to take medication whilst attending the nursery, please inform staff. Parents/Guardians are requested to fill out and sign a medication form stating the child's name, administration times, dosage etc.

The medicine must be clearly labelled with your child's name. The nursery cannot administer medicines that have not been prescribed by a doctor, other than temperature reducing medicines.

PLEASE DO NOT LEAVE MEDICINE IN YOUR CHILDS BAG.
Please refer to our 'Medication and Administration Policy' for further information.

Dietary Needs and Allergies
Parents/Guardians must inform the nursery prior to their child attending of any special dietary or medical requirements.

The nursery must also be informed in line with any allergies and any known course of adverse reactions from: food, medication, pets, activities etc.

Parents/Guardians must keep staff updated in line with any changes through written notification when they become aware of any allergies or abnormal reactions.

Emergency Procedures
In the event of an emergency situation, the nursery has a number of specific policies and procedures in place dependent upon the situation i.e. medical emergency, fire evacuation emergency, bomb threat emergency, non-collection of a child emergency. Copies of these are available on the parent portal or at the nursery for parents/guardians to see.

Terms & Conditions

Policy on Behaviour Management and Sanctions
At Nestlings' Nursery we aim to create a positive atmosphere where children learn what behaviour is acceptable. The nursery policy is to try and encourage acceptable behaviour by rewarding it with praise and attention. Children will also be encouraged to understand why they are being praised, thus engaging them to repeat the behaviour.

When managing unwanted behaviour the nursery will aim to use positive preventative strategies. All staff are aware that it is an offence to use any form of physical punishment. Equally no child will face humiliation, be shouted at or demeaned in any way.

For full details on managing behaviour please refer to the 'Behavioural Management Policy'.

Equal Opportunities
All children are equally provided with an experience and opportunity, irrespective of race, gender, creed, religion or belief.

Children are encouraged to develop an understanding that all people are equal, and any differences are to be enjoyed.

All staff will be appointed on the grounds of qualifications, experience and suitability for the position.

Please refer to out 'Equal Opportunities Policy' for more information.

Compliments and Complaints
Nestlings' Nursery welcomes parents/guardians to express their views whether happy or unhappy, satisfied or unsatisfied with issues involving their childcare or a nursery as a whole.

Should a parent/guardian wish to raise a concern, we ask that parents/guardians follow the 'Complaints Procedure' and initially raise the issue with Nursery Manager or Deputy Manager. Parents/Guardian will receive an initial response with regards to their concern within 2 working and a full report of the findings will be sent to parents/guardians within 12 working days.

CIW are keen to hear from users of services about any concerns about the services they regulate. CIW is not a complaints agency and cannot deal with complaints linked to individual circumstances, however if they think services are not doing these things, they will carry out an immediate inspection or ensure this aspect is checked on the next scheduled inspection.

CIW Mid & South Wales
Rhyd Y Car, Merthyr Tydfil
CF45 1UZ
Tel: 03007900126

Declaration

- **I/We have completed and signed the registration form and parent permission forms.**
- **I/We have read and understand the role of the parent/guardian policy, which forms part of this contract.**
- **I/We are aware that the nursery will be pleased to arrange meetings to discuss any problems.**
- **I/We agree to inform the nursery of any changes to any of the information provided. Retrospectively, the nursery will inform parents/guardians of any changes to the above terms, policies and procedures or statement of purpose in addition to advising CIW.**

Child's Full Name: _____

Parent 1 -

Signature _____ Print _____ Date_____

Parent 2 -

Signature _____ Print _____ Date_____

Nursery Manager -

Signature _____ Print _____ Date_____

Other Bits & Bobs

Staying in Contact
Please use our App to stay in touch with your key worker, receive daily updates, pictures, monthly next steps and an instant messaging service.

We send out regular newsletters to keep you up to date with the Nursery gossip - events and monthly topics.

If any information changes about anything on your child's registration form then please be aware that it is your duty to inform us as soon as possible.

Log into our Parent Portal on our website to see recent newsletters, dates for your diaries and our policies. The password changes termly so please ask a member of the team for the password if you don't know it.

Refer a Friend
If a friend of yours registers with us and puts your name on their registration form - in the section about how they heard about Nestlings Nursery - you will receive a whole 10% off your whole invoice in the month they start!

Don't be Shy!
We want as much feedback as possible as we are always looking to better ourselves and provide the best service for your little ones. Please share your ideas with us and let other people know what we get up to.

Babysitting
Many of our team members enjoy babysitting outside of their Nursery hours, please just ask them if you are in need of an evening out. Please note that any babysitting duties carried out by our staff is not related or covered by the Nursery - it is completely private and separate.