



Here for young people  
Here for communities  
Here for you

## **Jumpers! Nursery**

**Ofsted registration No: EY558443**

# **Terms and Conditions**

**Effective date: March 2024**

**YMCA St Paul's Group**

Welcome to Jumpers! Nursery. We are excited that your child will be joining us in the setting soon.

Since 1870, YMCA West London has worked with young people to help them to develop in body, mind and spirit. We have been running a nursery at 25 St Mary's Road since 2001.

We are passionate about providing you and your child with the highest quality of childcare, and will strive to give you the best possible experience during your time with us.

We have three rooms for different age groups:

1. Ladybirds are babies aged 6 months to 2 years
2. Bumblebees toddlers aged between 2 and 3
3. Butterflies are pre-school children aged 3 to 5

Bumblebees and Butterflies have interconnecting doors and the children join up for the majority of the day. This allows larger learning areas for the children to explore. However, during the morning and afternoon session, there is time for small group activities in separate rooms.

We look forward to getting to know you and your child on your journey with us at Jumpers! Nursery.

**Anne Marie Buckley**

**Early Years Manager**

**07810 556820 preferred number  
nursery@ymcaspg.org**

# YMCA SOUTH EALING

PART OF YMCA ST PAUL'S GROUP



# YMCA

WELCOME TO  
JUMPERS!  
NURSERY



The information contained here outlines the Terms and Conditions that you agree to when you choose to use Jumpers! Nursery. Before starting in the nursery, you will be required to sign a confirmation form to state that you agree to everything outlined here. We are unable to take responsibility for any misunderstanding or confusion about this information, so please ensure you read carefully and clarify anything you are not sure about with a member of the nursery management team as soon as possible.

### **General Terms and Conditions**

These Terms and Conditions are valid from the dates above. We reserve the right to amend or vary the terms and conditions offered here at any time in response to the needs of the nursery, changes in legislation and Good Practice guidelines, and to clarify confusion that has arisen for any of our customers.

### **Children's Records**

We keep records about your child in the nursery. These include all of your initial application forms, as well as any notes and observation taken of your child. These are available for you to see upon request.

### **Emergency Details**

We must keep emergency information on each child and it is vitally important that this information is kept up to date. Please inform a member of the management team in writing by completing our 'Change of Contact Details' form if these details change.

### **Booking Sessions**

A 'session' is a morning or afternoon slot. Two 'sessions' make up one full day. The minimum number of sessions that can be booked is four per week. This can be a combination of one or two full days or morning or afternoon sessions. If at any point, you want to increase your child's sessions then please speak to a member of the management team who will let you know availability and how soon we are able to accommodate your request. If you want to decrease your child's sessions with us, then you are required to give us one month's notice in writing. Please note that until you do this, we cannot make any adjustments to your monthly payments. Also, please note that any changes implemented in the middle of the month will be adjusted in your following month's invoice.

### **Transitioning from One Room to Another**

If space is not available in the next room at your child's second or third birthday he/she will remain in their current room until a space is available. This will not affect their development as individual needs, age, stage of development and interests are key when planning is completed.

### **Leaving Jumpers! Nursery**

If you no longer require a place, we need a minimum of one month's written notice from you. Full fees are payable during this time. Once your notice is submitted, your place will be offered to someone else from the day after your child is due to leave, so if things change then please be aware that we may not be able to accommodate this, although we will do all we can.

### **Absence for More Than Three Weeks**

If children are taken out of the nursery or are off sick for three weeks or more, parents are required to re-settle their child on their return.

### **Payment and Fees**

Your child's fees are due in advance and must be paid by Direct Debit, Vouchers or HMRC tax-free childcare on the first day of the month for which they relate to. Your invoice outlining what you owe will be available on Nursery in a Box two weeks before.

If you are paying all or part of your invoice by voucher payments, please ensure the voucher payment reaches us by 25 of the month you are invoiced. (Please note that it takes four working days for voucher payments to reach our account once released by the voucher company, so please leave sufficient time for this payment to be processed.)

For example: you will receive your invoice for February's fees on 15 of January. You will need to arrange for your voucher company (if applicable) to pay 4 working days before 25 January (to ensure the funds reach us by 25). Your remaining balance will be deducted by Direct Debit from your bank on 1 February.

We will be charging for actual days/sessions booked for each month. Therefore, your monthly invoice may vary each month. Only 15/30-hour funding is deducted from your invoice. Vouchers will not appear on your monthly invoice. All voucher transactions can be viewed on your Nursery in a Box account.

- **Absence & Holidays:** there are no refunds given for absence or holidays that you take.
- **Bank Holidays:** the nursery is closed on Bank Holidays and as is standard practice in most nurseries, you will still be charged if your child normally attends on these days of the week.
- **Christmas Period:** the nursery is closed between Christmas and New Year (opening again after New Year's Day Bank Holiday). You will still be charged if your child normally attends on these days.
- **Sibling Discount:** if you have two or more children in the nursery, then your oldest child/ren will receive a 10% discount.
- **Training Days:** each year we have two training days for our staff. You will be informed about these at the start of each year, so that you have the dates far enough in advance to be able to make alternative childcare arrangements. You will still be charged if your child normally attends on these days.
- **Extra days:** If an extra day is booked, you will be charged regardless of whether or not you use the day once you confirm.

## Bad Debts

We reserve the right to withdraw a place due to unpaid or late payment of fees. If payment of your previous invoice is not paid, your place will be terminated unless you pay the outstanding balance within 30 days. If you leave the nursery with a bad debt then your case will be referred to a Debt Collection Agency and you will be liable for any costs incurred.

## Additional Charges

Late collections: please collect your child promptly. If you are late collecting your child, there will be an extra charge of £5 for the first 15 minutes and £20 for every 30 minutes after that. This charge will be added to your next invoice.

Lunch: if you use an afternoon session in Bumblebees or Butterflies and want to bring your child in one hour early (12pm) so that he/she is can have lunch with us,

we will aim to accommodate this if staffing ratios allow. Please speak to a member of the management team about this. This will be charged at £9.00 per day.

## **Fees**

From April 2024 the fees are:

Ladybirds: All day £85.43, Morning session £48.82, After-noon session £44.54

Bumblebees: All day £79.33; Morning session £46.99; Afternoon Session £42.10

Butterflies: All day £75.66; Morning session £44.24; Afternoon Session £40.58

## **2, 3 and 4-Year-Old 15 and 30-Hour Funding**

3-and 4-year-olds-free 15/30 hours

We offer universal 15 free hours during term time, 38 weeks per year. You do not require a code.

We offer 30-hour funded places during term time, 38 weeks per year. You need a code to secure this funding stream.

Full fees are required during non-funded periods as we operate all year round, not term time. Children of eligible families can only receive this funding the term after their 3rd birthday.

2-year-olds-free 15 hours for eligible working families

We offer 15 free hours for working parents from April 2024. You need a code to secure this funding stream. This funding is for 38 weeks during term time. Full fees are required during non-funded periods as we operate all year round, not term time.

Children of eligible families can only receive this funding the term after their 2nd birthday.

2-year-olds-free 15 hours for some families in receipt of additional forms of government support.

We offer 15 free hours for working parents. You need a code to secure this funding stream. This funding is for 38 weeks during term time, and your child can only attend the setting during term time.

Children of eligible families can only receive this funding the term after their 2nd birthday.

9-month-olds-free 15 hours for eligible working families

We offer 15 free hours for working parents from September 2024. You need a code to secure this funding stream. This funding is for 38 weeks during term time. Full fees are required during non-funded periods as we operate all year round, not term time.

You are required to provide your child's full birth certificate or passport and complete a funding form supplied to us by Ealing council in order to obtain any of the above funding streams. If you are unable to provide this evidence, unfortunately, we will not be in a position to offer you funding.

It is your responsibility to provide your eligibility code via email to the management team and to ensure you update your code every 3 months as per government requirements.

Additional information can be obtained on the government website [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

We charge £6.00 per day for lunch on the days your child receives funding. This does not apply if your child is in receipt of 2-year-old funding or has funded after-noon sessions from 1.00-6.00.

### **Safeguarding your Child**

Your child's safety while they are with us is paramount. In order to do all, we can to protect them we have a variety of procedures in place as well as a Safeguarding and Child Protection Policy and Procedure that is available on request.

### **Confidential Information**



We are only able to discuss personal and confidential information about your child with the adult(s) who have legal Parental Responsibility.

### **Arrivals**

The nursery opens at 8.00am and we cannot accept children earlier. When you enter the nursery, please ensure that you sign your child in. The signing in folders are located in each room.

### **Responsibility for Your Child**

We are not responsible for your child/ren until you have signed them in and taken them into their room. Under no circumstances should children be left in the reception area.

### **Outings and Trips**

As part of your child's learning and development we do take children on a variety of local outings. These include walking to places such as the library, nature trail, and local parks. To ensure your child's safety the outings (as well as in our rooms) are always staffed on a ratio of 1:3 under 2's, 1:4 for 2-3-year olds, 1:8 for 3+ years. If you do not want your child to leave the nursery please inform the nursery manager.

At times throughout the year, we also hope to take children on a longer trip, such as to Gunnersbury Park. If we go anywhere that involves transportation, we will ask you to complete a permissions slip in advance. Ratios of adults to children will be 1:3.

### **Collection**

Only named people will be able to collect your child from Jumpers! Nursery. You have already given us details in your application form of who is allowed to collect your child. If someone other than one of these named people is going to collect your child, please let us know in writing who it will be. If this person is not known to the nursery they will be required to bring identification with them, or a 'Password' system will be used, which will be explained to you at the time. Please note STAFF WILL NOT LET ANY CHILD LEAVE THE NURSERY WITH SOMEONE WHOM WE HAVE NOT BEEN PREVIOUSLY INFORMED ABOUT OR INTRODUCED TO. If anyone is going

to regularly be collecting your child you will have to add them to our list of 'Named Collectors' by completing a collection consent slip and returning to a member of the management team.

### **Babysitting**

Nursery staff are not permitted to undertake babysitting or nanny duties for our customers.

### **Monitoring Attendance**

All nurseries are required to monitor children's attendance. This is in relation to safeguarding legislation. If your child is absent for whatever reason, please ensure that you contact the nursery on their first day of absence. If you know in advance that your child will be absent, please inform your child's key person or member of the management team.

### **Uncollected Children**

If for some reason a child is not collected at the end of a session, the following procedures will be activated:

- If a parent or designated adult is more than 15 minutes late in collecting their child, the appropriate Manager will be informed.
- The Manager will call the parent or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- If, after repeated attempts, no contact is made with the parent or designated adult, and a further period of 45 minutes has elapsed, the Manager, in consultation with the Group Children's Work Development Manager will call the local social services department for advice.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the Manager will attempt to leave a further telephone message with the parent or designated adult's answer phone. Furthermore, a letter will be left at the main YMCA reception area informing the parent or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.

## Day-to-Day Requirements

### Food

The children have breakfast between 8.00-9.00 each morning, this consists of cereal. At 10.30, the children have a selection of fruits and a cracker too. This ensures a balance of fruits and carbohydrates. 12.00-12.45 is lunchtime for all rooms. The children in Bumblebees and Butterflies serve themselves with the support of staff.

Please note, your child requires a small healthy snack for afternoon tea. Please note, this must be free from nuts.

The food that we provide for to your child is cooked onsite in our Y Lounge café. We have a four-week rotating menu and provide your child with a freshly cooked, healthy and balanced diet. Sometimes due to circumstances, some menu items may vary without notice.

**Formula milk:** If your child requires formula milk, please ensure that the correct measurement of formula milk is provided in a watertight container clearly displaying your child's name and the date. We cannot measure out formula milk on your behalf. You will be required to sign to say you have handed over the formula to a member of staff. Under no circumstances should formula be left in your child's bag.

**Dietary requirements:** please ensure that you let us know of any dietary requirements, allergies or preferences that your child has.

**Complementary Feeding:** If your child has started having solids then please make sure that their key person is aware of any foods you have introduced at home so that we can ensure they are able to eat these foods in the nursery too.

**Homemade foods:** All foods brought into the nursery for your child must clearly display a label stating the food content and the date. Shop bought foods must

display a use by date. Food that does not contain a label with these details cannot be accepted. Homemade food will be disposed of at the end of the day.

**Clothes: Please ensure that you provide the following:**

A complete change of clothes for your child in case they need to be changed during the day.

**Outdoors clothing:** we encourage children to go outside in ALL weather conditions to contribute towards their learning and development. In order to do this, we need to ensure that they are dressed appropriately, so please provide the relevant outdoor clothing for the season: sun hats, wellington boots, raincoats, etc.

**Slippers:** Ladybirds are required to wear slippers during the day. This is in line with our no outdoor footwear policy. Please ensure you provide indoor footwear for your child.

**Damage or Loss of Clothes and Personal Items**

Although we will do, all we can to ensure your child has protective clothing on for any arts and craft activities, there are times when they will get messy, and we are unable to accept responsibility for any damage that may occur to their clothes or any toys they have brought in from home. However, if you feel that the damage was because of staff negligence, then please speak to the Nursery Manager.

Personal items are left at the Nursery entirely at parents' risk. Every effort will be made to ensure personal belongings are not lost or damaged. Please make sure that you label all items of clothing and provide them in a named bag. Your child will have their own peg. We are unable to accept responsibility for any loss of items.

Buggies can be left outside; however, we are unable to take responsibility for these.

**Nappy Changing**

If your child is in nappies, it is your responsibility to provide nappies and wipes, and any nappy rash creams. Nappies are changed regularly by your child's key person or 'buddy' key person. If your child's nappies or other supplies are running low, we will inform you by writing it on the daily sheet.

**Toilet Training**

Please be aware that during toilet training we aim NOT to use pull up nappies. The purpose of this is to try to remove one of the transitions that your child has to make, and help them to directly use the children's toilets provided. However, if this is not in line with what you are doing at home then please let us know and we will do what we can to accommodate your needs.

### **Car Parking**

To ensure our car park is available for use by customers we have strict car parking controls in place. You can park for up to 15 minutes without registering your car. However, if you stay for longer please register your car in the nursery office. There is no cost for this. Failure to do so could result in you receiving an automatic Penalty Charge Notice issued by our parking contractor. This applies at all times including evenings and weekends. It is your responsibility to inform anyone else collecting your child about these parking restrictions.

### **Illness and Accident Guidance**

Jumpers! Nursery is not responsible for any illness contracted by any child due to his or her attendance at the Nursery. However, your child's health is very important to us, as is the health of the rest of the children who attend Jumpers! so in order to prevent any infections and illnesses being spread unnecessarily we have the following process in place. This is a strict process that must be followed by all parents, and so if staff feel that you are not following these guidelines please be prepared for them to talk to you about it.

### **Unwell at Home**

Children who are unwell should not be brought to the Nursery. Please call the setting on your child's first day of absence.

### **Becoming Unwell During the Day**

Should your child become unwell during the day at the Nursery, every effort will be made to contact you to request that you come and collect her/him to minimise the potential that they will get worse or spread their illness to other children.

### **Contagious and Infectious Diseases**

Please notify the nursery immediately if your child becomes ill with any contagious or infectious disease. This is so that we can alert other parents to look out for signs of the illness in their children and try to catch it early.

### **Exclusions**

With certain illnesses, your child must be withdrawn until they have recovered. A list of illnesses and their incubation periods and exclusion times is displayed overleaf. Please note that we will apply them to your child from the day that we receive your communication about their illness, so let us know as soon as it is identified, even if you are not due in that day. On return to the nursery, a clearance note from your GP or other medical professional may be requested by the Early Years Manager.

If your child has, a temperature the exclusion period is 24 hours or until he/she is well enough to return to the setting

### **Administering Medication**

Staff are only permitted to administer prescription medication which has been prescribed by a Doctor, Nurse, Dentist or a Pharmacist. Aspirin will not be administered unless it has been prescribed by a Doctor. Non- prescription medication must be labelled with your child's name. This is in line with the Early Years Foundation Stage Statutory Framework 2021. You will be required to complete and sign a medication form. Only qualified staff or staff holding a first aid certificate administer medication.

### **First Aid**

The Nursery reserves the right to administer first aid treatment for any minor injuries as and when necessary. Parents will be informed of any accidents/incidents, which are recorded on an accident form along with treatment given. In the event of a major injury/illness, every effort will be made to contact you and a message will always be left if this is not possible. Emergency treatment will be sought and a member of staff will stay with your child until you arrive.

### **Injury at Home**

If your child injures him/herself at home then please inform the nursery staff when dropping your child off at nursery so that they can best support your child during

the day. Please be aware that information about any injury your child has will be recorded in line with our Safeguarding and Child Protection Policies.

If you needed to seek medical treatment as a result of an accident at home, we will ask you to provide details of the hospital to which you took your child, the date, time and details of the treatment given.

## Rashes and skin infections

Children with rashes should be considered infectious and assessed by their doctor.

Infection or complaint	Recommended period to be kept away from school, nursery or childminders	Comments
Athlete's foot	None	Athlete's foot is not a serious condition. Treatment is recommended.
Chickenpox	Until all vesicles have crusted over.	<i>See: Vulnerable Children and Female Staff. Pregnancy.</i>
Cold sores Herpes simplex	None	Avoid kissing and contact with the sores. Cold sores are generally mild and self-limiting.
German measles Rubella*	4 days from onset of rash.	Preventable by immunisation (MMR x2 doses) <i>See female staff - pregnancy</i>
Hand, foot and mouth	None	Contact your local HPT if a large number of children are affected. Exclusion may be considered in some circumstances.
Impetigo	Until lesions are crusted and healed, or 48 hours after starting antibiotic Treatment.	Antibiotic treatment speeds healing and reduces the infectious period.
Measles*	Four days from onset of rash	Preventable by vaccination (MMR x2). <i>See: Vulnerable Children and Female Staff- Pregnancy</i>
Molluscum contagiosum	None	A self-limiting condition.
Ringworm	Exclusion not usually required.	Treatment is required.
Roseola (infantum)	None.	None.
Scabies	Child can return after first treatment.	Household and close contacts require Treatment.
Scarlet fever*	Child can return 24 hours after starting appropriate antibiotic treatment.	Antibiotic is recommended for the affected child.
Slapped cheek/fifth disease Parvovirus B19	None (once rash has developed.)	<i>See: Vulnerable Children and Female Staff.</i>
Shingles	Exclude only if rash is weeping and cannot be covered.	Can cause chickenpox in those who are not immune, i.e. have not had chickenpox. It is covered spread by very close contact and touch. If further information is required, contact your local PHE centre. <i>See: Vulnerable Children and Female Staff- Pregnancy</i>
Warts and verrucae	None	Verrucae should be covered in swimming pools, gymnasiums and changing rooms.



<b>Infection or complaint</b>	<b>Recommended period to be kept away from school, nursery or childminders</b>	<b>Comments</b>
Conjunctivitis	None	If an outbreak/cluster occurs, consult your local PHE centre.
Diphtheria*	Exclusion is essential.	Family contacts must be excluded until cleared to return by your local PHE centre. Preventable by vaccination. Your local PHE centre will organise any contact tracing necessary.
Glandular fever	None	
Head lice	None	Treatment is recommended only in cases where live lice have been seen.
Hepatitis A*	Exclude until seven days after onset of jaundice (or seven days after symptom onset if no jaundice)	In an outbreak of hepatitis A, your local PHE centre will advise on control measures.
Hepatitis B*, C* HIV/AIDS	None	Hepatitis Band C and HIV are blood borne viruses that are not infectious through casual contact. For cleaning of body fluid spills see: <i>Good Hygiene Practice</i>
Meningococcal meningitis* septicemia*	Until recovered.	Meningitis C is preventable by vaccination. There is no reason to exclude siblings or other close contacts of a case. In case of an outbreak, it may be necessary to provide antibiotics with or without meningococcal vaccination to close school contacts. Your local PHE centre will advise on any action is needed.
Meningitis* due to other bacteria.	Until recovered	Hib and pneumococcal meningitis are preventable by vaccination. There is no reason to exclude siblings or other close contacts of a case. Your local PHE centre will give advice on any action needed.
Meningitis viral*	None	Milder illness. There is no reason to exclude siblings and other close contacts of a case. Contact tracing is not required.
MRSA	None	Good hygiene, in particular handwashing and environmental cleaning, are important to minimise any danger of spread. If further information is required, contact your local PHE centre.
Mumps*	Exclude child for five days after onset of swelling.	Preventable by vaccination (MMR x2 doses)

Threadworms	None	Treatment is recommended for the child in addition, household contacts.
Tonsillitis	None	There are many causes, but most cases are due to viruses and do not need an antibiotic.

## Diarrhoea and Vomiting illness

Infection or complaint	Recommended period to be kept away from school, nursery or childminders	Comments
Diarrhoea and/or vomiting	48 hours from last vomiting episode of diarrhoea or vomiting	
<i>E. coli</i> 0157 VTEC Typhoid and paratyphoid*. (enteric fever) Shigella (dysentery)	Should be excluded for 48 hours from the last episode of diarrhoea. Further exclusion may be required for some children until they are no longer excreting.	Further exclusion is required for children aged 5 years or younger and those who have difficulty in adhering to hygiene practices. Children in these categories should be excluded until there is evidence of microbiological clearance. This guidance may also apply to some contacts who may also require microbiological clearance. Please consult your local PHE centre for further advice.
Cryptosporidiosis	Exclude for 48 hours from the last episode of diarrhoea.	Exclusion from swimming is advisable for two weeks after the diarrhoea has settled.

## Respiratory infections

Infection or complaint	Recommended period to be kept away from school, nursery or childminders	Comments
Flu (influenza)	Until recovered.	<i>See: Vulnerable Children.</i>
Tuberculosis*	Always consult your local PHE centre.	Requires prolonged close contact for spread.
Whooping cough* (pertussis)	Five days from starting antibiotic treatment, or 21 days from onset of illness if no antibiotic treatment.	Preventable by vaccination. After treatment, non-infectious coughing may continue for many weeks. Your local PHE centre will organise any contact tracing necessary.

\*denotes a notifiable disease. It is a statutory requirement that doctors report a notifiable disease to the proper officer of the local authority (usually a consultant in communicable disease control). In addition, organisations may be required via locally agreed arrangements to inform their local PHE centre. Regulating bodies (for example, Office for Standards in Education (OFSTED)/Commission for Social Care Inspection (CSCI)) may wish to be informed -please refer to local policy.

Outbreaks: if an outbreak of infectious disease is suspected, please contact your local PHE centre.



## Family & Youth Work

Creating positive outcomes with children and young people in their communities, and support for families with nursery, day care, holiday and year-round programmes

## Y Active classes and courses

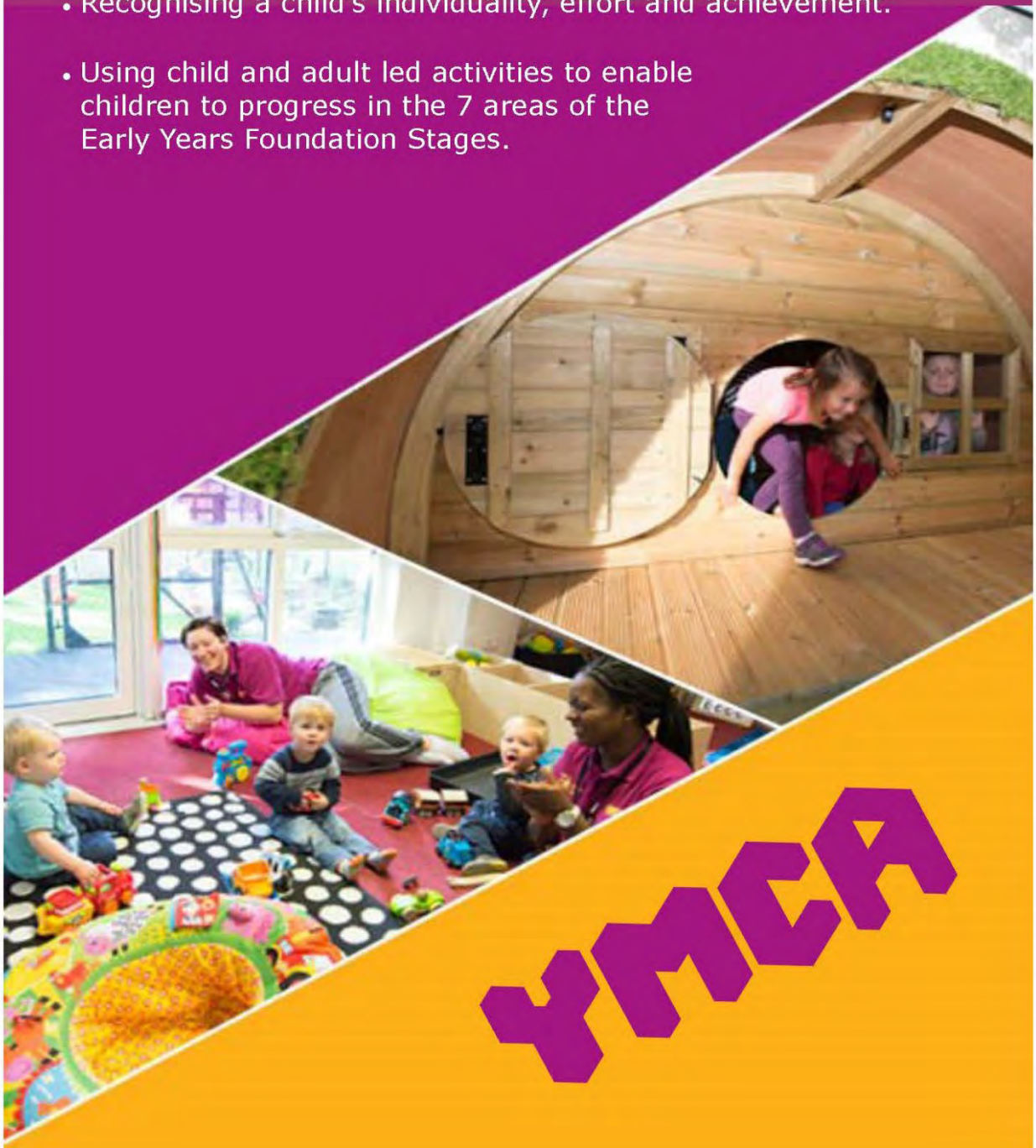
Gymnastics for 4-9-year olds during term time.

- enhancing motor skills, balance, coordination and sense of rhythm
- channelling pent-up energy and developing discipline and concentration
- developing confidence and self-assurance
- experiencing our expertise – our YMCA has worked with young people to develop mind, body and spirit since 1870
- making friends and having fun



## **JUMPERS! NURSERY MISSION STATEMENT**

- Enabling children to develop their emotional and physical skills and build positive social relationships.
- Building on children's natural curiosity to explore, discover and be creative.
- Recognising a child's individuality, effort and achievement.
- Using child and adult led activities to enable children to progress in the 7 areas of the Early Years Foundation Stages.



**YMCA**

# YMCA St Paul's Group

**For more information, please contact:**

**Anne-Marie Buckley Early Years Manager**

Jasbir Biring Deputy Manager

April Williscroft Third in Charge Manager

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**Email: [nursery@ymcaspg.org](mailto:nursery@ymcaspg.org)**

**Facebook: <https://www.fb.me/ymcasouthealing/>**

**Website:**

**<https://ymcastpaulsgroup.org/jumpers>**



**Here for young people  
Here for communities  
Here for you**

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.