###### TwinkleTotz_Logo_(Jpeg_Medium)

###### **CONFIDENTIAL - Child Registration Form**

**SETTING INFORMATION (For Office Use Only)**

|  |  |  |  |
| --- | --- | --- | --- |
| Setting Branch | Home Visit | Settling in Dates | Start Date |
|  |  |  |  |

**CHILD INFORMATION (Parent/Carer to Complete)**

|  |  |
| --- | --- |
| Child’s First Name | Child’s Surname |
|  |  |
| D.O.B (Please provide a due date for unborn child) and age | Gender |
|  | Male  Female |

**CHILD ATTENDANCE (PLEASE TICK)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Session | Monday | Tuesday | Wednesday | Thursday | Friday | Term time  (38weeks) | Full Time (51weeks) |
| Morning |  |  |  |  |  |  |  |
| Afternoon |  |  |  |  |  |

**PAYMENTS (PLEASE TICK)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Private | 3 year funded – 15 hours | 3 year funded – 30 hours | 2 year funded | CIN | Other- please state |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**PARENT/CARER INFORMATION**

|  |  |
| --- | --- |
| Surname Parent/Carer (1) | First Name Parent/Carer (1) |
|  |  |
| Relationship to Child | Do you have legal responsibility for child |
|  | Yes  No |
| Home address including postcode | Home phone number |
|  |  |
|  | Mobile Phone Number |
|  |  |
| Work address | Work phone number |
|  |  |
| |  | | --- | | E-mail | | |

|  |  |
| --- | --- |
| Surname Parent/Carer (2) | First Name Parent/Carer (2) |
|  |  |
| Relationship to Child | Do you have legal responsibility for child |
|  | Yes  No |
| Home address including postcode | Home phone number |
|  |  |
|  | Mobile Phone Number |
|  |  |
| Work address | Work phone number |
|  |  |
| |  | | --- | | E-mail | | |
| Child’s Ethnicity | |
| |  |  | | --- | --- | | Asian/Asian British – Bangladeshi |  | | Asian/Asian British – Indian |  | | Asian/Asian British – Pakistani |  | | Black/Black British – African |  | | Black/Black British – Other Black |  | | Caribbean |  | | Chinese |  | | Gypsy/Roma |  | | Mixed – Any Other Background |  | | |  |  | | --- | --- | | Mixed – White & Asian |  | | Mixed – White & Black African |  | | Mixed – White & Black Caribbean |  | | Other Asian |  | | Other Ethnic Group |  | | White British |  | | White Irish |  | | White Other |  | |

**ALTERNATIVE CONTACT INFORMATION**

|  |  |
| --- | --- |
| Contact name for emergency use | Relationship to the child |
|  |  |
| Emergency contact home number | Emergency contact mobile number |
|  |  |

**COLLECTION DETAILS – If different from parent(s) above**

|  |  |
| --- | --- |
| Name of designated person to collect child (1) | |
|  | |
| Home contact | Mobile contact |
|  |  |
| Work contact | Relationship to child |
|  |  |

|  |  |
| --- | --- |
| Name of designated person to collect child (2) | |
|  | |
| Home contact | Mobile contact |
|  |  |
| Work contact | Relationship to child |
|  |  |

**MEDICAL INFORMATION**

|  |  |
| --- | --- |
| Doctors address | Doctors telephone/e-mail |
|  |  |
| Health Visitor’s Name & Telephone number | Health Visitor’s address |
|  |  |
| Dentist Name and Telephone number | Dentist Address |
| Date of last visit: |  |
| Brief medical history | |
|  | |
| Does your child have any allergies? (If yes please name them) | |
|  | |
| Does your child need any medication?  (If yes please ask a member of staff for the additional form) | |
|  | |
| Does your child have any special needs or learning difficulties? (If yes please name them) | |
|  | |

**FOOD AND DRINK**

|  |  |  |  |
| --- | --- | --- | --- |
| Does your child have any special dietary requirements? | | | |
|  | | | |
| Please suggest three of your child’s favourite foods | | | |
| 1.  2.  3. | | | |
| Please indicate below what your child may eat (delete as appropriate) | | | |
| Yes / No | Chicken | Yes / No | Lamb |
| Yes / No | Pork | Yes / No | Beef |
| Yes / No | Halal Meat | Yes / No | Turkey |
| Yes / No | Fish | Yes / No | Eggs (whole) |
| Yes / No | Eggs in cakes or biscuits | Yes / No | Cheese |
| Yes / No | Butter | Yes / No | Animal Fat |
| Yes / No | Nuts | Yes / No | Dairy Products |
| Yes / No | Vegetarian Meals |  |  |
| Other  (please state) |  | | |
| Drinks disallowed (Nursery provides Water / Milk drinks only) | | | |
|  | | | |
| Eating utensils (fingers, spoon, chopstick, knife and fork etc) | | | |
|  | | | |
| Appetite and frequency of food and drink intake | | | |
|  | | | |

**EQUAL OPPORTUNITIES**

|  |
| --- |
| Please advise if there any events or celebrations that you wish your child **not** to be included in? |
|  |
| What is your child’s first language? |
|  |
| Does you child have a religion? (if yes please provide details) |
| Yes  No |

**PARENTAL CONSENT**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| * If my child requires urgent medical attention and it is not possible to * contact me, I agree to Twinkle Totz staff arranging for my * child/children to be taken to hospital. |  |  |
| * I agree to the staff taking photos of my child for the purpose of marketing |  |  |
| * I agree to the staff taking photos of my child in order to record their   experiences, for self-registration, for coats pegs and for displays  within the setting. |  |  |
| * I am aware that the settings policies and procedures are available to   me at all times, and where to find them. |  |  |
| * I agree to the staff taking my child on outings within the local area   In part of a small group |  |  |
| * I understand in some Twinkle Totz settings there is CCTV in   operation. There is signage when this is in place. |  |  |
| * I understand that the childcare setting runs from 8.00am to 6:00pm   and will only be staffed between these hours. Collecting my child/children  late will result in a **penalty fee** of £30 per 30 minutes. This payment  is made to those members of staff who are forced to remain in work. |  |
| * I understand that the Nursery fees are payable monthly, in advance, and that fees must still be paid if children are absent, on holiday or unwell. |  |
| * In an **extreme case** of lateness and my child has not been collected   after 1hour, I understand that it is the Manager’s duty to follow the  setting’s “late collections policy and procedure” to inform **Social**  **Services** and the care of my child will continue with them. |  |

**CONSENT TO SHARE INFORMATION FROM 25TH MAY 2018**

I understand that the information I have given in the Twinkle Totz Day Nursery Ltd registration form will be used to provide child care, and that the information that I provide will be held securely and only be accessed by staff providing this service. I understand that Twinkle Totz Day Nursery Ltd may share my information with the local Council, partnering organisations and the Department of Education for this purpose. Twinkle Totz Day Nursery Ltd will comply with the General Data Protection Regulations and Data Protection Bill 2018 as set out in our Privacy Notice. A copy of our privacy notice can be obtained from the Nursery.

Parent / Carer Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent / Carer name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For all children attending Twinkle Totz Day Nurseries a non-refundable registration fee is payable for retention of a place. The registration fee secures the place and covers the 3 settling in sessions. (Please see Terms and Conditions for further information)

**OFFICE USE ONLY**

|  |  |  |
| --- | --- | --- |
|  |  | Date |
| Registration Fee Received | Yes  No |  |
| Input into nursery admissions system | Yes  No |  |
| Documentation Provided | Birth Certificate  Passport  other |  |
| Documentation Seen by |  |  |

**Terms and Conditions**

We believe these standard terms and conditions reflect the custom and practice of private nurseries providing full time day care. The rules about notice and payment of fees are designed to promote stability, assist forward planning and the proper resourcing of the Nursery. Nothing within these terms and conditions affects the parent / carer’s statutory rights. Whilst we try to keep our terms and conditions as brief as possible, nonetheless, because we are caring for very young children, we are naturally obligated to many rules, regulations and also a good deal of legislation. We take our responsibilities very seriously and we have to be very clear to our parents and carers about the framework within which we operate. Please take time to read the following pages as it will help us provide and maintain the highest standards of care.The terms and conditions detailed in this document represent the key elements of our booking agreement. However, as you can appreciate there is a significant amount of day-to-day detail which cannot be reasonably contained in one document. Consequently, you are also provided with supplementary information on our website as well as the day-to-day exchange and communication of documentation (hard copy and email), policies, procedures and reports.Your acceptance of our terms is initiated at the booking and registration stage. Whilst this agreement naturally has legal implications, we always act with fairness and transparency when making decisions. The success of your child’s time here at Twinkle Totz is dependent on the partnership between the Nursery and our parents and carers. Please don’t hesitate to let us know if you wish to discuss the terms further.To enable us to provide and maintain the highest standards of care we require all parents to be aware of, and abide by, the following conditions.

**OVID-19**

**Terms**

“**Terms and Conditions”**means our standard terms and conditions relating to the running of our private Nursery providing full day care. Nothing within these terms and conditions affects your statutory rights. To enable us to provide and maintain the highest of standards of care we require all parents and carers to be aware of, and abide by the terms and conditions.

**“We” / “Us” / “Our” / “the Nursery” / “Manager” / “The Management”**means Twinkle Totz Day Nursery Limited, Company number 6468251.

**“Customer” “Parents”  “Carers”  “You” “Your”** means anyone who requests and is registered for services from us and enters into an agreement or contract.

**“Service**” means the provision of childcare as specified under the terms of our Ofsted registration and as laid out in our policies, procedures, handbooks and agreements.

**“Booking, Contract or Agreement”** means the contract between us and the customer covering the supply of services by us to the customer. The agreement includes the booking form, Nursery policies, fee schedule, consent forms, care plans and all relevant data held or used in the performance of Nursery services.

1. **Admission** 
   1. Children will be considered for entry to the Nursery when the registration form has been completed and returned to us.
   2. The booking is not complete until the **registration form has been signed and returned** to the Nursery along with the agreed registration fee. This registration fee will be non-refundable. This fee also covers 3 settling in days (1st day 1 hour, 2nd day 2 hours and 3rd day 3 hours)
   3. *Changes to your booking after the start date* – Swapping or increasing sessions can be considered on a case by case basis. If we cannot accommodate your request to increase or change sessions, then we can put you on our waiting list or you may wish to terminate the booking giving 4 weeks notice. Decreases to your booking require 4 weeks notice. We reserve the right to cancel your booking if the decrease is less than the minimum requirement for a place.
   4. In the highly unlikely event that a child does not settle at the Nursery, (1) the parent / carer may terminate the booking with 2 weeks notice. (2) the Nursery reserves the right to terminate the booking giving 2 weeks notice if we feel have acted with all due care to settle a child and in our opinion it has been unsuccessful. Before taking such action, we will investigate any special needs resource that might be available to help settle the child.
   5. Once a place has been taken up, the Nursery **requires 4 weeks written notice of any changes**.
2. **Welfare of the child** 
   1. We will do all that is reasonable to safeguard and promote your child’s welfare and to provide pastoral care to at least the standard required by law and often to a much higher standard. We will respect your child’s human rights and freedoms which must however, be balanced with the lawful needs and rules of our Nursery and rights and freedoms of others.
   2. Parents give their consent to such physical contact as may accord with good practice, and be appropriate and proper for teaching and instruction and for providing comfort to a child in distress, or to maintain safety and good order, or in connection with the child’s health and welfare.
3. **Health and medical matters** 
   1. If your child becomes ill during a Nursery session the Nursery manager will contact the parent/carer or the emergency contact indicated on the registration form in the case of emergency treatment and parents not being contactable. Parents must inform the Nursery immediately of any changes to these contact details.
   2. If your child is suffering from a communicable illness your child should not be brought to Nursery until such time as the infection has cleared. a full copy of the company’s infection control policy is available from the Nursery manager. Parents / carers are asked to refer to the illness / communicable disease list supplied for your information on minimum periods of exclusion from the Nursery.
   3. Parents/carers are required to notify the Nursery manager if your child is absent from the Nursery through sickness.
   4. Any child who has been sent home from the Nursery because of ill health will not be re-admitted for at least 24 hours unless otherwise agreed with management prior to attending. If a child is prescribed antibiotics they will not be allowed to return to the Nursery for 24 hours. In cases of vomiting or diarrhoea the child will not be allowed to return to the nursery for 48 hours.
   5. The Nursery cannot administer any medicine to a child unless prescribed by a doctor or in the case of an emergency if written consent by the parent has been given. Should the child be on prescribed medication, it is the responsibility of the parent or carer to notify the manager or key worker and to sign the necessary form of consent.
   6. We reserve the right to call an ambulance in an emergency and escort your child to the emergency department of the nearest hospital. Any decisions regarding the child’s welfare will then be made by the emergency department at the hospital. The parent will be called immediately in the event of this being necessary.
   7. It is your responsibility to inform the Nursery if your child is not vaccinated in accordance with their age. If it is considered necessary, information regarding children vaccinated in Nursery may be shared with other parents, however, individual names will not be given.
4. **Food and dietary requirements** 
   1. We will work with parents/carers to provide suitable food for children who have a special dietary requirement unless severe allergies parents are requested to provide food to minimise risk.
   2. Menus will be displayed for inspection on the notice board.
5. **Concerns/complaints** 
   1. Any question, concern or complaint about the care or safety of a child must be made in the first instance to the supervisor in charge. If the matter cannot be resolved at this level the matter should be referred to the Nursery Manager and should follow the settings complaints policy and procedure.
6. **Disclosures** 
   1. Parents must, as soon as possible, disclose to the Nursery any known medical condition, health problem or allergy affecting the child, or any family circumstances or court order which might affect the child’s welfare or happiness, or any concerns about the child’s safety.
7. **Fees, Funding and Financial**
   1. All on-going fees are payable in advance by bank transfer by the first day of the month to which they relate. Responsibility for paying fees resides with the parents or legal guardians of the child i.e., those named on the registration form. Other forms of payment can be accepted for the first month’s fees and the initial booking deposit. In exceptional circumstances, the Nursery can also accept payment by cash. This should be agreed at the beginning of your booking with the Nursery Manager.
   2. Fees are calculated weekly and **payable on a calendar month basis**. An invoice will be sent to you by email unless requested otherwise. We can also provide statements or invoices where changes to your booking have occurred, extra sessions have been booked or there is a fee increase.
   3. The Nursery is **closed at weekends, Bank Holidays and between Christmas and New Year**. The Christmas closure begins at 1.00 p.m. on Christmas Eve and we re-open on the first working day after New Year’s Day bank holiday. The Nursery provides a concession for closures in the form of a discount of a maximum of one weeks fees. This discount will be applied to your monthly invoice by taking the weekly amount which is then multiplied by 51 weeks and then divided by 12.
   4. For **new starters to the Nursery the first month’s fees** can be paid by cash to allow time for the Standing Order to be initiated.
   5. If your child’s **start date is** **part way through the month** then we will invoice for the actual sessions taken and begin the calendar month calculation the following month.
   6. **Fees are** **reviewed once per year normally** between January and March. Any changes to the fee rates will be notified to you at least 8 weeks in advance.
   7. **Extra sessions are payable in arrears** usually by Standing Order. In certain circumstances extras may need to be paid for on the day by cash. We will advise you at the time of booking if this is the case.
   8. There is **no VAT** to be paid on any of our charges.
   9. We are unable to refund fees for sessions not taken **due to illness, absence** or where the Nursery is forced to close due to circumstances beyond our control. (See addendum for COVID-19 information). This rule is necessary so that the Nursery can properly budget for its own expenditure and to ensure that the cost of individual default does not fall on other parents. No compensation will be paid or refund given if the Nursery has to be closed due to any reason beyond the control of the Nursery, such as power failures, weather conditions, floods, gas leaks not limited to these events.
   10. The Nursery reserves the right to **charge interest on late fees** at the rate of 2% above the Bank of England base rate. Children may be excluded from the Nursery if fees remain outstanding beyond 14 days from their due date.
   11. There is a **minimum booking commitment** for children aged 0 to 5 years (this differs from setting to setting and you will be informed). Bookings must be for the same session(s) each week. It is not possible to swap days, so that for example, a normally booked Thursday is swapped for a Friday on a one off or temporary basis. Additional days can be accepted as a chargeable extra and subject to availability.
   12. Because of the staffing and resource requirements as laid down by Ofsted, children who are **collected after the agreed time** may incur a late collection charge.
   13. Discounts are available for siblings in the Nursery. The discount is provided to the older child and remains in place until the older child leaves. The rate of this discount will be 5% for each additional child (Maximum one sibling). **The maximum discount available under any circumstances is 5%.** Discount rates are subject to change with 4 weeks notice.
   14. It is the Nursery policy to support parents / carers by offering access wherever possible to funding schemes aimed at children aged 0-5 years. Currently, we support a range of funding options including the Early Years Free Entitlement (EYFE).  This scheme is aimed at three and four year olds and eligible two year olds, and they are entitled to free part-time early years learning until the school term in which they have their fifth birthday. The funding does not cover extras such as food, drink, outings, nappies and extra hours. Children of the eligible age are offered a free early years place (15 hours offer) or (30 hours offer – subject to eligibility), but not the right to a free place with a particular early years provider or a particular time or session. The Nursery prioritises funded places according to availability, type of booking and whether the enquirer is an existing parent or new enquirer.  Please refer to our website or contact the office for further details regarding our funding policy.
8. **Unpaid fees** 
   1. The Nursery reserves the right to charge interest on late fees at the rate of £20 per week. For dishonoured payments a charge of £20 per occasion will be applied.
9. **Exclusion for non-payment** 
   1. Children may be excluded from the Nursery if fees remain outstanding more than 10 working days beyond the due date and the registration terminated.

# Termination and Suspension of Childcare Services

* 1. You may end this agreement by giving **four weeks written notice**. No specific reason for ending the agreement needs to be given, although naturally we would wish to understand the reason.
  2. Specifically, **you may end this agreement** with immediate effect if (1) we have breached any of our obligations under this agreement and we have not or cannot put right that breach within a reasonable period of being requested to do so (2) we change any of the terms and conditions unreasonably.
  3. Specifically, **we reserve the right to end this agreement** with immediate effect if (1) you have not paid the agreed fees (2) you have breached your obligations under this agreement and you have or cannot put right that breach within a reasonable period of being requested to do so (3) your child’s behaviour is unacceptable or endangers the safety and well-being of any of the other children in the Nursery (4) financial, business or commercial reasons compel us to radically change the nature of the Nursery’s operations, including but not limited to permanent closure of the Nursery, change of childcare service provider, re-registration of child numbers and age groups, changes to the registration and bookings policy. Naturally, we will provide as much notice as possible given any of these events.
  4. We **may suspend the provision of childcare** for any of the above reasons and in addition if your **child is suffering from an infectious or contagious disease or illness** which may easily be passed onto others at the Nursery. The suspension will continue whilst we try to resolve the problem in conjunction with the parent / carer. (2) where forces beyond our control compel us to either close the Nursery or reduce the available hours, such as an outbreak of disease **(See COVID-19 addendum)** that involves the intervention of outside agencies such as Environmental Health, severe weather such as snow or ice which significantly impairs safe travel to and from the Nursery, industrial action affecting travel to and from the Nursery, an Ofsted investigation or any other reasonable incident not in our control. In the event that the Nursery is compelled to close in reasonable circumstances beyond our control we are not able to refund fees or organise alternative childcare, nor can we accept any consequential liability sustained by parents / carers due for example to loss of earnings or costs associated with alternative childcare. Dependent on the nature of the closure we may be able to seek compensation through our **insurance** policy and every effort will be made to minimise the disruption to service and cost to parents or carers. None of the above compromises your statutory rights if the Nursery has been negligent.

1. **Late collection** 
   1. Parents/carers collecting children **late** from the Nursery will be subject to a surcharge, details of which are published at the Nursery. Charges are made every 15 minutes or part thereof. Parents / carers should be aware that the Nursery has to be vacated by the designated closing time.
2. **Belongings** 
   1. The Nursery does not accept responsibility for accidental damage or loss of property. You are advised to keep valuable possessions at home.
3. **Insurance** 
   1. The Nursery undertakes to maintain those insurances required by law. Details of these are available from the Nursery manager. Copies of the current employer’s liability and public liability insurance policies are displayed in the main entrance at the Nursery.
4. **General** 
   1. You should be aware that the Nursery occasionally takes photographs within the Nursery, which may be used, in training or promotional material. Parental preference is adhered to and permission will be sought via the settings permission form which is completed at enrolment. Please refer to the photography policy for more information.
5. **Safeguarding children** 
   1. It is understood that the Nursery is under an obligation to report to the relevant authorities any incident where we consider a child may have been abused or neglected. This may be done without informing the parent/carer.
   2. Any information given by a parent regarding their child will be treated with the utmost confidentiality, except in cases where abuse towards a child is suspected. The divulging of confidential information relating to the Nursery, its employees or customers to any third party is considered a breach of confidence and as such is regarded as constituting gross misconduct which could lead to summary dismissal from employment or cancellation of a Nursery place.
6. **Security** 
   1. Parents/carers are welcome to visit the Nursery; however we will not admit anyone without prior notification. It is the parent/carers responsibility to ensure that staff are aware of who will be collecting your child. No child will be allowed to leave the building with anyone, known or not, without prior notification and a password given.
7. **Data protection** 
   1. It is a legal requirement on the Nursery to hold information about children using the Nursery and its staff. Basic information is used for registers, invoices and for emergency contacts; however, all records will be stored in a locked office and on a secure online database that only management and staff under supervision have access to.
8. **Legal contract** 
   1. The offer of a place and its acceptance by the parents gives rise to a legally binding contract on the terms of these terms and conditions.
   2. These terms and conditions are governed exclusively by English law.

**I agree to abide by the terms and conditions as well as policies and procedures of Twinkle Totz Day nursery Limited which I have read and fully understand.**

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship to Child \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship to Child \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_