



TERMS AND CONDITIONS

1. General

Age of Admittance

Children aged 2 to 4 years (starting from the term **after** your child turns 2). Two year olds admissions date will be considered upon their Birthday following evaluation of staffing and ratio requirements, should this be agreed appropriate.

Hours of Opening

Evergreen is open Monday to Friday from 7:45am to 6:00pm.

Core hours for both Oak Room and Maple Room are 8:30 - 11:30am and 11:30am – 2:30pm.

Weeks Open

Evergreen is open 50 weeks a year excluding Bank Holidays and two PD training days. One week will be taken for Christmas and Easter holidays. Notification will be published on our school website.

Settling In / Gradual Admissions

It is our aim to allow all children time for settling in, so that the child can form relationships with the staff and become familiar within Evergreen surroundings. Each child and their needs differ so the length of time for settling in varies from child to child. However, we offer up to four hours of free sessions to help get your child settled, we ask that for the first hour at least one of the parents stay with the child so that staff can obtain the relevant child related information and consent to ensure a smooth transition into Evergreen.

We generally aim for settling in sessions to begin one month before the start date with the child, for settling in until he or she is happy to be left, this is very flexible however and can be longer or shorter as required by the parents.

Changes

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice. The current terms and conditions are published online and will be reviewed each year, we would aim to give families one month's notice.

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Change of Details

You must immediately inform the office of any changes to any of your contact details.

Nappies

Parents are asked to provide supplies of their preferred nappies and additional nappy changing materials when required. These will be tagged with each child's name. Evergreen will use wipes as part of everyday practice.

Off Premises Visits

Staff might take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained.

Mobile Phone

To ensure the safety and wellbeing of all children who attend Evergreen we enforce a no personal mobile phone usage within our settings. Should you be on your personal mobile phone as you arrive at Evergreen, can we please ask that you conclude your phone call before entering the premises and do not use this again until you have left Evergreen.

Equal Opportunities

We are an equal opportunities organisation, which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any other factor protected by law.

Evergreen Closure

Evergreen is closed on public Bank Holidays and two PD Days plus one week will be taken for Easter and Christmas holidays. The Evergreen term time and all year calendars can be viewed on the school website.

If we make the decision to close Evergreen, or we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you.

Any cancelled sessions (excluding any days when Evergreen would otherwise be closed), will be refunded as a credit on your invoice.

Complaints or Concerns

If you have a concern or complaint, if possible please speak to or email the Evergreen office. If you have any concerns regarding the services we provide, please discuss these with your child's room leader. If these concerns have not been resolved to your satisfaction, please contact the main school and your concerns will be passed to the Early Years Lead.

2. Medical

Emergency Treatment

Any child who attends Evergreen and has an accident whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps or bruises. If your child has a nosebleed or bump to any part of their head, you will receive a 'text message' to make you aware that this has occurred whilst at Evergreen. If staff are concerned that it requires more than a 'text' home the main school office will contact the parent to collect their child. Any emergency treatment or medical advice will be permitted unless a parent states in writing otherwise. Evergreen does not accept any responsibility for treatment given against parent's wishes if we have not been informed otherwise.

Accident Book

All parents will be informed and required to sign the accident book. In the case of a more serious accident or incident a child will be taken immediately to the nearest hospital and parents will be informed.

Sickness

Evergreen will make every effort to notify parents should their child become ill at Evergreen. Senior staff reserve the right to take the child to hospital in an emergency. Please note minimum exclusion periods apply and must be adhered to (ask Evergreen for more information). Evergreen reserves the right to refuse to accept children until Evergreen is satisfied they are no longer infectious. This is to protect other children from cross infection. Evergreen's terms and conditions are guided by Suffolk County Council and a **48 hour policy applies from the last bout** of sickness and diarrhoea.

If your child develops a temperature of 38 degrees or above we will require your child to be collected.

Attendance

It is good practice for parents/carers of children who are unable to attend their sessions due to illness/ appointments or choosing not attend that day, to contact the main school office by phone, email or in person.

Medication

We will only administer prescription medication when it is required **4 times a day** (or 3 times a day ONLY if your child is attending between 7.45am and 6pm) and only in its original container, labelled with the child's name and stated dose. No medication will be given without an Abbots Green medical consent form (which can be collected from the main school office) and completed by the parent/carer, signed and then counter signed by a member of the Senior Leadership Team. The parent must complete exact dosage, as the words 'as and when required' cannot be accepted.

If in doubt

If your child is suffering from a doubtful rash, sore throat, discharge from the eyes, nose, diarrhoea or any similar symptoms; please keep the child at home until they have attended a doctor's appointment. You must inform us immediately **in writing** if your child is diagnosed

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with any allergy or intolerance.

Our medication policy and guidelines are available from the main school office on request and can be viewed on our website.

3. Child Security and Protection

Child Protection

Any child who attends Evergreen, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background has a right to protection from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care.

Evergreen has a full written policy on Child protection which is available from the main school office.

Arrival of Children

Children should arrive at Evergreen with a parent/carer and be passed into the care of an Evergreen Staff Member and entered onto the attendance register.

Collection of Children

Children will not be released into the care of anyone other than those named on the **Authorised Persons Form** unless authorised by the parents personally, by telephone or by email. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.

In addition, a personal visit of introduction by the parents, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity.

You are required to inform us immediately if you are unable to collect your child from Evergreen by the official collection time. All collections must be by an adult over 18 years of age.

Please note there is a late collection charge of £10 per child if collection is after 6pm. per 15 minutes or part of, per child if you collect late.

Please also note that the school will not tolerate any physical or verbal abuse towards our staff. Abbots Green staff must work safely, free from threat of injury or distress from abusive behaviour of others. It will not tolerate abuse in any shape or form and will investigate all reported or observed incidents of staff being subject to disrespectful behaviour or abuse.

4. Property and Premises

Personal Property

Evergreen does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents.

Clothing

Parents are requested to send children in easily washable, clearly labelled clothing which is appropriate to the weather conditions. Please discourage your child from bringing items of value to Evergreen. Please provide a spare set of clothing for your child in case of an accident or the need for a change of clothing.

Evergreen jumpers are available to order via Brigade - <https://www.brigade.uk.com/>

5. Food and Drink

Water

Fresh drinking water is available to all children throughout the day.

All children will be encouraged by the staff to drink water throughout the day as part of our commitment to offering healthy food and drink options.

Meals and Snacks

Children will be provided with drinks and snacks at regular morning and afternoon snack times along with a nutritious, balanced daily hot meal. Menus are displayed in the Evergreen foyer and online; these include age and stage applicable meals and vegetarian options. All special dietary requirements will be catered for by our Evergreen Cook. If staff absence occurs the lunchtime meals will be catered for in term time only by the main school catering contractors, all dietary requirements will be adhered to.

Nut Allergy

As the number of children with nut allergies is increasing, with parental support we aim to keep Evergreen NUT FREE. Parents are requested not to send food or empty food packaging materials into Evergreen that may contain nuts.

Court order

You must inform us if your child is the subject of a Court Order and provide us with a copy of such Order on request.

6. Childcare Registration

Confirmation of your Childcare Place

On completion of your application and session request form, we will contact you to discuss your requirements and availability at Evergreen. Following us offering your child a place in Evergreen, a full admission form must be completed.

Registration Fee

A £50 registration fee is payable for children who are not in receipt of funded hours.

Our bank details are as follows:-

Unity Schools Partnership
Lloyds Bank PLC, Haverhill
Sort Code: 30 93 99
Account No: 23071660

Schedule of Fees

The schedule of fees is available from the main school office, or section 15 of the terms and conditions and available to view online.

7. Booking Pattern

Full Days

Full days are calculated from 8:30am to 2:30pm, unless you have booked the extended day session that begins at 7:45am to 6:00pm

Sessions

Sessions are from

- 7:45am- 8:30am
- 7:45am- 11:30am
- 8:30am to 11:30am or 11:30pm to 2:30pm (core hours)
- 2:30-3:30pm
- 3:30-6pm

Consumables will be charged to ensure that all pupils access our menu as well as snacks throughout the day. This is an optional additional £7.50 per day.

Please be aware that we require a minimum of 3 sessions attendance per week. A session is classed as a full day, school day or half day.

Change of Booking Pattern

To increase your booking pattern, we require notice before the beginning of the next term, subject to availability.

To decrease your booking pattern, you must provide us with one month's notice by email to Evergreenoffice@abbotsgreenacademy.co.uk

Should insufficient notice be given then you will be invoiced for the full childcare fees for one month's notice from the date of any change as if the hours had not decreased.

8. Discounts and Absences

Absence

Fees remain payable for periods of absence (holidays and sickness) as the child's place is kept open and staff and associated costs continue to accumulate and be met by Evergreen.

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Discounts

We offer a 10% oldest sibling discount; this does not include consumables.

9. Fees and Payments

Where a child is entitled to 15 hours funded sessions, these can only be used over our core hour sessions. Where your child is entitled to 30 hours, this can be used over the whole session. Please refer to our nursery fee section. Evergreen Nursery do not stretch fund and funding can only be used during **term time**. Funding does not cover consumables.

Our daily consumable charge supports every child with having a home cooked meal and snacks each day.

Consideration will be given to any students who are entitled to Early Years Pupil Premium.

10. Free Early Years Entitlement (FEYE)

FEYE is available for all 3 and 4 year old children, regardless of parent income, from the term AFTER the child's 3rd birthday. Your child will be entitled to 15 hours of free childcare, per week, for 38 weeks (term time only).

Eligible working parents of children aged 9 months to 2 years can now access 15 hours childcare support. From September 2025, eligible working family with children aged between 9 months and 5 years old will be entitled to 30 hours of childcare support. As above, these can be used in term time only. If you believe you may be eligible, please refer to childcare choices for further information. <https://www.childcarechoices.gov.uk/childcare-expansion/early-years-childcare>. If successful, an 11 digit code will be given which we would ask that you forward to the Evergreen office, together with your National Insurance number. By providing this information, you are giving us consent to validated your 30 hour code. Some 2 year old children may also qualify for a 'golden ticket'. Please ask the Evergreen Admissions team for further details.

Extended 30 hours free entitlement for 3 & 4 year olds - The Government only entitles parents/legal guardians who meet the eligibility requirements (e.g. income requirements) to the Extended 30 Hours Free Entitlement. If you are eligible, you will need to apply for and obtain a 30 hours code via your Childcare Service Account (as above). Regulation requires us to validate your 30 hours code with the local authority using your child's date of birth, 30 hours code and National Insurance Number. We will ask for your 30 hours validation code and National Insurance number when you register. By providing this information, you are giving us consent to validate your 30 hours code

We offer both the Universal 15 hours and Extended 30 Hours Free Entitlement during set sessions as listed on the Nursery Fee Sheet. The Free Entitlement sessions are subject to availability. You are responsible to pay for the parent paid hours that you use outside of the Free Entitlement hours per the Parent Agreement. All fees for parent paid hours can be found on our Nursery Fee Sheet.

Your receipt of Free Entitlement is subject to our receipt of the government funding from the local authority. A PAF form (Parent Authorisation Form) must be signed by parents for each term in order that we may make this claim. We reserve the right to make changes with immediate effect to this Agreement and/or our offer of Free Entitlement to you if the local

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authority does not pay the government funding to us for any reason or there are changes to the amount of government funding.

Setting and Attendance Detail - Regulation allows a child to attend a maximum of two nurseries in a single day and if a child attends more than one nursery the parent has the option to split between the settings. Parents will be asked to provide the following information for the additional nursery their child attends; nursery name, entitlement hours attended per day, total number of hours per week and total number of weeks per year (38/50).

Privacy Notice - In order to provide Free Entitlement to you, regulation requires us to share information related to your child and his/her care with the relevant local authority and/or the Department for Education. The information shared may include information relating to your child's gender, age, attendance/absences, disabilities or any other information required under regulation. To see our full Privacy Notice please go to – <https://abbotsgreenacademy.co.uk/pupil-privacy-notice>

You can split your funded childcare entitlement between more than one provider, though no more than two sites. Please inform the main office and amend your PAF form if you chose to be with more than one provider.

11. Childcare Vouchers

Childcare Voucher Payments

We accept childcare vouchers please speak to the staff in the main office if you have any questions.

12. Additional Days/sessions

Adhoc or increased hours may be available, but only if the main school office have as much notice as possible. We will always try to accommodate, but it is not guaranteed due to staff and child ratios.

13. Payment of Your Education Fees

Your First Invoice

We will create your first invoice from your child's first day of attendance until the end of the month. This is payable within 14 days of receipt.

Payment of Fees (Monthly in advance)

Fees are due monthly, in advance and in accordance to your booking pattern by the 14th day of each month.

If payment has not been made within the month it relates to, then we reserve the right to add a £20 administration charge to your monthly fee and suspend your Evergreen place with immediate effect until payment has been made to cover our costs of having to contact you for payment.

If we have to contact you on 3 or more occasions in relation to late payment, we reserve the right to terminate your Evergreen placement with immediate effect.

Non-Payment of Fees

If the payment of Evergreen fees is outstanding for more than one month, after the 14th of the month, this could result in the termination of your childcare contract and the loss of your childcare place.

Upon termination of this contract, the child shall not be permitted entry to Evergreen. This shall be regarded as a formal demand for all outstanding fees and we will issue a final invoice and pass this to a debt collection agency for full recovery. In addition, you will be liable for all associated debt collection fees and court costs.

14. Cancellation of Your Childcare Place

Termination of Contract

If you no longer wish to maintain your child's place at the Evergreen you will be required to give one month's notice in writing or by email to the school admin team via evergreenoffice@abbotsgreenacademy.co.uk.

We reserve the right to exclude a child from Evergreen for any breach of the childcare contract. We may terminate your childcare contract if your child's behaviour at Evergreen is deemed by us to be unacceptable or endanger the safety and well-being of other children or staff at Evergreen.

Your Final Invoice

We will create your final invoice from the date of your termination notice. You will be required to pay the full fees for the one month's notice. It is your responsibility to obtain a receipt from the Evergreen Admissions officer as your proof of termination. Your child may attend during this time unless you have breached the childcare contract terms and conditions.

15. Nursery Fees 2025

Evergreen Day Nursery is open Monday to Friday from 7.45am to 6pm.

We are open all year, with the exception of one week at Christmas and Easter, statutory bank holidays and PD Days – see calendar on www.abbotsgreenacademy.co.uk for specific dates.

Payment

All fees are due 14 days following date of invoice.

Sessions	2 Year Olds (When funding is not being claimed)	3 & 4 Year Olds (When funding is not being claimed)
Per Hour	£7.75	£7
Full Time 5 full days per week	£400.00 (£80.00 per day) Includes consumables	£368.50 (£73.70 per day) Includes consumables
Full Day 7.45am – 6pm	£85.00 Includes consumables	£77.50 Includes consumables
Consumables full day includes breakfast, lunch, tea and snacks		
Morning Session 7.45am to 11.30am	£31.00 Includes consumables	£28.25 Includes consumables
Consumables includes breakfast and snack		
8.30am to 11.30am (core hours)	£24.25	£22.00
Afternoon Session 11.30am to 2.30pm	£27.25 Includes consumables	£25.00 includes consumables
Consumables part day includes either breakfast/tea with snacks Core hours includes snack		
2.30pm to 6pm	£30.00 Includes consumables	£27.00 includes consumables
Consumables includes snack and tea		
Additional sessions 7.45am - 8.30am 2.30pm – 3.30pm	7.45am - 8.30am - £6.80 Includes consumables 2.30pm – 3.30pm - £7.75	7.45am - 8.30am - £6.25 Includes consumables 2.30pm – 3.30pm - £7.00
School day 8.30am – 2.30pm	£50.50 Includes consumables	£46.00 Includes consumables

Government Funding

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The funded sessions are available to children aged 2, 3 and 4 years old. We also accept the Golden Tickets issued by the Local Authority for parents of children who are 2 years old. Government funding is also available for eligible 2 year olds. Details can be found at www.childcarechoices.gov.uk

All children are eligible for 15 hours funding the term after their 3rd birthday. If your child was born on or between the:

- **Spring Term** – Your child's 3rd birthday must fall between 1st September and 31st December
- **Summer Term** – Your child's 3rd birthday must fall between 1st January and 31st March
- **Autumn Term** – Your child's 3rd birthday must fall between 1st April and 31st August

Regulation for the Universal 15 Hours Entitlement Funding requires us to validate your child's age to confirm eligibility. An original Birth Certificate must be seen.

**Government funded sessions of 15 hours a week are available daily:
8.30am – 11.30am and 11.30am – 2.30pm term time only.**

When a child is claiming 15 hours Government funding the following fees apply for additional childcare.

15 hour funding session options daily charge (fees include consumables)	2 years	3 & 4 Years
Childcare Full Day (7.45am - 6pm) Claiming 3 hours Government funding	£61.75	£56.50
Childcare Full Day (7.45am - 6pm) Claiming 6 hours Government funding	£38.50	£35.50
Childcare Morning Session (7.45am –11.30am) Claiming 3 hours Government funding	£6.80	£6.25
Childcare Afternoon Session (11.30am – 6pm) Claiming 3 hours Government funding	£32.60	£30.00
School Day (8.30am – 2.30pm) Claiming 3 hours Government funding	£27.25	£25.00
School Day (8.30am – 2.30pm) Claiming 6 hours Government funding	£4.00	£4.00
Morning Session (8.30am – 11.30am)	£1.00	£1.00
Afternoon Session (11.30am – 2.30pm)	£4.00	£4.00

30 hour funding session options daily charge (fees include consumables)	2 years	3 & 4 Years

Childcare Full Day (7.45am – 6pm) Claiming 10 hours Government funding	£7.50	£7.50
Childcare Full Day (7.45am - 6pm) Claiming 6 hours government funding (5 days = 30 hours funding claimed a week)	£38.50	£35.50
School Day (8.30am – 2.30pm) Claiming 6 hours funding a day (1-5 days)	£4	£4