Parent Terms & Conditions

Cedar Grove Day Nursery Limited | October 2026

1 The childcare agreement

These terms govern childcare supplied by Cedar Grove Day Nursery Limited (the Nursery). A registration enquiry or submitted form does not guarantee a place. A contract begins when the Nursery confirms in writing the child's start date, booked sessions and applicable fees and the parent or carer accepts. The booking confirmation, these terms, the applicable Fee Schedule and any signed funding declaration form the agreement. The contracting parent or bill payer identified in the registration form is responsible for the agreed private fees, including where another person or payment scheme contributes. The registration form records acceptance of the version of these Terms supplied to the parent; these Terms do not require a separate signature.

Parents must provide and keep updated accurate contact details, emergency contacts, parental-responsibility information, authorised collectors, health and dietary details, and any relevant court orders. The Nursery may require appropriate evidence before changing collection or parental-responsibility arrangements. Materially false or withheld information affecting a child's safety or the provision of care may be treated as a serious contractual breach, following appropriate enquiry and consideration of the child's circumstances.

2 Admissions, availability and settling in

Places, session patterns and room allocations are offered subject to capacity, staffing, safety and the Nursery's fair admissions criteria. Funded-only places are subject to availability; no particular number of funded-only places is guaranteed. The Nursery will not discriminate unlawfully and will consider reasonable adjustments and individual support arrangements.

A £50 non-refundable registration fee is payable when a privately booked place is accepted. It covers registration administration and reserving the agreed place. It is not refundable if the parent subsequently decides not to proceed, except where a refund is required by law or the Nursery cannot provide the agreed place. Any statutory cancellation rights and applicable consumer protections take precedence. No registration charge is a condition of accessing a funded-only entitlement place. Settling in generally takes place over five days, with visits increasing by approximately one hour each day where appropriate, tailored to the child's needs. Any chargeable private sessions are agreed beforehand.

3 Opening hours, bookings and attendance

Normal opening hours are Monday to Friday, 7.30am–6.30pm, for 51 weeks per year. The Nursery closes for bank holidays and its notified Christmas/New Year period. Closure dates and any changes are communicated in advance. The child's contracted days and session times are those confirmed in writing.

Bank holidays remain chargeable when they fall on a child's regular booked day and are included in annualised private fees. Bank holiday sessions cannot be swapped or transferred to another day, and no credit or replacement session is provided. Private sessions also remain payable during holidays, sickness and other non-attendance, subject to statutory rights. Additional sessions require prior approval, are subject to availability and are charged at the published rate. Additional sessions and optional chargeable extras booked outside regular attendance require at least 24 hours' notice to cancel. With less than 24 hours' notice, or non-attendance, the full agreed charge remains payable where the Nursery was available to deliver the booking, subject to statutory rights and fair-contract requirements. Optional extras are not compulsory for funded entitlement hours.

Children must arrive and be collected within booked hours. Late collection is charged at £10 for each commenced 15-minute period, subject to reasonable discretion for exceptional events. If a child remains uncollected, the Nursery follows its safeguarding and uncollected-child procedures.

4 Private fees and payment

Private childcare fees are based on the accepted weekly booking multiplied by 51 weeks and divided by 12 equal monthly instalments. This annualisation does not charge parents for government-funded entitlement hours. Current private rates, session prices, additional charges and any discounts appear in the published Fee Schedule.

Monthly fees are payable in advance and must reach the Nursery by the 1st of each month. Parents are responsible for allowing time for bank transfers, Tax-Free Childcare government top-ups, vouchers and other approved payment methods to clear. A different payment timetable, including arrangements linked to Universal Credit, applies only where management agrees it in writing.

Where a child joins, leaves or changes sessions during a month, the Nursery will provide an itemised calculation based on the applicable booked sessions and agreed effective date, rather than charging overlapping periods. Additional private sessions are payable when booked unless agreed otherwise.

Private fee increases will normally be notified at least one full calendar month beforehand. Where a parent does not accept a material increase, they may end the affected private booking before the increase takes effect by giving notice within the notification period, without an additional penalty for declining the change. Arrears will be notified in writing; the Nursery may agree a repayment arrangement but is not required to do so. Any suspension or termination for non-payment is subject to clause 10 and funding safeguards.

5 Government-funded entitlements

Cedar Grove participates in eligible government-funded early education schemes in accordance with national rules and Enfield Council's provider arrangements. The government-funded entitlement hours are provided without a charge to parents; this does not mean all nursery attendance, private hours or optional services are free.

Where agreed, funding may be stretched across the Nursery's operating year. The weekly funded hours and total entitlement will be confirmed in the parental funding declaration, taking account of eligibility, attendance pattern and Enfield Council's funding rules.

Parents are responsible for applying for and reconfirming working-parent eligibility codes by the required deadlines, normally every three months, and for providing accurate codes and other required details promptly. Government reminders do not transfer that responsibility to the Nursery. Parents authorise the Nursery to verify eligibility and entitlement information with HMRC and the local authority where permitted and required for funding administration.

If a parent misses the eligibility reconfirmation deadline and funding cannot be claimed for the relevant term, the Nursery will charge its applicable private childcare fees for the booked sessions not covered by funding during that term. Parents will be notified of the charges. Any statutory grace period or other funded entitlement that remains valid will be respected, and hours that remain funded will not be charged as private childcare.

Funded-only places depend on available capacity and published admissions arrangements. No purchase of extra hours, meals, consumables or activities is required as a condition of accessing an available funded-only place. Funded-only attendance and withdrawal are governed by the parental declaration and relevant funding rules rather than an automatic private-fee notice charge.

6 Meals, consumables and other optional charges

The Fee Schedule separately identifies any charges for meals and snacks, non-food consumables, optional activities and privately purchased hours. Charges connected to funded hours are voluntary. Parents can decline any optional extra and discuss reasonable alternatives, including providing appropriate personal consumables or agreed alternative arrangements. A child's funded entitlement and quality of education will not depend on buying extras.

Invoices and receipts will distinguish funded entitlement hours at £0 from additional private hours, food, non-food consumables and activities. Any optional extras selected by parents will be recorded in the funding declaration or related agreement.

7 Illness, medication and child safety

Parents must not bring a child who is unwell or unable to participate comfortably, and must notify the Nursery of symptoms, infectious illnesses, allergies, dietary restrictions, prescribed medicines and changes to care plans. The Nursery follows its Illness, Infection Control and Medication Policies, relevant public-health advice and individual medical plans.

Children must not be given fever-reducing or pain-relieving medication, such as Calpol or Nurofen, on the morning before nursery attendance in order to enable attendance or conceal symptoms. Parents must disclose any medication already administered before arrival, including its name, dose and time. Regular prescribed treatment and individual medical needs will be considered with management under an agreed healthcare plan.

Under the Nursery's usual admissions policy, a child starting a new course of antibiotics should remain at home for the first 24 hours, unless management agrees an appropriate exception based on the child's condition and clinical advice. Other illness-specific exclusion periods apply where relevant. Nursery staff administer medication only in accordance with the Medication Policy and required written authorisation and records.

If a child becomes unwell during the day, parents may be asked to collect promptly. Parents must provide any required emergency medication, suitable supplies and accurate instructions.

8 Safeguarding, inclusion and information

The Nursery safeguards children under the EYFS and applicable law. Relevant concerns may be referred to safeguarding agencies where required, including without prior parental notification where necessary to protect a child or investigation. Staff will work with families and professionals to support additional needs, consider reasonable adjustments and act in accordance with SEND and equality duties.

Personal information, observations, photographs, CCTV and requests for records are handled under the Privacy Notice and data-protection law, including the privacy rights of other children and staff. Separate consent will be sought for optional publicity use of photographs and relevant outings where required. Consent may be withdrawn for future optional use.

The Nursery may use Famly or another notified secure parent communication and learning platform, subject to its Privacy Notice and data-protection duties. Parents should not publish images of other children without appropriate permission. Any private babysitting arrangements with individual staff are separate from the Nursery's childcare agreement and are not organised, supervised or insured by the Nursery unless expressly agreed in writing.

9 Parent communication, conduct and complaints

Parents are welcome to question decisions, raise concerns and make complaints. Genuine complaints, including safeguarding concerns, will not, in themselves, be treated as misconduct or grounds for withdrawing a child's place.

Parents, carers and authorised representatives must treat staff, management, children and families respectfully. Threats, violence, intimidation, harassment, discrimination, abusive language, targeted personal attacks and serious or persistent conduct that materially disrupts safe nursery operations are unacceptable. The Nursery may set proportionate communication arrangements, designate a management contact, require meetings by appointment or restrict a particular adult's access where justified, while seeking to preserve the child's attendance. Serious or repeated unacceptable conduct may lead to suspension or termination of a nursery place, following the fair process and safeguarding requirements in Section 10.

Questions or concerns should first be raised with the child's key person or Nursery Manager. Where a concern cannot be resolved informally, parents may submit a formal complaint in writing. The Nursery will investigate and respond in accordance with its Complaints Policy, which is available to parents on request. Complaints relating to fulfilment of EYFS requirements will receive a written outcome within 28 days of receipt, and records will be maintained as required. If the complaint concerns the Nursery Manager, or the parent wishes to request a review, it may be referred to a director or appropriate senior representative. Nothing in this process limits a parent's right to raise safeguarding or regulatory concerns with the appropriate authority. Routine messages should use agreed nursery channels; emergency contacts are for urgent matters.

10 Notice, suspension and termination

Parent notice: One calendar month's written notice is required to end or reduce regular privately booked sessions. Notice takes effect when received by the Nursery, and the Nursery will confirm the final attendance date and itemised account. Notice can be sent to enquiries@cedargrovenursery.org. The Nursery will consider reasonable steps to reduce any loss. Statutory cancellation rights take precedence, and funded-only hours are subject to the funding declaration and local-authority rules rather than private notice charges.

Cancellation before attendance begins: Parents should notify the Nursery promptly if they no longer require an accepted place. Where statutory cancellation rights apply, including a qualifying 14-day cooling-off period for certain distance or off-premises contracts, those rights take precedence over the normal notice arrangements. Any charge for cancellation or services already supplied must be lawful, fair and proportionate, taking account of reasonable costs, savings and any applicable refund rights.

Nursery notice: The Nursery may end a private childcare agreement for a legitimate contractual, operational or safety reason by giving one full calendar month's written notice, subject to its legal obligations, the child's welfare, any funded-entitlement requirements and fair treatment. Written notice will state the final attendance date and financial arrangements.

Conduct and contractual breach: Management may terminate where it reasonably determines, based on evidence, that there has been serious or repeated unacceptable adult conduct, a significant and objectively evidenced breakdown of trust materially preventing effective childcare, persistent non-payment of properly due private fees, or a serious or persistent breach of agreed terms or policies. Where practicable, the Nursery will first explain concerns, invite a response, consider a warning, reasonable adjustments, alternative collection or communication arrangements and other less restrictive options.

Urgent action: Immediate suspension or termination may be considered where violence, credible threats, serious safeguarding risks or another immediate significant risk cannot reasonably be managed. Such action must be lawful, proportionate and documented. A child's disability, additional needs or a parent's legitimate complaint alone is not grounds for termination.

Suspension and payments: Where attendance is temporarily suspended, the Nursery will give written reasons, the expected review date and an explanation of any private fees proposed during the period. Fees will not automatically remain payable where the Nursery cannot provide contracted care; any charge, credit or refund will depend on the reason for suspension, services available, reasonable costs and statutory rights. Funded entitlement hours will be handled under the local authority's rules.

Any decision to end a place for parent conduct will be reviewed by a senior manager or director. Parents will receive written reasons, the effective date and details of how to raise a concern about the decision. Any funded-place withdrawal will also follow the applicable Enfield funding requirements.

11 Closure, belongings and changes

If the Nursery cannot provide agreed childcare because of closure, disruption, staffing, premises or other circumstances, it will inform parents as promptly as practicable, explain available alternatives and provide a fair credit or refund for private childcare not supplied where required by the agreement and consumer law. Any funded hours not delivered will be addressed in accordance with Enfield's funding requirements. Nothing in these Terms removes remedies for services not provided with reasonable care and skill.

Parents should label belongings and avoid sending valuables. The Nursery will take reasonable care but cannot guarantee against every accidental loss. Any material changes to these terms will be communicated in writing with reasonable advance notice; changes will not retrospectively impose charges or remove statutory rights. Written notice includes email to the Nursery's designated address or another accepted written channel.

12 Legal rights and documents

Nothing in these Terms excludes or limits the Nursery's liability for death or personal injury caused by negligence, fraud, or any other liability that cannot lawfully be excluded. The Nursery remains responsible for foreseeable loss arising from breach of contract or failure to exercise reasonable care and skill, in accordance with applicable law. The Nursery maintains insurance as required by law; details are available on request. Nothing in this agreement removes parents' statutory consumer rights, safeguarding protections, equality rights or the Nursery's legal responsibilities. If any provision is unenforceable, the remainder continues so far as lawful. These Terms are governed by the law of England and Wales.

Parents should also read the Fee Schedule, Parental Funding Declaration (if applicable), Admissions Policy, Illness and Medication Policies, Safeguarding Policy, Parent Code of Conduct, Complaints Policy and Privacy Notice. Funded hours and optional charges are detailed in the Fee Schedule and relevant booking documents. Legal requirements and applicable funded-place agreements take precedence in the event of conflict.

These Terms, the accepted registration and booking confirmation, the applicable Fee Schedule and any signed parental funding declaration form the childcare agreement. Any additional policies incorporated into the agreement will be identified and made available to parents. If the Nursery does not enforce a provision on one occasion, it does not automatically waive its right to enforce it later. No provision overrides statutory rights or prevents reliance on legally relevant pre-contract information. Parents accept these Terms through the declaration and signature on the registration form; a separate signed copy of these Terms is not required.