

## Key Information Brochure

If you would like any further information about any part of this pack, please visit our website [www.fountnursery.com](http://www.fountnursery.com) or email [management@fountnursery.com](mailto:management@fountnursery.com)



### Hours

A standard day at FountNursery runs from 8am – 6pm, Monday – Friday. We are open 50 weeks per year, excluding Bank Holidays, staff training days and inset days. Please note, FountNursery does close for two weeks over the Christmas/New Year period. Parents will be notified of closures at the end of the financial year



### Flexibility

FountNursery understands that often childcare requirements change and where possible, staff will be as flexible as they possibly can. However, we do ask that you give the nursery as much notice as possible to ensure extra/ad hoc days and day swaps can be accommodated.



### Emergency Day Swaps

Subject to availability, in cases of sickness, emergencies or unforeseen absence/circumstances, FountNursery can offer a one day swap per month, to be used in the same calendar month.



### Ad hoc Days

Subject to availability, you can purchase extra ad hoc days at the standard daily rate. Ad hoc days can be booked a maximum of two weeks before the requested date.



### Plan Swaps

Please note that plan swaps are prohibited; this includes plan swaps between siblings.



### Funding

FountNursery only accepts 15 hours funding places for three and four year olds and 30 hours for three and four year olds. For more information on funding, you can contact the Nursery or search utilising the Hackney Learning Trust website.



### Registration

To register your child at FountNursery, please e-mail the Management team to request a registration form or go to our website where you download it & email it directly to us. Parents can request a show around of the nursery prior to registering and Open Evenings are held once a term.

A non-refundable registration fee is required to secure your child's space at FountNursery. If registering an unborn child, please advise the nursery of the child's date of birth as soon as practically possible.



### Plan Terms & Conditions

FountNursery can be flexible with intake, however it usually happens at the beginning of the month. If you are flexible about your sessions, we may be able to offer sessions on less popular days. However, this is at the Manager's discretion. All conditions are subject to availability.

Plan agreements are subject to change in part – or whole – by FountNursery with one month's notice. All parents will be notified prior to change and the nursery will not be held liable for any unread notifications.



### Waiting List

Availability is assessed on a monthly basis, taking into accounts any children leaving, room moves or any other changes to numbers. If your child does not receive a place to start immediately, they will be kept on the waiting list until a place becomes available.

Parents can request to be removed from the waiting list at any time, they will however forfeit their registration fee.

### Allocation of Places

Places at FountNursery are offered on the basis of the following order of priority:

- a current child wishing to increase sessions
- a child with a sibling currently attending the nursery
- the date of waiting list registration.



Full time places are also prioritised over part-time places and if there is outstanding availability with requested days. Please note that whilst we do prioritise siblings, parents are asked to register their younger child as early as possible.

### Place Offers

If you are at the top of our waiting list, we will automatically offer you any places that become available – even if the days do not match your first preference. If you wish to not accept the sessions that are offered, your child will be placed back at the top of the list until your required sessions become available.

Please note, you will be given a period of 48 hours to accept/decline the place. At this point it will then be offered to the next child on the waiting list.



### Accepting a Place

On acceptance of a place at FountNursery, one month's deposit is required in full three months prior to the start date. If the start date is less than three months, 100% of the deposit must be paid upon accepting the place.

One month's fees are also to be paid pro rata, in full, one month in advance of the child's start date. If payment isn't received one months prior to the start date, the place will be offered to the next child on the waiting list.

Children are unable to commence until fees and deposit are received in full.



### Decreasing Days or Cancelling Plans

Should you wish to decrease the number of sessions your child attends/is due to attend, or cancel your place, a full calendar month notice is required in writing. This will then be confirmed by FountNursery. There will be no refund on registration fee and deposits will be returned as long as sufficient notice is given.



### Updates

Please let us know of any changes you wish to make to your waiting lists; any updates should be sent to the Management team. FountNursery requires parents/carers to notify the nursery of any change in registration details including telephone numbers, e-mail addresses and addresses.



### Newsletter and Newsflashes

FountNursery provide one newsletter a month, alongside regular updates in the form of 'newsflashes'. This form of communication will be used to keep parents informed of changes in staff, policies, procedures, events, themes etc. occurring at the nursery and general information regarding childcare matters. Newsletters and newsflashes are sent via the Family app.



### Social Media

FountNursery can be found on both Facebook and Instagram (@fountnursery); social media is used to promote certain events, activities etc. Parents and carers can follow the account. Children's faces are never shown.



FountNursery also requests that parents do not use social media to contact nursery staff/the business and that all nursery matters are dealt with via e-mail or telephone.