



Frequently Asked Questions

- Do you accept childcare vouchers?
Yes, once your child is registered we can provide you with the details needed. If your workplace is using vouchers with a company we have not used before, don't worry we can set up an account with them.
- Is there a minimum amount of sessions my child must attend?
No, you can attend any amount of sessions you require. If you start and your child is still a bit unsettled we would suggest that you come in for more settles in between the normal days attended.
- How will you settle my child?
 - *We like children to have a minimum of three settling in sessions of one hour's duration*
 - *At the 1st settling in session the parent is required to stay for the hour with the child and go through all the paperwork in Settling In File*
 - *At the 2nd settling in session, the parent may leave their child if they feel comfortable to do so*
 - *At the 3rd settling in session we ask that the parent drops off their child as if it were a usual nursery day*

We welcome children to bring in any comforters that may help them settle on their visits.
- Can I collect my child at anytime?
Yes, if you are collecting early and it's possible for you, we just ask that you let us know so that we can prepare anything your child may need in advance to take home or arrange a suitable time for them to attend a short outing if they are going out, for example to the library
- How do you invoice, and when must fees be paid by?
We will email your invoice to you around the 22nd of the month, fees are due by the 1st day of the following month and are paid in advance. We accept payment through cheque, standing order or debit/credit card. NB 2.5% will be added to any credit card payments.

- Do I need to pay a deposit before my child is born?
No, we would only require a deposit once your child has been born, however we do still require the £30.00 registration fee
- Can I change my start date if needed?
Yes, we generally ask for one months notice but understand that circumstances do change.
- Can I change my sessions if needed?
Yes, as long as we have availability for the changes you need we can change your sessions. We do require at least one month's notice of the changes. If you are adding sessions and we have the availability we can do this with immediate effect. Again if we have the availability we can also offer extra sessions as a one off if you ever required this.
- Do you give a sibling discount?
Yes we offer a 5% discount on the oldest child and then this automatically removed when they leave the setting, we also offer a 50% reduction on the deposit if both children will be attending more than 2 full days a week
- Do you follow the Early Years Foundation Stage Framework?
Yes, we have an EYFS policy and procedure which explains in detail how we follow this, we aim to include parents/carers in the learning and development of their child/ren at all times
- Will my child be allocated a Key Worker?
Yes, each child is allocated a 'keyperson' who will look after their personal, health, social and developmental needs. The child will be introduced to their key person during their settling-in sessions. This keyperson will liaise with you on a frequent basis, and will build up a firm relationship so that you feel confident to speak to the keyworker regarding your child, celebrating achievements and discussing worries or concerns.
- Are your staff qualified?
Yes, Ofsted require us to be 50% qualified but at present 98% of our staff are qualified with a Level 2 childcare qualification or above.