**STANDARD TERMS & CONDITIONS**

**Our obligations to each other explained.**

These terms and conditions govern the basis upon which we agree to provide Wild Moon Nature Club services (part of New Moon Nurseries Ltd) to you. Immediately upon receipt of any childcare services from Wild Moon Nature Club (part of New Moon Nurseries Ltd) you agree to comply with and be bound by the following terms and conditions.

Your specific childcare arrangements will be emailed as you book your sessions which are subject to change from time to time as agreed between both parties. This part of the contract covers the general terms & conditions which apply to all parents equally.

**OUR OBLIGATIONS TO YOU**

New Moon Nursery shall:

Inform you through your booking confirmation that your application for a Wild Moon Nature Club place has been successful.

Provide the agreed childcare facilities for your child at the agreed times, as detailed in your booking confirmation.

Provide you with as much notice as reasonably practicable should changes be made to the opening hours of Wild Moon Nature Club. We shall also use reasonable endeavours to accommodate any changes to the childcare service that you may require as a result of this.

Use reasonable endeavours to accommodate any requests you may make for any additional sessions, that were not made through our booking system. This will based on availability at the time.

Provide you with regular verbal updates on your child's progress and development on request.

Notify you as soon as possible of any days on which Wild Moon Nature club will be closed.

Endeavour to make a place available for siblings. However, we are unable to guarantee that a place will be available.

**YOUR OBLIGATIONS TO US**

You shall:

Payment will be made in full for booked sessions through our website. .

Confirm via email will be sent immediately after your booking is received.

You will be required to agree to these terms and conditions at the point of confirming your booking with Wild Moon Nature Club.

You will be required to complete the registration form at the point of confirming your booking. You MUST disclose, medical, physical, or any additional needs that your child has within the registration form.

If information regarding medical, physical or any additional needs your child has is not disclosed at the time of booking, we reserve the right to with-hold childcare until we can fully assess the needs of the child.

Complete and return a medicine consent form if you require our staff to administer any medicines to your child (whether they are prescription medicines or otherwise).

Immediately inform us if your child is suffering from any contagious disease or illness. For the benefit of the other children in our care, you must not allow your child to attend the nursery if they are suffering from any form of contagious disease or illness which could easily be passed on to another child during normal daily activities of the nursery. If we reasonably consider that your child is too ill to remain at the nursery, we shall immediately contact you and you shall be responsible for promptly collecting your child to prevent any spread of illness.

Immediately inform us of any changes to your personal circumstances which may have an effect on your child. We shall treat all personal information as confidential.

Immediately inform us of any changes to your contact details.

Keep us informed of those persons who are authorised to collect your child from our nursery. If the person collecting your child is not usually responsible for collecting them, we will require proof of identity. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care and you shall be responsible for the additional costs of care until you are able to collect your child.

Inform us if your child is the subject of a court order and provide us with a copy of such order on request.

Immediately inform us if you are unable to collect your child from nursery by the agreed collection time. You agree that late payment charges will apply, current details of which are available from the nursery.

Inform us as far in advance as possible of any dates on which your child will not be attending the Wild Moon Nature Club. No refunds will be provided following the booking.

Changes to sessions following your booking confirmation is received will be made only if there is availability. No refunds will be provided following the receipt of your booking confirmation.

Be responsible for the accuracy of all the information that you provide to us,and acknowledge that we are reliant upon the accuracy of any and all information that you provide. Should you fail to provide the required information, or should you fail to inform us of any changes, then you accept responsibility for this.

Acknowledge that in the absence of express written instruction from you to the contrary, we are entitled to assume that your child has no special requirements of whatever nature.

**PAYMENTS**

We charged for all sessions that are required at the time of booking. These will be paid in full and you will receive your booking confirmation immediately.

If you do not pay for the booking then your sessions will not be confirmed and you will not hold a place at Wild Moon Nature Club.

**SUSPENSION**

Wild Moon Nature Club may suspend the provision of childcare to your child at any time if:

Your behaviour or the behaviour of your child at the nursery is deemed by us to be unacceptable or endangers the safety and well being of others. The suspension shall continue whilst we try and address these problems with you.

If the period of suspension exceeds four (4) weeks either of us may terminate this Agreement by written notice.

**TERMINATION**

You can terminate your sessions at any time, but no refund will be provided for booked sessions.

New Moon Nursery may immediately terminate this Agreement if:

You have failed to pay any fees or charges.

You have breached any of your obligations under this Agreement, and you have not compensated for that breach to the satisfaction of New Moon Nursery within a reasonable period of time.

You behave unacceptably, as we will not tolerate any physical or verbal abuse towards staff.

Your child's behaviour is unacceptable or endangers the safety and well being of anyone at the nursery.

We take the decision to close Wild Moon Nature Club. We will give you as much notice as possible of such a decision.

You may immediately end this Agreement if:

We have breached any of our obligations under this Agreement and we have not corrected that breach within a reasonable period of time. You shall remain liable for any fees and charges incurred prior to formally terminating the Agreement.

We suffer any event of insolvency.

**EMPLOYMENT OF STAFF**

 If, during this Agreement and for a period of six (6) months after the termination of this Agreement, you (directly or indirectly):

Employ, procure or otherwise engage the services of any member of our staff who had contact with you or your child under this Agreement in the last six (6) months; or

Allow or permit the provision of any childcare services to your children by any member of our staff who had contact with you or your child under this Agreement in the last six (6) months.

 Then you shall pay to us a figure representing twenty five percent (25%) of the relevant member of staff's gross annual salary at the time they left our employment. This figure represents the costs to us of recruiting a suitable replacement member of staff.

**MISCELLANEOUS PROVISIONS**

We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

If Wild Moon Nature club closes for any reason (whether temporarily or permanently), we shall be under no obligation to provide alternative childcare facilities to you.

If a temporary closure of Wild Moon Nature Club exceeds three (3) consecutive days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed for in excess of three (3) days.

If you have any concerns regarding the services we provide, please discuss these with the practitioners at Wild Moon Nature Club. If these concerns have not been resolved to your satisfaction please contact the Director of New Moon Nurseries Ltd. Customer satisfaction is of paramount importance to us and any complaints will be reported to the appropriate Director for review.

We carry a wide range of equipment, and unless we specifically request otherwise your child should not bring any of their own toys to the Wild Moon Nature Club. If they do bring toys and other items with them, we accept no responsibility for any loss or damage to those items.

From time to time we may have photographs taken of the children who attend our Wild Moon Nature Club. These photographs may be used for promotional purposes. If you do not wish your child to be included in these photographs, Please fill in our consent form detailing this information

* 1. Wild Moon Nature Club (part of New Moon Nurseries Ltd) accepts no responsibility for loss or damage to any personal belongings brought onto nursery premises

**PARENT CONTRACT – AGREEMENT**

I agree to the Terms and Conditions outlined above and have read and agreed with the policies and procedures of New Moon Nursery. I understand that policies and procedures and fee structures may be subject to change.

Please click to agree to the Terms and Conditions: