



Fee's & Admissions Policy

Vacancies

Due to our high demand, if we are unable to offer a place to a family, their interest will remain on our waiting list system until a place becomes available.

We make it clear to parents that we can not always reserve places in advance as we cannot guarantee that particular sessions or days will be available in the future on a particular date.

Children can start at Ringle Rainbow on or after their second birthday.

Confirmation of a child's start date and settling-in sessions will be emailed to parents with a welcome message, before they are due to start.

Safeguarding

In the interest of safety, it is paramount that the registration document contains the latest information and if these need to be updated at any point during the year, parents must inform the Nursery in writing. For example, contact number, address, medical information.

Sessions

Ringle Rainbow require a minimum amount of 3 sessions attended per week. For example;

- Three Mornings
- Three Afternoons
- One Full Day, plus one Afternoon or Morning Session

This ensures continuity in the children's learning journey and fostering strong positive relationships with both staff and with their peers.

Parents may be able to purchase additional care at an hourly rate subject to availability, the cost will be £6.50ph.

We offer 'flexible care' which means parents can drop off and pick up at any time between a chosen paid for session. For example, if a parent has paid for a full day, they can drop off any time from 8am and pick up any time before or up until 6.00pm.

We are open for 51 weeks a year, closing on Bank Holidays. Our Christmas break will be for 1 week plus the Bank Holidays. In addition, we reserve the right to hold 2 inset staff training days each year, advance notification will be given of the dates.



What's Included?

Our fee structure is fully inclusive of all drinks and snacks, all meals relative to the session attended plus wipes, nappies, Calpol, Suncream NB. we ask that only nappy cream is provided by parents if needed. Our fees do not include any outings, celebrations or entertainment that is in addition to our usual session activities.

Late Charge

We appreciate that unavoidable events sometimes come up but to be fair and consistent, we reserve the right to charge late fees if a parent does not pick up their child at the end of their allocated session. Late fees are charged at £7.50 per 5 minutes and this will either be added to the next monthly invoice or paid via cash.

Fees & Registration

FULL DAY (8am - 6pm)	£65
Morning Session (8am - 1pm)	£41
Afternoon Session (1pm - 6pm)	£41

To request a place for your child at the nursery you must complete a registration form and return it to the nursery along with a registration fee of £20 upfront. The nursery will contact you to confirm whether a place is available for your child.

Once availability is confirmed and a place is offered at Ringle Rainbow, we ask parents to pay their first invoice to secure their place. We are, unfortunately, unable to refund fees if a place has been offered, accepted but not commenced.

Fees are payable monthly (in advance) on the 1st of each month. We are always eager to avoid charging any late payment fees but a fee of £25 per week will be due for any late payment. In the event of prolonged or repeated late payment, the care may be paused or ceased with immediate effect. In the eventuality of the care being paused, the fees are still due until the child rejoins. In the eventuality that the care is ceased immediately, the 31 days' notice will still be due. To try and be consistent with parents, the start date cannot be delayed or attendance days changed unless agreed by the Nursery Manager.



The management team of Ringle Rainbow has the right to increase the fee amount and alter the session structure, opening times etc, at any time and will inform parents via email. We will, of course, try to give parents as much notice as possible of any change of fees and sessional structure.

Parents will be required to re-read our Fees and Admissions Policy to ensure they understand the changes made.

When the setting decides to close due to adverse weather, an Act of God, force majeure, or if a parent's child is absent from nursery due to being on holiday, illness or temporarily withdrawn due to a parent's own volition, infectious diseases, epidemics, unforeseeable repairs or any failure of public or utility services (such as highway and public transport delays or failures, fees will remain due and unfortunately parents are not entitled to a refund for these sessions. Parents are also, unfortunately, unable to swap these missed sessions with any future sessions.

Payment Methods

By Direct Debit collected on or around the 1st of the month that they relate to. We do also accept childcare vouchers or HMRC tax free childcare payments with prior agreement.

Change of Contract

We require at least a 31 days' notice to be given (excluding weekends), in writing, if the number of sessions is to be reduced, changed or if a parent wishes to terminate their contract. For children leaving for school, their contracts will automatically be cancelled from the 1st September of that year.

If parents would like to increase their sessions, and we have the availability, we will accommodate this as soon as we possibly can. If we do not have spaces available at the time of request, we will add the parent's child to our waiting list and accommodate as soon as we possibly can.

If a child is accessing extended hours these can be increased for the remainder of the term should the parent's employment situation change. The total extended hours should not exceed 15 hours per week. Evidence may be required to support this change. Any request for an increase in extended hours is subject to availability.

Ringle Rainbow reserves the right to cease providing care to a family. In the event that the leadership decides to stop accepting custom from a parent, we will try to give as much notice as possible, but this will usually be no longer than 2 months. Examples for us refusing to accept custom are aggressive or threatening behaviour, consistent failure to pay fees, discriminatory behavior, etc.

Bank Holidays

Bank holidays, INSET days and the festive period closure are still charged for and these are factored into the daily fees



Invoicing

Invoicing is calculated monthly and may differ from month to month depending on how many weeks/days there are in a particular month.

Illness, Medication, Sunscreen and Activities

Children cannot attend nursery if they are suffering from sickness, diarrhoea, an infectious illness, or have any nonspecific rashes until they are symptom free or cleared to return to nursery by a doctor. In the event of your child being injured or becoming ill while at nursery we may administer first aid, arrange for your child to obtain medical assistance, or require an early collection. If we are unable to reach you then we will call an authorised contact as the nursery deems appropriate.

You will need to complete the required documentation prior to the nursery administering any medically prescribed medication to your child. This must be a UK prescribed medication, written in English, from a GP, dentist or pharmacist and must be given to us with the prescription label attached. We ask parents to keep children on antibiotics at home for the first 48hrs. For non-prescription medication, please view our Medication policy. Your child's attendance at nursery whilst on medication will be at our sole discretion.

The nursery may apply sunscreen to your child before going outside. If you wish to supply your own sunscreen, it must not contain any allergens which may cause risk to other children. You may request in writing for the nursery not to apply sunscreen however your child may not go outside in sunny weather without some form of sun protection such as long sleeve clothing, sun hat etc.

It is common practice for staff members to take children on walks or other activities in the local area. You may request in writing that your child does not participate in these activities

Late collection and Non-collection

If a child has not been collected from the nursery after 30 minutes has been allowed for lateness, we initiate the following procedure:

The nursery manager will be informed that a child has not been collected

The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records

The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not



collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record.

In the event of no contact being made after 30 minutes has lapsed, the person in charge will ring the local authority children's social services emergency duty team.

The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.

The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process.

In order to provide this additional care a late fee of £7.50 for every 5 minutes late, will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Collection Arrangements

Only you or authorised contacts who are over eighteen years old can collect your child from nursery. If your child remains in nursery after the specified closing time and the nursery has not been able to reach you or an authorised contact to agree your child's collection, we will call Social Services and/or other government bodies as the nursery deems appropriate. If you are late collecting your child, we may charge you a late pick-up fee as further described in the fees sheet.

General

The nursery is not responsible for any items left by you at the nursery including but without limitation: push chairs, prams, car seats, and clothing.

Funding

We offer limited, fully funded childcare spaces in our nursery. We also offer part funded spaces, you can find more details on funding at our website, ringlerainbow.co.uk

Privacy Policy & Cookies At Ringle Rainbow Nursery

We are committed to protecting your privacy. This statement is made in the light of the requirements of the Data Protection Act 2018 in order to advise you of Ringle Rainbow data processing practices which will govern the processing of your data. We also use Tapestry to communicate to our parents. Please see our website for further information or if you wish to receive further details regarding Tapestry please speak to your nursery manager directly. If you have any queries about this statement, please contact us at ringlerainbow@outlook.com

Your GDPR rights and how to exercise your rights at Ringle Rainbow Nursery

The GDPR affords 7 individual rights. Not all of these rights are absolute – this means that there are conditions attached to some of the rights and in most cases, a balanced approach to entitlement and interests, is promoted by the regulations.



1. The right to be informed about the processing of your data. – Ringle Rainbow actively inform colleagues and parents about the data we process. - Our policies and procedures for processing data, are transparent, accessible, and intelligible. - We issue privacy notices where appropriate, including on our website.
2. The right to access data that Ringle Rainbow Nursery hold about you or your child. - You can request to be informed about or see the data we hold about you or your child - You can request to verify the lawful basis for our processing of your data.
3. The right to rectify data that is incorrect or incomplete. - Most rectification requests can be resolved informally, by speaking with the person in charge of the information, such as a Nursery Manager, Deputy Manager or the management team. - Occasionally, a parent or colleague may wish to make a formal rectification request. – Ringle Rainbow Nursery will consider whether the data is inaccurate and other factors, such as whether an inaccurate account (such as a false allegation) was rectified but the inaccurate account was lawfully retained. - If Ringle Rainbow Nursery have shared inaccurate information with third parties, we will where possible (and not disproportionate), inform them of any rectifications made.
4. The right to erase your data - sometimes known as ‘the right to be forgotten’. – Ringle Rainbow Nursery will consider the relevance of the data you wish to erase and whether it is necessary for us to retain or erase the information due to an overriding obligation or legitimate interest. - If Ringle Rainbow Nursery have shared the erased information with third parties, we will where possible (and not disproportionate), inform them of the erasure.
5. The right to restrict processing, by insisting that data held about you is not used. - Requests for data restriction are an alternative to erasure and may be temporary, such as while the lawfulness or accuracy of data processing is being verified or in order to support a legal claim. - Procedures for restricting processing are variable, for example: • Removing the data from our website, but retaining within a password protected file. • Making an exception to auto-deletion of an ex-colleague’s file. • Creating a secure file for information that may be processed if and when the restriction is lifted. - You will be informed before a restriction is lifted, with reasons that the restriction no longer applies. - If Ringle Rainbow Nursery have shared the restricted information with third parties, we will where possible (and not disproportionate), inform them of the restriction.
6. The right to data portability allows you to reuse your data to access different services. - This right applies only to personal data that you provide to Ringle Rainbow Nursery and is processed by automated means, such as website search / usage history. - If the right applies, you can request a copy of the data and / or to have the data transmitted by Ringle Rainbow Nursery, to another controller.
7. The right to object to the processing of your data. - This right applies only when our lawful basis for processing the data is a legitimate interest of Ringle Rainbow Nursery; used for direct marketing or used for research / statistics. - You have an absolute right to object to direct marketing. If you object to receiving promotional offers, Ringle Rainbow will no longer send you this



information, even if you previously asked to be included. - In other cases, the regulations require a balanced approach, weighing your particular situation and reasons for objecting, against any compelling reasons for processing the data.

Request Procedure

Many issues can be resolved at site level, as they arise. Examples include amending contact details or withdrawing consent to display photographs. Formal requests should be made to Central Support at ringleirainbow@outlook.com

CCTV

We have CCTV cameras in the setting to protect and safeguard your child. These camera areas include reception/entrance areas and within the St Faith's site but not within the nursery toilet/changing facilities.