



Admissions

KTB Kids is a private day nursery inspired by the childhood centre of Reggio Emilia in Italy. Full day sessions are 07:30 – 18:30. Morning sessions are 07:30 – 13:00 and afternoon sessions from 13:00 – 18:30. KTB Kids nursery work in line with anti-discriminatory practice, equal opportunities and is inclusive to all. We make decisions without regard to race, religion, national origin, age, disability, marital status, gender or any other factor protected by law. We are registered to take up to 54 children in any one session. The booking process will always try to be as flexible as possible meeting individual requirements, but when a session is full a waiting list will be used to allocate sessions. We require your child to attend a minimum of 4 half day sessions or 2 full days per week to deliver consistency for education and care.

To request a space within our nursery a non-refundable registration fee must be paid and the 'registration form' must be completed. At this point your child will be added to the waiting list. We will always endeavour to confirm places with three months' notice for parents or guardians and we are unable to confirm spaces with more than 6 months' notice. On registration you must provide details of any special dietary requirements and food allergies that your child has, and any special health requirements. You must inform us if your child is the subject of a court order and provide us with a copy of such order on request. KTB Kids will record and act on information provided and therefore you must immediately inform us of any changes to your registration details.

We will allocate spaces with priority to children who require the most sessions first and then position on the waiting list taking staff/child ratios and registration requirements into consideration. Where possible preference is given to siblings of children already at the nursery. Once confirmation has been received a start date is agreed and a deposit of 50% of the first month's fees is required to secure the space. This deposit will be refunded as part of the first month's fees. If the start date is postponed additional fees may be incurred and the child's name may be returned to the waiting list. The 50% payment is non-refundable to non-starters.

Settling sessions are free of charge over a 2-week period prior to your child starting nursery. Settling sessions will typically be for a couple of hours and are to help children and parents to feel secure. We want your child to build relations with their key educator in these sessions and so you will drop your child and we will keep in contact during the session. We are only able to arrange settling sessions if we have all the documentation required to keep your child safe.



Fees & Funding

Our nursery is open throughout the year, closing only on bank holidays which are charged at the usual rate. Fees are therefore calculated on a 52-week booking pattern. Fees are due monthly in advance in accordance to your booking pattern by the 5th day of each month. Payment can be made by debit or credit card, standing order or bank transfer. We are unable to accept cash payment for nursery fees. Fees are inclusive of all meals which are offered as part of the child's session. Children's nappies and wipes are not included and must be provided. We will always try to accommodate any requests for additional sessions which will be charged at the session rate, but ratio must be considered and so this is not always possible. It is not nursery policy to swap children's contracted days unless there is an emergency. Permanent changes to booking patterns should be requested in writing to the nursery with at least one month's notice.

A late payment fee of 5% of the total invoice will be imposed for payment made over 7 days beyond the 5th of the month. Payments not received by the 19th of the month will impose a penalty fee of 10% and the child's place in nursery will be suspended. If a child is collected late from the nursery then in order to avoid infringing legal requirements the nursery must pay for additional staffing. To cover this cost a late collection fee of £10 within the first 15 minutes and an additional £10 for every 15 minutes thereafter will be imposed. In situations where a child is collected late on more than 5 occasions throughout their time at the nursery the regular late collection fee will be doubled from then on until the child leaves the nursery.

Fees are reviewed every April against the operation costs for the setting which includes annual staff salary increases. At least one month written notice of increase will be given.

To leave the nursery one month's written notice is required to the nursery owner or manager.

KTBRIDS is registered with various agencies that provide payment vouchers for child-care via employers which provides a means of tax relief against child-care fees. Parents can claim Child-care Tax Credit against their fees. Please ensure all voucher payments are made before the 5th of each month as a late voucher payment may be charged.

Free childcare is available for all 3 and 4-year-old children, regardless of parental income, from the term after a child's 3rd birthday. 3 and 4-year-old children are entitled to 570 hours with an addition 570 hours available subject to eligibility. Funding is allocated as per the PVI 38-week calendar for Kent settings as stated on the KESLI website, under early years and childcare. Please enquire with a member of management about funded places for 2-year olds.

We are a private day nursery offering full day care and booking patterns over 52 weeks and therefore predominantly our families benefit from a reduction in fees through government support and not free childcare. We have extremely limited spaces for 38 week booking patterns because we prioritise our high standards of care and commitment to reinvest into the nursery. Regrettably we are unable to viably subsidise low funding rates and maintain our quality and support our team financially.



Attendance

It is expected that children will arrive at the nursery dressed appropriately for the weather. This includes outdoor wear and sensible shoes. KTB Kids, in line with the early year's framework, will take children outside in all weathers as long as it is safe to do so, so please supply waterproof clothing if there is a chance of rain. Children should wear clothes which are practical, easy to wash and allow freedom to play and work comfortably and should bring a change of clothes. Items of clothing should be clearly labelled. Personal toys, books or other equipment must be left at home to avoid being broken or lost. **Parents must never bring any medication or food into the nursery in the child's belongings. Children have open access to the cloakrooms to develop independence when getting ready for the outside adventure or for home and this is a serious hazard.**

It is a legal requirement of early years settings to record absences and therefore if your child is unwell or cannot attend nursery for a reason, we ask that you inform us on the first morning of absence and keep us updated regularly. If the nursery has any concerns about the welfare of a child during absence, we reserve the right to follow our child protection policy and contact the relevant authority. Holidays offer wonderful development opportunities for children and quality family time but unfortunately holidays are charged at the normal session rate. If you are planning a holiday you must let us know in advance so we can record this on our register. The nursery has a duty to inform Kent County Council where children are in receipt of Early Years Free Entitlement are absent for more than two consecutive weeks in a term.

The Early Years Foundation Stage (EYFS) Curriculum places strong emphasis on the importance and value of daily outdoor experiences for children's learning and development. Our ethos at KTB Kids works within government guidelines and well -documented research to ensure that outdoor play and learning is high on the agenda for learning and our children have frequent and regular opportunities to explore and learn in the outdoor environment. The weather in the UK is unpredictable but our setting has a rich supply of resources needed by children to enjoy the outdoors, which is supported by our parents supplying specific clothing for their child. This means that play need not be restricted because it is raining outside. If children have the correct clothing, they are rarely fazed by the weather, and this should be embraced. To enable us to be flexible in the routines within the nursery and to maximise benefit to the children parents are asked on registration to give consent for their children to partake in daily outings without notice.

We ask parents to be aware that if a child is not able to participate in outside play due to illness, the child should not attend the nursery on that day.



Child collection

Under no circumstances will any child be allowed to leave the nursery with anyone unknown to KTB Kids nursery workers or management. Each child's personal file contains a list of responsible adults who are authorised to collect the child. These individuals must be over 16. A password collection strategy is employed whereby a password must be given by an authorised person collecting the child from the nursery. Should in an emergency someone not on the responsible adult list collect the child from the nursery, confirmation from you must be given, along with the individual's personal details. Identification will be required at collection. Should a child not be collected from nursery after the child's nursery session and if we are unable to contact anyone from the list of responsible adults issued at registration, then after 45 minutes we will call the North Kent safeguarding team for advice.

Accidents and Sickness

On registration you will consent for nursery educators with appropriate first aid training to administer the required basic first aid and treatment in the event of an accident. You will have access to accident forms that you will be required to sign. For accidents of a more serious nature, involving hospital treatment, we will make all attempts to contact you but failing this, we will act on your behalf and authorise necessary treatment if we have consent. Ofsted or the local child protection agency will be notified within 14 days of any serious accident or incident and will act upon guidance given. Should a child receive a bite or injury to the head whilst they are at nursery then you will receive a courtesy call to provide further details about the accident or incident.

We have a realistic attitude to the needs of working parents, but we must safeguard the wellbeing of each individual child and prevent the spread of infection in the setting. If your child is unwell or requires medication to be at ease, then you should keep them at home. Regrettably in nursery children cannot be given the 1:1 attention that they require if they are unwell and this may result in increased stress for the child. Medication may also be masking symptoms of a transferable infection and we have a duty of care towards all the children in taking all sensible measures to prevent this. We are unable to care for children with sickness and/or diarrhoea, a fever with a temperature of 101F/38C or above, a continuous cough, chickenpox, measles, mumps, meningitis, hepatitis, a virus or any unexplained rash. Should a child develop such



symptoms while they are at the nursery, you will be contacted to collect your child. A child must remain off nursery for 14 days if they are showing symptoms of COVID-19 unless they can produce a negative test result. The Department of Public Health guidelines state that 48 hours must have passed since the final episode of diarrhoea or vomiting before children return to a childcare facility. We will not administer antibiotics within the first 48 hours so that the child can begin to feel better before returning to nursery. If whilst on prescribed medication educators deem that a child's health has deteriorated, or they have concerns for their wellbeing whilst at nursery then you will receive a telephone call to collect your child.

If you are called to collect your child due to illness then we ask for that collection to be made as soon as possible to avoid the risk of contamination to other children, and for the well-being of the child who is unwell. It is essential that this is always within 2 hours.

We will only administer medicine on site that has been prescribed by the child's GP or an NHS hospital and the medication must have the appropriate labelling on the bottle that clearly shows the child's name, the date, dosage and expiry date to confirm this. Written permission is required for emergency treatment of chronic illnesses, such as asthma where inhalers may need to be given on a long-term basis. An administration of medication form will be completed whenever medication is administered that you must sign upon collection.

Children with head lice are not excluded but must be treated to remedy the condition and parents or guardians are notified if there is a case of head lice in the setting. So that we can work in partnership with parents regarding any infectious disease such as chicken pox, information sharing in this area is vital. Ofsted is notified of any infectious diseases which a qualified medical person considers notifiable.

We ask parents to be aware that if a child is not able to participate in outside play due to illness, the child should not attend the nursery on that day.

We are unable to issue a refund for periods where your child's nursery place is unfilled due to sickness.



Mobile Phones

To ensure the safety and wellbeing of the children who attend our nursery we enforce a no personal mobile phone usage. Should you be on your personal mobile phone as you arrive at the nursery can we please ask that you conclude your phone call before entering the premises.

COVID

In response to the COVID pandemic we have a robust risk assessment to ensure our safety and compliance to all the legal requirements we have. We have a FAQ section on our website relating to COVID. We understand that this is an evolving situation and we are consistently reviewing and updating our policy in relation to new advice, science and government policy.

Admissions handbook

In addition to our terms and conditions we have an admissions handbook that is available on our website. This details the policies that underpin our everyday practice including our open-door policy, play policy, unwanted behaviour policy, nutritional policy, personal care policy including nappy changing, sleep, bottle preparation and allergies and the key person policy. It also includes the Whistleblowing and complaints procedure and our child protection statement. This handbook outlines the full list of resources that are available to our educators and to our parents upon request at any time.

Force Majeure

KTBRIDS Kids will always strive to remain open wherever possible and with its good transport links nursery workers should be able to attend work even in extreme weather. It must be noted however that the nursery is unable to offer any refunds or compensation for closure or suspension of nursery activities as a result of third-party action, fire, flood or any other event beyond its control.

Changes

We reserve the right to make amendments to the terms and conditions of your childcare contract without notice. The current terms and conditions are published online.