



## Little Ducklings Childcare Enquiry Form & Terms & Conditions

If you would like to enquire about a place for your child at Little Ducklings Childcare, please complete your details in the form below, we will then contact you to confirm availability. If a place is not available for the sessions you require, we will keep your details within our register of interest, and contact you if this changes. Please also read and sign the attached Terms & Conditions.

Date of initial enquiry:

Child's full name: Male/Female (please circle/delete)	Child's date of birth: Day/Month/Year
Parent/Carer's name: Mr/Mrs/Ms/Miss (please circle/delete)	2 Parent/Carer's name: Mr/Mrs/Ms/Miss (please circle/delete)
Address:	Telephone numbers:
Post Code:	Email:
Date wishing to start:  Would you like childcare for: Term Time only: Y/N  Or: All year round: Y/N	Sessions required: Monday:  Tuesday:  Wednesday:  Thursday:  Friday:
Do you agree to the Terms & Conditions? Y/N	Are you a foster carer to this child? Y/N
Does the child you are registering, have a statement of special needs or dietary requirements? Y/N  If yes, please provide details:	Is there a sibling in Little Ducklings or Drake Primary School? Y/ N  If yes, which room/class?

Please ensure you inform us of any changes to your contact details, so that we can keep our records up to date. Please return this form to the Little Ducklings office or via email to: [littleducklings@drake.norfolk.sch.uk](mailto:littleducklings@drake.norfolk.sch.uk)

Thank you.

- A non-refundable Registration Fee of £30 is required, per family, to secure their place. (This does not apply to children in receipt of Early Years Funding)
- Once your child's place has been confirmed, you will be required to register onto our online booking site, <https://littleducklings.childcare-online-booking.co.uk/> where each session can be booked and paid for, weekly or monthly in advance. Payment for sessions will be payable at the time of booking.
- 15 or 30 hours per week of Early Years Education Funding will be applied to your booking account each month and can be used to offset fees charged, during Term Time (but cannot be used for the meal costs, these will require separate payment).
- There is the option to bring packed lunch and if this is chosen, then it must be for **all** sessions attended.
- The nursery will be closed on all Bank Holidays (normal charges still apply, but meal fees will be refunded).
- Normal charges will still apply, if your child is absent due to sickness or holidays (meal fees will be refunded).

## Terms & Conditions

1. In order to work in partnership with you, to best meet the needs of the children, it is important that we accept responsibility for sharing information about the child's life, progress and wellbeing. This will involve informal daily discussion and appointments, open evening etc with parents to discuss the children's development. It is expected that parents/carers will attend these.
2. All fees will be payable upon booking at the beginning of the week/month. Any debts outstanding will be pursued in line with Norfolk County Council's bad debt policy, which has been adapted to the needs of the setting. Childcare will be withdrawn if debts are not cleared.
3. A Registration Fee of £30.00 per family, will be applied to booking accounts upon registration of children.
4. As staff ratios need to be maintained please note that Little Ducklings hours are 7.30am-5.30pm – no children may be present outside of these hours or of their agreed session hours. Please note that there will be a

late collection charge of £10.00 per 15 minutes or any part thereof. If extra hours are required – please check with the managers for availability and then book online.

5. Please check the School Calendar for term dates, bank holidays and inset days before booking, as all bookings are non-refundable unless the service is unavailable.
6. All parents should register their child's attendance upon arrival with a member of staff.
7. If you/or a named regular person known to the staff are not personally able to collect your child, please ring and let the Managers know in advance, who will be collecting, along with a collection password.
8. Please label belongings and items of clothing, coats and boots with your child's name. Little Ducklings cannot be responsible for unnamed lost items. All children are required to have a change of clothes, as accidents do happen and these will need labeling also.
9. Please empty your child's pigeon hole and tray of letters and your child's work regularly, to ensure you are receiving information and are able to celebrate your child's work.
10. If your child needs to bring a comfort toy etc please name it. We encourage other toys etc to be left at home where possible to avoid losses, upsets etc.
11. Fees are reviewed annually and if an increase is required to cover raised costs etc, parents will be notified a month in advance before any increase is made.
12. Please note reasonable behaviour is expected from your child. If behaviour is persistently unacceptable despite appropriate behaviour management strategies by staff, then your child's place in Nursery will be terminated. The notice will be one week.
13. At these premises, we operate a zero tolerance policy, swearing, threats or any act of violence will not be tolerated. Anyone giving verbal abuse to members of staff, will be asked to leave immediately.

**Parent/Carer Name:** \_\_\_\_\_

**Parent/Carer Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_