



Oakbridge Little Learners LTD
66-68 Bridge Cross Road
Burntwood, Staffordshire, WS7 2BY
contact@oakbridgelittlelearners.co.uk
01543 686099



Terms & Conditions

September 2025

1. General

Age of Admittance

6 months to 5 years of age.

Hours of Opening

The Nursery is open Monday to Friday from 07:30am to 6:00pm, 51 weeks a year excluding bank holidays.

Settling In

It is our aim to allow all children time for settling in, so that the child can form relationships with their carers and become familiar with the nursery surroundings. Each child and their needs differ so the length of time for settling in varies from child to child. We find this normally consists of 2 sessions.

We request that a parent attends the nursery with the child for settling in until he or she is happy to be left and so that parents can read all policies and procedures and staff can obtain the relevant child related information and consent to ensure a smooth transition into nursery.

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.

Change of Details

You must immediately inform us of any changes to your registration details.

Court order

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.

Off Premises Visits

Staff will occasionally take the children for walks or visits off premises during the course of their sessions in accordance with statutory staffing requirements and parental consent being obtained.



Oakbridge Little Learners LTD
66-68 Bridge Cross Road
Burntwood, Staffordshire, WS7 2BY
contact@oakbridgelittlelearners.co.uk
01543 686099



Mobile Phone

To ensure the safety and wellbeing of all children who attend our nurseries we enforce a no personal mobile phone usage within our settings. 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.

Inclusion and Diversity

We are an inclusive organisation having respect to race, colour, sex, religion, national origin, age, disability, marital status or any other factor protected by law.

Nursery Closure

The nursery is closed on public Bank Holidays. During the Christmas period the nursery will close on 23rd December 2025 at 18:00 and re open on the 5th January 8:00am. Notice will be given to any additional dates in advance in our Nursery Term dates.

If the nursery has to close or we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you.

If the closure exceeds 3 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 in excess of 3 days.

Complaints or Concerns

If you have a concern or complaint, please speak to the nursery manager or alternatively you can email the Nursery Manager. If you have any concerns regarding the services we provide, please discuss these with your child's key worker. If these concerns have not been resolved to your satisfaction, please contact the Nursery Manager.

2. Medical

Emergency Treatment

Any child who attends Nursery and has an accident whilst in our care will be given basic first aid treatment by staff. This will include the treatment of minor cuts, bumps or bruises.

Any emergency treatment or medical advice will be permitted unless a parent states in writing otherwise. The Nursery does not accept any responsibility for treatment given against parent's wishes if we have not been informed otherwise.



Oakbridge Little Learners LTD
66-68 Bridge Cross Road
Burntwood, Staffordshire, WS7 2BY
contact@oakbridgelittlelearners.co.uk
01543 686099



Accident Book

All Parents will be informed and required to sign the accident log. In the case of a more serious accident or incident, where a parent is not reasonably available, the child will be taken immediately to a doctor or the nearest hospital and parents will be informed of this action.

Sickness

The Nursery will make every effort to notify parents should their child become ill at the Nursery. Senior staff reserve the right to transfer the child to hospital in an emergency. Our policy and guidelines for exclusions following a hospitalisation are available from the nursery manager or via our website.

Contagious Disease

For the benefit of the other children in the nursery, you must not allow your child to attend the nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the nursery. Please refer to our website for further information

The Nursery reserves the right to refuse to accept children until the Nursery is satisfied, they are not infectious. This is to protect other children from cross infection. The Nursery's exclusion policy is guided by the relevant Local Authority.

If in doubt

If your child is suffering from a doubtful rash, sore throat, discharge from the eyes, nose, diarrhoea or any similar symptoms; please keep the child at home until the doctor has certified that the symptoms are not contagious.

You must inform us immediately if your child is diagnosed with any allergy or food intolerance.

Antibiotics

If your child is prescribed antibiotics, please keep them at home until 48 hours dosage has been administered, in case of adverse reaction to the medication. Antibiotics and medicines will only be administered by Nursery staff after the child has been taking them for more than 48 hours at home, and only then with written authorisation from their parent. All antibiotics must be prescribed by a doctor.



Oakbridge Little Learners LTD
66-68 Bridge Cross Road
Burntwood, Staffordshire, WS7 2BY
contact@oakbridgelittlelearners.co.uk
01543 686099



3. Child Protection

Child Protection

Any child who attends the Nursery, irrespective of their racial origin, gender, physical or mental impairment, class, religion or cultural background has a right to protection from neglect, physical, sexual or any other abuse and it is our priority to keep children safe from harm whilst in our care.

The Nursery has a full written policy on Child protection which is available from the nursery manager.

Delivery of children

Children should be delivered by parents/carers into the care of a Nursery Staff Member and entered into the attendance register.

Collection of Children

Children will not be released into the care of anyone other than those named on the childcare registration form unless authorised by the parents personally, by telephone or in writing. Anyone authorised by a parent to collect their child will need a pre agreed password and will sign our record on collection. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.

In addition, a personal visit of introduction by the parents, of anyone who will be collecting the child on occasions is encouraged so we are able to confirm their identity.

You are required to inform us immediately if you are unable to collect your child from nursery by the official collection time. All collections must be by an adult over 18 years of age.

Safeguarding

It is our obligation to require or seek professional advice or actions from the local social services team if we suspect a child is suffering from harm. We have an obligation to report any instances where we are concerned that a child may have suffered neglect or abuse to the relevant authorities. Please be aware that this may be without parental consent if it means that the child would be put at risk.

Behaviour Management

The Nursery has a written policy on behaviour management which is available from the nursery manager. The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at the Nursery.



Oakbridge Little Learners LTD
66-68 Bridge Cross Road
Burntwood, Staffordshire, WS7 2BY
contact@oakbridgellittlelearners.co.uk
01543 686099



4. Property and Premises

Personal Property

The Nursery does not accept responsibility for loss or damage of personal property brought on to the premises by children or parents.

Clothing

Parents are requested to send children in easily washable, clearly labelled clothing which is appropriate to the weather conditions. Please discourage your child from bringing items of value to the Nursery. Please provide a spare set of clothing for your child in case of an accident or after engaging in messy activities that may require the need for change of clothing.

5. Food and Drink

Water

Fresh drinking water is available to all children throughout the day.

For the older children water is available for them to help themselves when thirsty, this promotes independence and self-help skills. For the younger children water will be available and offered throughout the day alongside designated snack and meal times in either beakers or cups depending upon the age and stage of development of the children.

All children will be encouraged by the staff to drink water throughout the day as part of our commitment to offering healthy food and drink options.

Meals & Snacks

Children will be provided with drinks and snacks at regular morning and afternoon snack times along with three nutritious, balanced meals daily.

For Health and Safety reasons any supplied packed lunches must adhere strictly to our packed lunch policy. Failure to adhere to this policy will result in the nursery supplying and charging you for meals provided.

Milk Feeds

We will use whichever formula that you choose to provide for your baby, we will be happy to use expressed breast milk given in accordance with your written instructions.



Oakbridge Little Learners LTD
66-68 Bridge Cross Road
Burntwood, Staffordshire, WS7 2BY
contact@oakbridgelittlelearners.co.uk
01543 686099



Nut Allergy

As the number of children with nut allergies is increasing, with parental support, we aim to endeavour to keep the nursery NUT FREE. Parents are requested not to send food containing nuts, or may contain, into the nursery in any lunch boxes.

6. Fees

Schedule of Fees

Fees are calculated on a 51 week booking pattern. The current schedule of fees is available from the nursery manager and published on our website.

Absence

Fees remain payable for periods of absence (Holidays and Sickness) as the child's place is kept open and staff and associated costs continue to accumulate and to be met by the nursery.

Registration Fee

We charge a non-refundable registration fee of £30.00 to reserve your childcare place.

Reserving a Childcare Place

We are able to reserve a childcare place and booking pattern no more than 6 months in advance of your child's start date.

Should you wish to extend this 6 months period then you will be required to pay your childcare fees in full from the 7th month onwards to keep your childcare place open.

Confirmation of Your Childcare Place

We will confirm your childcare place within 7 working days as this is subject to childcare place availability.

Sibling Discount

Where parents have more than one child at the Nursery, a 10% reduction in fees is allowed for the second and subsequent children. This is applicable only on the booking pattern and does not include extra sessions or additional hours.



Oakbridge Little Learners LTD
66-68 Bridge Cross Road
Burntwood, Staffordshire, WS7 2BY
contact@oakbridgelittlelearners.co.uk
01543 686099



Funded Childcare Hours

Funded childcare is available for all 3 and 4 year old children, regardless of parental income, from the term AFTER a child's 3rd birthday.

Funded childcare is available for working parent families the term AFTER your child turns 9 months old

Children will be entitled to 570 hours with an addition 570 hours available subject to eligibility.

Child care fees can be paid via Childcare choices where available.

We do have limited spaces for Think2 funded children who are eligible for 570 hours funding over 38 weeks of the academic year.

7. Booking Patterns

Booking patterns are available on a 51 week or 38 week term time only basis

Sessions

Full days are calculated from 08:00am to 6:00pm,

Sessions are calculated from 8am to 1:00pm or 1:00pm to 6:00pm.

Regular Pattern

We accept 2 day, 3 day, 4 day and 5 day weekly booking pattern or 2 sessions minimum.

Changes to your Booking Pattern

To increase your booking pattern we require 24 hours' notice subject to availability.

To decrease your booking pattern you must provide us with thirty (30) days' notice in writing or by email to the nursery manager.

Should insufficient notice be given then you will be invoiced for the full childcare fees for thirty (30) days' notice from the date of any change as if the hours had not decreased.

Additional Sessions

If additional days have been booked, these will be invoiced on the following months invoice. We only offer our advertised session options for additional bookings. If you book and then cancel you will still be charged for the day/session booked in the next months invoice.



Oakbridge Little Learners LTD
66-68 Bridge Cross Road
Burntwood, Staffordshire, WS7 2BY
contact@oakbridgelittlelearners.co.uk
01543 686099



8. Payment of Fees

Fees are due monthly in advance in accordance to your booking pattern by the 7th day of each month.

We accept payments by Child Care Choices, BACs or Online payment method only.

We do take payment by cash; however, it is your responsibility to obtain a receipt from the nursery manager as your proof of payment.

Late payments will incur a fee £20.00 per overdue invoice.

Childcare Voucher Payments

Please speak to us if you are looking to pay via a voucher system.

9. Cancellation

Termination of Contract

If you no longer wish to maintain your child's place at the Nursery you will be required to give thirty (30) days' notice in writing or by email to the nursery manager. We reserve the right to exclude a child from Nursery for any breach of the childcare contract. We may terminate your childcare contract if your child's behaviour at the nursery is deemed by us to be unacceptable or endanger the safety and well-being of other children at the nursery.

10. Non Payment of Fees

If the payment of nursery fees is outstanding for more than 60 days after the 1st of the month this will result in the termination of your childcare contract and the loss of your childcare place. (Unless prior written agreement has been made with the nursery management)

Upon termination of this contract the child shall not be permitted entry to the nursery. This shall be regarded as a formal demand for all outstanding monies and we will issue a final invoice and pass this to a debt collection agency for full recovery. In addition you will be liable for all associated debt collection fees and court costs.