



Learning Stars Montessori Children's House

General Information, Terms & Conditions

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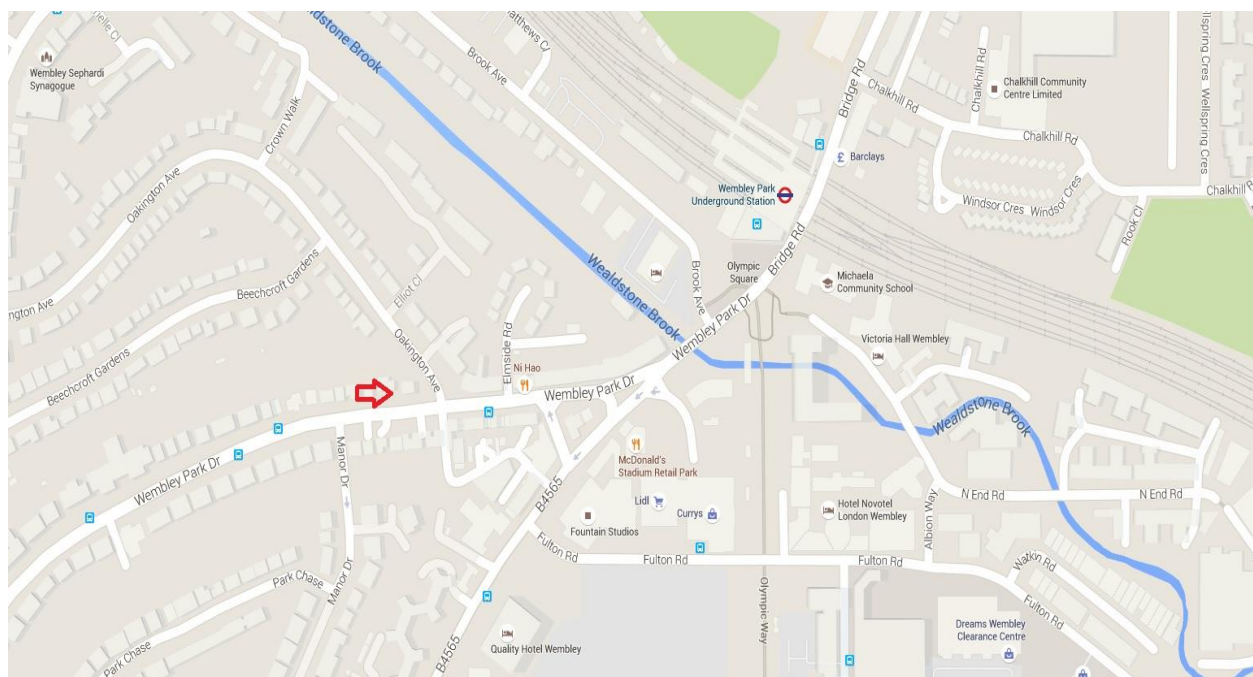
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1. Location

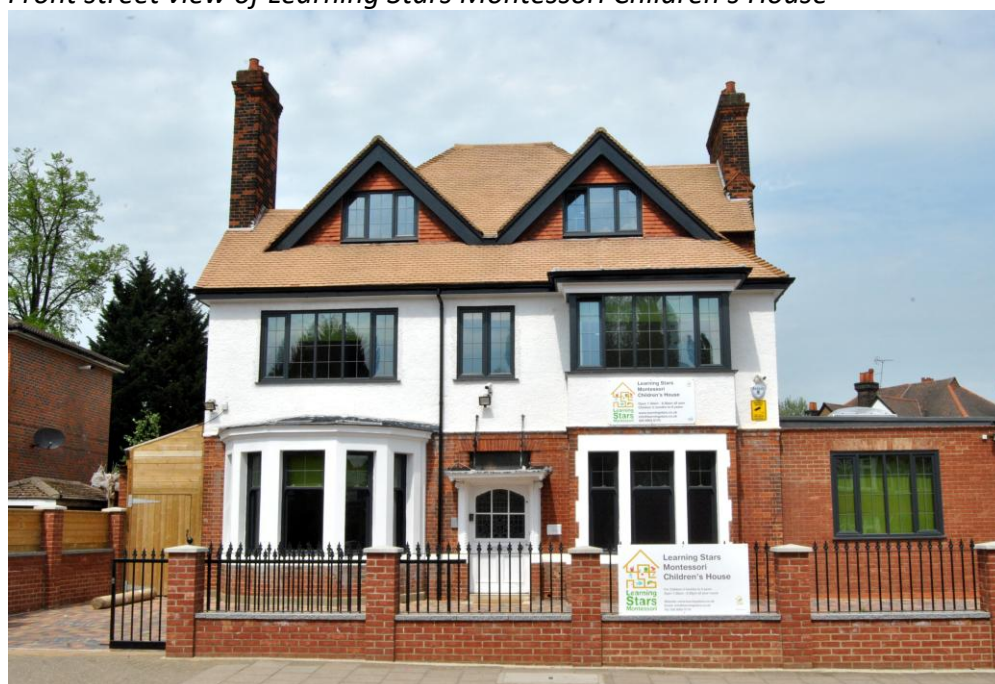
Address: 85 Wembley Park Drive, HA9 8HE

The nursery is approximately 5 minutes' walk from Wembley Park Station, on the Metropolitan and Jubilee Lines.

See map below:



Front street view of Learning Stars Montessori Children's House



2. Contact Details

Telephone: 020 8903 0175

Email: office@learningstars.co.uk

3. Opening Times

Learning Stars opening hours are 7.30am to 6.30pm, Monday - Friday, 51 weeks of the year. Learning Stars is closed from 23rd December through to January 1st inclusive, all bank holidays, Staff Inset Days, and two half day closure for Parents' Evening. Full details of all dates and events are found in our Annual Calendar.

4. Meals at Learning Stars Organic Kitchen

Learning Stars is a 100% vegetarian, nut and egg free nursery. We are intentional and health-conscious about the food we provide for Learning Stars children, and use only fresh, wholesome and organic ingredients whenever possible, in all meals and snacks. The menu will be updated every term and will be on display on our Parents' Notice Board, our website, and emailed on request. Details of the food provided are also available on ParentZone.

The cost of all meals/snacks is included in the nursery fees.

5. Items required to be provided for children

Children should arrive at Learning Stars in normal day clothes. We require the following clothing to be kept in the nursery for your child's use:

- 3 additional changes of clothes
- 1 pair of boots / wellies for outdoors
- 1 pair of indoor shoes (croc style) for use in the classrooms
- Pull-ups if required for your child
- Formula milk if required for your child

All clothes must be labelled with your child's full name.

Kindly note that Learning Stars cannot accept responsibility for any lost or damaged property. We recommend all children be provided with comfortable and economical clothing to use at nursery as it is our policy to encourage children's independence. Children will be encouraged to feed themselves, participate in water play, messy play, and other activities that may create stains on their clothing. If you are concerned about stains, we recommend you provide clothes that you don't mind getting stained or damaged.

6. Settling-In

“The child's development follows a path of successive stages of independence, and our knowledge of this must guide us in our behaviour towards him. We have to help the child to act, will and think for himself. This is the art of serving the spirit, an art which can be practised to perfection only when working among children.” (The Absorbent Mind, p. 257)

At Learning Stars Montessori, it is our aim to assist in the development of independence and the love of learning guided by the stages of development of each individual child. For this purpose we believe that it is of paramount importance that all children in the nursery be treated with great care, consideration and understanding. A new child must always feel comfortable, cared for and integrated into the life of the setting as quickly as possible. We want children to feel safe and happy within our setting as well as feel secure and comfortable with staff. We also want parents to have confidence in both their child's wellbeing and their role as an active partner within our setting.

At Learning Stars, we aim to be flexible with our daily routine and as far as possible cater to individual eating and sleeping patterns, particularly for younger children under 1 year. Our Aims are to make the setting a welcoming space for your child, to create a secure relationship for your child within our setting, and to make the setting a place where your child can settle in quickly and comfortably.

Our Methods: Settling-In Procedure

Before registering your child, parents will be provided the opportunity:

- to visit the nursery with their child
- see the facilities and meet the team

Once your child is registered, parents will be provided the opportunity:

- to meet the Team Leader of the room your child will be in, and their allocated Key-Person
- have a detailed induction about Learning Stars Policies and Procedures, Daily routine, etc

Prior to a child attending the setting we will endeavour to explain the settling-in procedure with the parent and work in partnership with the parent on deciding a mutually productive way to settle the child.

We welcome parents/carer's (up to two at one time), to stay for some of the settling-in sessions particularly for very young children and babies. Younger children will often take

longer to settle, as will children who have not previously spent time away from home. Children who have had a period of absence for whatever reason may also need to be re-settled.

Parents will be offered 3 days of settling, totalling a maximum of six hours, free of charge, i.e. their monthly booking will begin after those 3 days.

Learning Stars will advise the parent/carer of the best action to take once the child enters the nursery. It is our policy that nursery sessions will, as far as possible, run in the normal way when a parent/carer is present. The parent/carer should be able to see the regular pattern of the day.

Please note, it is Learning Stars policy that when a parent is present in the same room as their child, they will be responsible for their child's care, as children will often not welcome the care of nursery staff when their parent is present.

When a child starts at Learning Stars, we are happy to receive telephone calls from parents/carers at all times. We fully understand that parents/carers are concerned about their child's welfare and are likely to feel emotional at leaving their child during settling. We aim to alleviate these fears, and if a child is very upset it is our policy to tell the parent/carer, thus giving the parent/carer the option of calling again to see if there is still a problem.

If a child is distressed and cries more than 20 mins without responding to a carer, parents will be phoned to collect their child.

If a child remains upset it is our policy to call the parent/carer and discuss the concern. We consider a child to be settled when they have formed a relationship with the team in their room and their Key-Person.

7. Communication with Parents/Carers

- Parents will be provided daily handover of their child's basic care (nappy changes, food intake and sleep), as well as any other important information e.g. accidents, through our app, iConnect ParentZone.
- Parents will also have the opportunity to receive verbal feedback from the team when dropping off / collecting their child. Learning Stars has an open-door policy for parents and parents are encouraged to drop-off and pick up in the collection zones where keyworkers will be available, at the allocated times (12:45pm to 1pm & 5:45pm to 6pm)

- Parents will be provided observations of their child's activities at the nursery through our app, ParentZone, which they will be registered with and provided an online account.
- Parents will be invited to Parents' Evening twice per year where appointments will be booked to discuss their child's progress.
- Parents are able to make appointments (phone calls/face to face) throughout the year with their child's keyworker to discuss anything concerning their child.
- Parents are able to send messages to our team via phone, email and through the app, ParentZone.
- Parents are able to and are encouraged to send their suggestions/feedback to Learning Stars through email, parents voice form, and our parents' suggestion box at the front reception.
- Children who turn 2 years whilst at Learning Stars will receive an EYFS 2-Year Check Report, whilst they are aged between 2y6m and 2y9m. Parents are advised to show a copy of this report to their child's health visitor.
- If a child has a head injury or accident that may have resulted in any injury, parents will be phoned and provided a report as soon as possible after the accident/incident. Parents will also be phoned regarding any illness the child may be suffering from, and may be requested to collect their child from nursery early.
- Parents are expected to provide Learning Stars with information that may help the team to provide optimal care for their child, e.g. if their child has not eaten, slept well, or is not feeling well.
- Parents are invited to and encouraged to participate in nursery events and celebrations such as our Eid, Diwali and Christmas parties. The Annual Calendar will be displayed on the Parents' Notice Board and on the website, and is available upon request.
- Our valued relationship with our parents will be celebrated throughout the nursery

8. Key Person System

The key person is responsible for:

- working with a small group of children and forming a relationship with them
- observing and assessing their key-children and planning for progressing them through the areas of the EYFS and Montessori.
- Building a relationship with parents/carers and serving as a main point of contact, and establishing effective communication.

Though each child will have their main keyworker, every adult part of the core team is also responsible to bond with each child, and some of their roles of communicating with parents, bonding with children, helping with settling-in will overlap. All children will also have a Buddy Keyworker who will take on the role of the child's keyworker if they are away.

Each child will be allocated with a keyworker and buddy keyworker when they start nursery. The key person will record information regarding your child's home routine, as well as specific information such as medication instructions. The key person will be responsible for monitoring their child's progress, writing relevant reports and meeting parents at Parents' Evenings.

9. Outings

As part of Learning Stars holistic approach to education, we also arrange outings for the children to museums, local nature parks, the local library, and other similar places of interest. On these occasions, there may be a small charge to cover expenses needed for transportation and activities. Parents have the choice to decide if their children participate in such activities. Parents are welcomed to assist and enjoy these outings with their children. Spaces may be limited on these outings, so they are offered on a first come, first serve basis.

10. Illness, Health & Safety

Children may not attend the nursery if they have the following:

- Nausea and/or diarrhoea
- Any infectious / contagious illness
- Any unknown rashes
- If they are unwell and need one to one care
- If they are dependent on liquid paracetamol to control pain/temperature

and may not be able to attend until 24h / 48h has passed or the condition is certified by a doctor that they are able to resume in the nursery.

Children who become unwell whilst in our care will be cared for with due attention until their parents are able to collect them and take them home. Parents will be notified immediately of any signs of illness. If a parent cannot be contacted, the child's emergency contacts will be contacted, and if still not reachable, the child's named GP will be contacted. In the event of an emergency, the child will be taken to hospital accompanied by a senior member of staff, until a parent arrives.

We will not administer medication without permission. If a child's temperature is dangerously high, or in the event of an allergic reaction, we will call for an ambulance. Parents are responsible to keep us updated regarding any changes to their child's GP or medical conditions.

Should a child require regular medication whilst in our care, you will need to complete all related and required paperwork according to our policies. The medication must be prescribed by a doctor and clearly labelled with your child's name, and dosage on the box.

Learning Stars maintains the highest standards of hygiene and cleanliness. The premises are kept consistently clean. The highest standards of cleanliness are maintained when changing nappies, providing first aid and dealing with any other bodily fluids to reduce any risks of infections. All of our staff are trained in pediatric first aid, and have training in health and safety. We have a strict 'no outdoor shoes' policy for indoors to maintain the highest level of hygiene indoors. All staff and children will use indoor shoes they will keep on-site, and all visitors must cover their shoes with blue covers at the entrance before entering the children's spaces.

11. Child Protection & Safeguarding

Learning Stars is registered under the Children Act of 1989, as revised in Children Act of 2004 and Childcare Act of 2006. We follow the guidelines set by the local authority on safeguarding and protecting children at all times. Our priority is the safety and well-being of the children in our care. In the instance of suspected child abuse or neglect, we will deal with the matter internally and with the Local Authority of Brent where necessary. This is a legal requirement for the nursery, and you will be requested to read our related policy documents during the settling-in period.

We request parents to inform the Nursery of any events that may lead to irregular attendance e.g.: holidays, illness etc.

12. Drop-off and Collection of Children

Normal opening hours are 8am – 6pm. There is an option of Early Drop-off, which can be arranged the earliest being 7.30am for morning sessions. There is an option for Late Pick Up, which can be arranged, the latest pick up being 6.30pm. These sessions will need to be pre-booked, as to allow sufficient staffing. If un-booked, parents will be charged the rate of late pick-up, being £40, and £75 after 6.30pm. Breakfast/Afterschool club can be booked, if the nursery is able to accommodate in terms of numbers of children present.

Drop off and Collection Schedule

7.30-8am – Breakfast Club

The front door will be used for entry into the breakfast club, parents must drop off their children, and provide a handover to the staff present.

- Breakfast club must be booked and paid in advance or on next bill.
Breakfast club is **£13** per session if pre-booked, or **£17** at the door.

Morning Drop-off

- **8-8.30am** – The front door will be opened and staff will be waiting to receive children. Parents must provide a handover to staff of any information that may be needed for the day.

We would like to emphasize to parents to be on time, as late arrivals are very disruptive to the children's work cycle and unfair on the children already settled in their classroom. The

child arriving late also finds it more difficult to settle into their daily routine as they would have missed important group activities.

Afternoon Collection

- **12.45-1pm** - Children booked on half day morning schedule will be ready to be collected. Parents must collect their child promptly by 1pm to avoid late fee charges. For children not collected by **1pm**, the child will be returned to their classroom and a late collection fee of **£40** will be charged at collection, and **£15** for every extra hour (including the initial hour) the child is left at the nursery.

Afternoon Drop-off

- **1-1.15pm** – for children booked on half day afternoon schedule, the front door will be opened for drop-off, parents are required to wait outside the door with their children until the doors are open. Parents must provide a handover to staff of any information that may be needed for the day.

End of Day Collection

- **5.45-6pm** - Children will be ready to be collected. For children not collected by **6pm**, the child will be sent to afterschool club, and a late collection fee of **£40** will be charged as well as **£13** for Afterschool Club. Afterschool must be pre-booked (Minimum 1 hour in advance).
- **After school club must** be booked and paid in advance or on next bill. Afterschool club is **£13** per session if pre-booked, or **£17** if booked within last hour (5pm-6pm). Afterschool Club cannot be booked for the same day, after 6pm, and a late fee of £40 will be charged as well as £13 for Afterschool club if this occurs.
- For children booked until **6.30pm**, parents are to access through the front entrance and must arrive by **6.25pm** to receive a verbal handover. If a child is collected after **6.30pm**, a late fee of **£75** will apply.

We understand the late collection fee after **6.30pm** may seem high, but it is necessary to cover staffing costs incurred, to keep 2 senior members of staff on the premises beyond their normal working hours, until all children are collected.

Early Collection of Children

If you would like to collect your child earlier than their usual finishing time, please call the office to inform the team. Parents will need to access their child through the front main entrance

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After-school Club

Afterschool club is from 6-6.30pm, and must be booked in advance. It may be booked on the same day, providing it is booked at least one hour in advance.

Additional Bookings:

Additional sessions can be booked, if the nursery is able to accommodate in terms of numbers of children present. If a booking has been made, and finalised, these will be charged for, regardless of whether child attends on day or not.

Summary of Schedule for Drop off and Collection	
Time	Description
7.30 – 8am	Nursery Opens for Breakfast Club (pre-booked only)
8-8.30am	Morning children drop off time
8am – 1pm	Morning session including lunch and snack
12.45-1pm	Morning children collection time
1-1.15pm	Afternoon children drop-off time
1-6pm	Afternoon session including afternoon tea
5.45-6pm	Collection time for all children (except those children booked for Afterschool Club)
6-6.30pm	Afterschool club (pre-booked only)
6.30pm	Nursery Closed

13.Collection Security Policy

For security reasons, your child can only be collected by individuals who are listed on the registration form. Any changes to this list of registered persons must be made in writing (email), and addressed to senior management. Any named person on the list must be introduced in person to the nursery.

We will not allow any child to leave the premises unaccompanied or with an unauthorised person, except to a nominated person in an emergency. In an emergency, the parent or responsible guardian must inform the nursery in advance, provide a photo of a nominated person to collect the child and agree on a password the person must give to the nursery in order to confirm their link with the parents. The emergency contact must bring a valid form of identification for collection, must be aware of the child's full name and Date of birth, which will be checked.

We reserve the right to prevent a child from being collected by an authorised named contact if the contact appears to be unfit to provide for the child's safety, or appears to be under the influence of alcohol or drugs.

Our security includes internal and external CCTV, which records high quality images for approximately 4 weeks at any one time.

14. Fees and Payment Terms

Fees are provided in a separate fees sheet. Fees are reviewed annually in April each year. Parents will be informed in advance of any changes that may be made. However, how fees are paid may need to change within the year, e.g. if the government Early Years Free Entitlement is changed.

Fees are calculated on an annual basis of 51 weeks and divided by 12, allowing for a consistent amount payable per month regardless of holidays or variations in the number of days in each month. For 38 week schedules, fees must be paid at the start of each term, reflecting the booking schedule.

Refunds or deductions are not made if a child is off due to illness, on holiday or does not attend for any other reason, as the days that are reserved cannot be re-allocated. Please note, a booking of a minimum of 3 regular sessions is required, half day or full day.

For holidays over two weeks, discounts may be available. Minimum of one months notice must be given via email. Discount available varies depending on duration of holiday. No discount is offered for holidays less than two weeks.

Please note, we do not swap sessions to make up for any absences.

If you wish to change your child's schedule, a minimum of one months notice must be given, and changes will only be made if the requested sessions are available. If we do not have availability for the sessions requested, you may be put on a waiting list until the session becomes available.

Registration Fee

There is a non-refundable one-off fee of **£130**, due at registration to cover the administrative costs of enrolling your child at Learning Stars Montessori Children's House.

Deposit

To secure a place at Learning Stars, there is a deposit of **£500** payable immediately at the registration process. Your child's space at Learning Stars will not be confirmed until the Registration Fee and Deposit has been paid. Once you have paid the deposit, you will have secured your child's place at Learning Stars.

Deposits are refunded by being discounted from the last month's fees, before your child leaves the nursery, subject to one calendar months' notice, and all fees and liabilities having been paid in full to the nursery. If a child leaves without full notice, we will offset the deposit paid against any outstanding fees, and invoice you for the balance. If a child does not attend the nursery for any reason once the place has been accepted, then the deposit is non-refundable.

Before your child starts at the nursery, the registration fee, the deposit and the first month's fees should be paid in full.

Payment Terms

Fees are to be made in advance of each month booked, through bank transfer to Learning Stars account, the details of which will be provided. Invoices will be issued one week before the new month starts. Payment is due in advance, and must be paid in full before the month starts.

Late Payment

In the event of a delayed fee payment, a late payment charge will be incurred (£60), and charged at an additional £60 for each week it is delayed. If this is a one off, you must notify the nursery asap, so a note can be made on the system.

Additional Charges

Any additional charges, e.g. extra hours, late pick-ups, outings, will be added to the following month's invoice.

Sibling Discounts

Learning Stars offers a **10%** siblings discount deducted from the fees of the older child. For families with 2 or more children, we offer 10% discount on the older children's fees, e.g. for 3 siblings, the 2 older children's fees will have a 10% discount.

Termination / Loss of Placement at Learning Stars

Learning Stars Montessori reserves the right to terminate a child's place immediately in the event of non-payment of fees, or any other breach of the listed terms and conditions, or if termination is considered to be in the best interests of the nursery.

Bank Holidays

Learning Stars is closed for all public and bank holidays, in addition to the week between Christmas and New Year. Due to all of our fees being based on a flat annual charge that takes such holidays into account, refunds are not available for Bank Holidays.

15. Government Schemes to Support Childcare Costs

Childcare Vouchers

Learning Stars will make all reasonable efforts to accept all forms of childcare vouchers, to support parents in their flexible payment options.

However, as each childcare voucher company pays at different times, with different methods of payment, it is difficult for us to know whether the correct fee for each month will be paid on time. To make this process as easy as possible, we will create an invoice system that allows us to accurately bill you each month. For your child's fees for the first month, they are required to be paid in full; and any childcare vouchers processed will then be reduced from your following month's invoice.

Early Years Free Entitlement, Nursery Education Grants (NEG)

Learning Stars is registered to accept the government funded hours, for children aged from 9 months old until 4 years old.

Please note: Snacks, meals, nappies, wipes and extra curricular activities are not funded and must be paid for, or supplied separately.

2 Year – Disadvantaged Families

This grant is available for eligible 2 year olds offering 15 free hours over 38 weeks and must be accompanied with confirmation from the local authority your child is resident in; usually in the form of a Early Years Confirmation Letter. We must have copies of these documents before we can approve a child for funded only or all year deducted bookings.

Universal Funding – 15 hours

This grant offers 15 funded hours over 38 weeks, and is available for children aged 3 to 4 years. The grant becomes valid the term after a child turns 3 years old.

Working Families – 30 hours

This grant offers 30 free hours over 38 weeks, and is available for all children aged from 9 months whose parents are both in employment and meet the eligibility criteria.

Further information about the funding can be found through the following link:

<https://www.childcarechoices.gov.uk/>

Tax-Free Childcare

Learning Stars is registered with the Tax-Free Childcare scheme.

Tax-Free Childcare and 30 hours free childcare are two separate government schemes, to help parents with the cost of childcare. You can apply for both through one online application – the Childcare Service.

Parents will be able to open a new childcare account. For every £8 a parent pays into their childcare account, the government will pay in an extra £2. Parents can get up to £2000 government support per child per year towards their childcare costs - that's up to £500 every 3 months. If they have a disabled child, they can receive up to £4000 per child – a total of £1,000 every 3 months. They can then use this money to pay their childcare provider.

Further information can be found through the following link: <https://childcare-support.tax.service.gov.uk/>.

16. Emergency Closure of the Facility

Learning Stars will endeavour to remain open at all times, except on the mentioned public and bank holidays, and Christmas week. In the event of a breakdown of essential services e.g. heating, electrical failure, severe weather conditions, or an illness epidemic, parents will be contacted as quickly as possible by the nursery, and will be required to collect their child

from the nursery as soon as possible. In the case of such events, please confirm with the nursery that it will be open before bringing your child the following day. In the event of severe weather conditions, the nursery will open if all required staff are able to get to work.

In such instances where some members of staff are unable to get to the nursery, we may only be able to offer limited spaces on a first come first served basis. We may ask parents to wait with their child until staff are able to arrive, and we may ask parents to collect children early in such cases.

Learning Stars cannot provide refunds to parents for such emergency closures as we are still bound to pay staff who are unable to get to the nursery, and such events are deemed to be force majeure. We understand that this is very inconvenient and potentially costly. If you are concerned about the impact of such eventualities, we recommend researching into an insurance policy that covers such eventualities.

17. Review of Terms & Conditions

Learning Stars Montessori Children's House reserves the right to amend our terms and conditions at any time. In the event of any changes being made, all parents and guardians will receive written notification of any changes.

18. Parent / Carer Declaration of Agreement

All parents/carers will be required to sign a Declaration of Agreement to our Terms and Conditions, which is included in the Contract, in order to secure a place for their child at Learning Stars.