

Nursery Information

Your child’s first few days: We usually request that for the first 2 or 3 visits to Nursery children are collected at about 11.15pm. In our experience, many children find the three hour session a very long time in a new, unfamiliar environment. If your child is very unhappy about being left at Nursery it is advisable to bring your child into the group, tell him/her (and a member of staff) that you are leaving and leave! It is our aim for children to be happy and settled into this new experience as quickly as possible and prolonged farewells are very difficult for both children and parents. If you leave an unhappy child with us (or are anxious yourself), we will always call you within the first hour to report how your child has settled. Happy children make happy parents and this combination makes happy staff!!

Collection of Children: It is important that we know who will be collecting your child from Nursery. On occasions when parents or the person authorised to collect the child are not able to collect the child, the name, address and telephone number of the person who will be collecting must be written on the Collection Sheet. We agree with parents how the identity of the person who is to collect their child will be verified.

Policies & Procedures: All our policies and procedures are available to you at any time, just ask a member of staff.

Late Collection of Children: If you arrive late to collect your child at the end of the session you will be asked to pay a ‘late fee’ of £5.00 for every 15 minutes you are late. This will be paid to the staff members who have had to stay late to maintain staff:child ratios.

We do understand that occasionally there are circumstances beyond your control that will prevent you from picking up your child on time, however, should this occur please telephone the Nursery to let us know what is happening. It can be very distressing for some children if their parents/carers are late.

Accidents/Incidents: Unfortunately accidents do sometimes happen at Nursery. All accidents/incidents are recorded in the accident book, which tells you what has happened, where it happened, who dealt with the incident and the nature of any injury to the child. You will be asked to sign the accident book when you collect your child. Please remember to inform Nursery staff at the start of a session of any injuries we should be aware of that your child has acquired.