



WHAT TO DO IF...

My child is sick

If your child is sick, you should keep them at home until they are well enough to come back to nursery. Please call the nursery by 10am to inform us that your child won't be coming in so that we know not to expect your child and advise other parents should your child have been contagious.

I'm running late to collect my child

If you are unavoidably delayed and expect to be late collecting your child from nursery please contact the nursery as soon as possible to advise them so that they can arrange staff cover. Children who are collected after 6pm will be subject to a late charge of £1 per minute.

I can't bring my child in/ we are going on holiday

Please let the manager know if your child will not be attending nursery for any length of time.

Financial difficulties

If you are experiencing financial difficulties please contact your Nursery Manager as soon as possible.

We are leaving the nursery

One month's written notice is required when withdrawing your child from nursery. We are happy for this notice to be emailed as long as you have received confirmation from the nursery that the email has been received. Should one month's notice not be given, the deposit will be retained in lieu of notice.

Feedback or concerns

If you have any feedback or concerns please call or email your nursery manager or Katya.

Extra sessions/cancelling a session

If you would like to book extra sessions or cancel an extra session at nursery please contact your nursery manager in the first instance. 48 hours notice must be given if you no longer wish your child to attend the booked extra sessions otherwise they will be charged for. We do not provide occasional session swaps or holiday make-up sessions.