Little Learners Nursery Centre

Parent Contract and Terms & Conditions

Last updated 28 October 2026

Part A: Your contract

This contract is between Little Learners Nursery Centre, Stag's Way, Scorton, Richmond, North Yorkshire DL10 6HB, and ..... (parent/carer name). The terms and conditions in Part B apply to this contract.

Child or children	.....
Hours of attendance	As agreed on your registration form
Fees	**Paid monthly in advance, for the month they relate to.**
Booking fee	**£25, paid when you register.**
Late collection	**£20 late collection charge, plus £5 for every 5 minutes after closing.**
Notice to end this contract	**One full calendar month in writing, whether you or we wish your child to stop attending.**
Reducing sessions	**One month's notice in writing.**
Consent to call an ambulance in an emergency	Yes / No

Agreement for payment of fees

Person responsible for paying the fees	.....
Preferred payment method	Direct Debit / Childcare vouchers / Card / Cash / Other

I agree to pay the fees for the child (or children) named above on the dates they fall due.

Signed (parent/carer) ..... Date .....

Signed (parent/carer) ..... Date .....

Signed for Little Learners Nursery Centre ..... Position .....

Part B: Terms and conditions

1. Definitions

In these terms:

- "Child" means the child or children named in Part A.
- "You" means the parent or carer who signs this contract and is responsible for the fees.
- "We" or "us" means Little Learners Nursery Centre.
- "Services" means the nursery care for the days and sessions agreed with you (not including bank and public holidays), and any other services we agree to provide.
- "In writing" includes email and messages sent through our Family App.

2. When the contract starts

A contract is formed when you have given us a fully completed and signed registration form, paid the £25 booking fee (not charged if your child only uses funded hours), and we have confirmed that your child has a place. These terms and conditions apply to that contract.

3. How long the contract lasts

The contract continues until either of us ends it by giving at least one full calendar month's notice in writing. For example, notice received on 1 March ends the contract on 31 March; notice received on 2 March ends it on 30 April.

Fees are payable during the notice period. In some situations the contract can end straight away (see "Ending the contract early").

4. What we will do

We will use all reasonable efforts to provide the Services as described in these terms.

We welcome children, families and staff from all backgrounds. We will make reasonable adjustments so that children with special educational needs and disabilities can take part fully, in line with the Equality Act 2010, the Children and Families Act 2014 and the SEND Code of Practice.

If, after careful assessment and reasonable adjustments, we are unable to meet a child's needs safely, we will discuss this with you. In that case we may ask you to withdraw your child, and we will not charge fees in place of notice.

5. What we ask of you

Please co-operate with us and tell us about anything we need to know to care for your child, including:

- any medical condition, health problem, allergy or diagnosed dietary need;
- any prescribed medication;
- any vaccinations your child has not had that they would normally have had by their age;
- any family circumstances or court orders affecting your child;
- any concerns about your child's safety;
- your contact details, and those of anyone allowed to collect your child.

Please make sure these details are accurate and tell us in writing straight away when anything changes. For drop-off and collection, please follow our Arrivals and Departures Policy (ask us for a copy at any time).

We are not responsible if we cannot meet our obligations because of something you have or have not done.

6. Fees and payment

You agree to pay the fees set out in Part A.

- Fees are payable even when your child is absent.
- Bank holidays are charged, except for Christmas week, which is refunded.
- VAT is not charged on nursery fees.
- Fees for a core day or session include lunch and tea.
- Extra hours (or part hours) are charged at the current rate and must be booked and paid for at least 24 hours in advance.
- Fees are paid monthly in advance, or with the nursery manager's agreement by the last working day of the month.
- We prefer payment by direct debit or childcare vouchers (including Tax-Free Childcare). We may agree to cash, cheque or card; please ask for a receipt. A payment only counts once it has cleared into our account.
- If a payment fails or a cheque is returned, we may charge a £15 administration fee.

We may increase our fees once a year and will give you at least one month's written notice.

7. If fees are paid late

If fees are not paid on time, we may:

- charge interest of up to 1.5% a month on the overdue amount, worked out daily from the due date until it is paid, and recover our reasonable costs of collecting it, including legal costs;
- charge a reasonable administration fee of £25; and
- suspend your child's place until the account is paid in full, or end the contract.

Unpaid debts may be passed to a debt recovery agency. If you owe us money and also make a claim against us, we may take what you owe off what we owe you.

8. Changing or reducing sessions

Please give us one month's written notice if you want to reduce your child's sessions. Requests for extra sessions depend on availability.

9. Funded hours

If you are using government-funded hours, you will need to complete a Parent Declaration form each term (or each year), confirming when your child will use their funded hours.

Funded hours are free: we do not charge fees for them, and a funded place is never conditional on paying for anything else. We offer meals and snacks during funded hours at the prices in our published charges and may offer other extras, but these are voluntary: you can choose to provide your child's own food instead, or talk to us about other options. Our charges are published on our website, and your invoice shows funded hours, paid hours, food, consumables and activities separately.

10. Your child's wellbeing

We will do everything reasonable to keep your child safe, support their welfare and care for them to at least the standard required by law (the Early Years Foundation Stage), and usually well beyond it.

We respect every child's rights and freedoms, balanced with the needs and rights of others and the rules of the nursery.

You agree to appropriate, caring physical contact, for example to comfort a child who is upset, to help with care routines, to keep children safe, or for their health and wellbeing.

- If your child is not yet toilet trained, please provide nappies.
- Please provide sealed formula for bottle-fed babies. Bringing in made-up formula can make babies ill, so please avoid it.
- Labelled breast milk is stored in the fridge, and we have a private space for feeding or expressing.
- For behaviour, please see our Promoting Positive Behaviour Policy. Our policies for accidents, emergencies, evacuations and allergic reactions are available on request.

11. Illness and medical care

If your child becomes unwell at nursery, we will contact you or your emergency contacts. Please keep these details up to date.

If your child needs urgent medical treatment, we will try to contact you first. If we cannot reach you, you authorise us to act on your behalf and to agree to urgent treatment recommended by a doctor (including anaesthetic, an operation or a blood transfusion, unless you have told us in writing that you object to blood transfusions).

- Children with an infectious illness should stay at home until they are no longer infectious. Our exclusion periods follow UK Health Security Agency guidance and are displayed at nursery; our infection control policy is available on request.
- Please let us know if your child will be absent through illness.
- A child sent home unwell cannot return for at least 24 hours.
- If your child is prescribed antibiotics, the first dose must be given at home, in case of a reaction.
- For medicines at nursery, please see our Medication Policy.

12. Food and dietary needs

We will work with you to provide suitable food if your child has an allergy or a dietary need diagnosed by a doctor or dietitian, and we will take all reasonable care to avoid contact with foods your child must not have.

Our menus, including ingredients and allergens, are shared on our website and at nursery, and we welcome ideas from families and children. For our after-school and holiday clubs, we are unable to heat packed lunches brought from home.

13. Keeping children safe

We must report any concern that a child may be at risk of harm, abuse or neglect to the relevant authorities. Where needed, we may do this without your consent and without telling you first, in line with our Safeguarding Policy and the law.

14. Our liability

Nothing in these terms limits our liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be limited by law. Your statutory rights are not affected.

We are not liable for:

- loss of or damage to toys, clothing, bags or other belongings brought to nursery (please label everything);
- loss of profits or any indirect or consequential loss.

Otherwise, our total liability is limited to the total fees you have paid us under this contract.

15. Your information

We use your and your child's personal information to provide our Services and meet our legal duties, in line with UK data protection law (the UK GDPR and the Data Protection Act 2018). Our Privacy Notice explains how and why, and your rights.

We will ask for your consent before using photographs or videos of your child for anything other than their learning records, such as our website or social media. You can change your mind at any time by telling the nursery manager.

If fees remain unpaid, we may share your name, address and payment history with a credit reference or debt recovery agency.

16. Security and collection

You are welcome to visit the nursery, but please let us know beforehand. We will only release your child to you or to someone you have authorised, who must know your family's password. If someone we do not know is collecting, please tell us in advance through the Family App and, if you can, send a recent photo. We may ask for photo ID.

17. Concerns and complaints

Please speak to the room leader first. If you are not happy with the outcome, please contact the nursery manager. Our Complaints and Compliments Policy explains the full process, including how to contact Ofsted.

18. Ending the contract early

Either of us may end the contract straight away, in writing, if the other:

- has not paid an amount due within 10 days of it falling due;
- seriously breaks this contract and (if it can be put right) does not put it right within 30 days of being told in writing; or
- is unable to pay their debts or becomes insolvent.

When the contract ends, any terms that are meant to continue (for example, about fees owed) still apply.

19. Closures beyond our control

If we must close because of something beyond our reasonable control (for example fire, flood, a serious outbreak of illness, industrial action or other emergencies) and our business interruption insurance covers the closure, you will not be charged for the time we are closed. We will keep you informed throughout.

If we must close for your child's safety but our insurance does not cover it (for example severe weather or an outbreak of illness), fees will still be charged.

20. Changes to these terms

We may change these terms if the law or regulations change. We may change any other terms by giving you at least one month's written notice.

21. General

- If a court decides that any part of this contract is invalid, the rest of it still applies.
- This contract is the whole agreement between us; neither of us has relied on anything not written in it (unless there has been fraud).
- The contract is personal to you and cannot be transferred to anyone else without our written agreement.
- Nobody other than you and us has any rights under this contract.
- This contract is governed by the law of England, and the courts of England have exclusive jurisdiction.