

# Terms & Conditions

## 1.1 Opening hours

The creche is open from 7am - 6pm, Monday to Friday. The preschool is open from 7am - 2:30pm, Monday to Friday. Preschool pick-up is between 2:30pm - 3pm after which late fees are in full effect. After-school care for preschoolers is between 3pm - 6pm will attract an additional charge.

## 2.1 Drop-off and collection

Drop-off is available all day for the creche. Collection after 6pm will attract a late fee of N500 per 5 minute.

Preschool drop-off ends at 9am. Preschool pick-up is between 2:30pm - 3pm after which aforementioned late fees are also in effect. After-school care for preschoolers is between 3pm - 6pm and will attract an additional charge. We cannot accept children before 7:00 in the morning for any reason as we will not be staffed so to do.

## 2.2 Collection security

For security reasons, your child may only be collected by those individuals over 18 years of age you have listed on your child collection authorisation form that is filled out during settling in. This is restricted to the child's parents and or a nanny/au pair. Any changes to these named contacts can only be accepted in writing, in advance, and the new named alternate contact must be introduced to the child's mentor. We will never permit a child to leave the premises unaccompanied or with an unauthorised person.

In the event of an emergency or should you be unable to collect your child for any reason, one of the child's parents must email the administrator or headmaster at the latest on the day of collection including the name of the alternate person, a photograph of the person and a temporary one time password to be used by the person collecting the child. The emergency contact must bring a valid passport or photo ID for identification. Finally, we will not permit a child to be collected by anyone if the individual appears in our judgement to be unfit to provide for the child's safety, or appear to be under the influence of alcohol or drugs.

## 3. Dress

Parents should see that their children arrive in normal day clothes and bring a full change of clothes. You need to name/label your child's clothing, especially outdoor clothes and crocs, to avoid confusion with garments that look similar. Home Also cannot accept responsibility for any lost or damaged property.

## 4 Excursions

From time to time we will arrange visits to museums, galleries, performances and places of interest. There will be a modest additional charge to cover entrance and transportation, and parents have the choice of whether they wish their children to participate or not. Parent helpers on outings are always welcome and requested. You will need to provide written consent in advance of each excursion.

Additionally you will need to consent to our Local Walks policy, whereby we will regularly take your child to local parks or shops.

### **5. Illness and health and safety**

Children may not attend the nursery for 48 hours after the last occurrence if they have nausea or diarrhoea from any cause. If your child is unwell with any infectious illness, any unknown rashes; if they are unwell, e.g. not able to join in activities or require 1:1 care, if they are dependent on liquid paracetamol or within 24 hours of the first dose of any medication not taken before (e.g. the first time they have antibiotics, not each time they are prescribed) and may not return until the condition is diagnosed by a physician who certifies they are able to attend. Please see our [health policy](#).

Children who become ill while in our care will be looked after until parents can be contacted to collect them and take them home. Parents will be notified immediately at the first signs of any illness. If a parent cannot be contacted we will contact your named doctor. In the event of an emergency the child will be taken to the nearest hospital, accompanied by a senior member of staff from Home Also, who will act in *loco parentis* until the parents are able to arrive.

We will not administer medication without permission. We will contact you for approval to give your child liquid paracetamol (one of two medications, including Piriton, kept on site aside from first aid items), and cannot give this to your child until you have provided authorisation, and are on your way to collect your child. All other methods to reduce temperature will be attempted first. Parents have the responsibility to keep us continually informed of changes in any contact numbers and addresses, or any changes in your child's medical condition or doctor.

Should your child require regular medication to be administered during the hours he/she is in our care at Home Also you will need to complete all necessary paperwork in line with our policies. The medication must be prescribed by a doctor and be clearly labelled to include your child's name and the required dosage. You must take the medication home at the end of each day, as we cannot keep any medications on site with the exception of liquid paracetamol, Piriton and first aid items. It is also your responsibility to notify the nursery of any change to this information on an on-going basis.

Your child's attendance, during periods of illness or when on medication, is at the sole discretion of the nursery.

Home Also follows a strict indoor no-shoe policy in all nurseries. Family pets, including dogs and cats, are not allowed on or in front of the premises to ensure the health, safety and wellbeing of our children, parents and staff. The only exception to this policy is for guide dogs. As many of our floors are not carpeted it is dangerous for children to wear slippers, so it is the responsibility of parents to provide clean indoor crocs, where necessary.

Kindly see our [COVID policy](#).

### **6. Safeguarding and Child Protection**

We follow the guidelines set by the local authority on safeguarding children and child protection at all times.

### **7. Fees**

Overall fees for attendance at Home Also may be seen in the enclosed fee sheet. Fees are reviewed annually. If any changes are deemed necessary, parents are informed no later than the first week of the new term.

## **8. Registration fee**

There is a one-off fee to register your child of \_\_\_\_\_, payable when you return the registration form. This is non-refundable, and places your child on our waiting list.

### **8.1. Securing a place for your child**

Once we have confirmed we have availability for your child and before your child starts in nursery, you need to pay a deposit, equivalent to one month's fees of your child's chosen attendance pattern and the first month's fees in advance.

Deposits are refunded 6 weeks after the last month of your child's attendance, subject to all fees and other liabilities to the nursery having been paid in full, and providing two calendar months' notice in writing is given prior to the child leaving. If a child leaves without full notice, we will offset the deposit paid against any outstanding fees and invoice the balance. If your child does not attend the nursery for any reason once the place has been accepted, then the deposit is non-refundable.

### **8.2 Payment terms**

Fees are to be paid monthly by direct debit on the 1<sup>st</sup> of each month or the next banking day thereafter. Invoices are issued on the 19<sup>th</sup> of each month for the following month, and the amount to be collected by direct debit is clearly communicated in the invoice. You have two weeks between the issuing of an invoice and the collection of monthly fees to query the amount before it is collected from your account. It is a requirement of our terms and conditions that all parents pay by direct debit.

### **8.3 Refunds**

We will not refund any fees if your child is absent due to illness, holiday or as required under the nursery's policies and procedures. The nursery will not refund fees or be in breach of this agreement by reason of any delay in performance or non-performance of its obligations to you due to any event outside its reasonable control. These include, without limitation, any act deemed to be *force majeure*, fire, war, acts of terrorism, strikes or other industrial action, infectious diseases, epidemics, inclement weather (e.g., storms), unforeseeable repairs or any failure of public or utility services (such as highway and public transport delays or failures). If this is an area of concern for you, you may wish to look into an insurance policy to cover such a possibility.

### **8.4 Additional charges**

Any additional charges – e.g. extra sessions, late collection, out of hours collection, late payment fees, excursion charges – will be added to your subsequent month's invoice automatically and collected by direct debit on the first of the following month, or the first banking day thereafter.

## **9. Sibling discounts**

We offer a 15% discount off the fees of the older child. For families with three children we would offer 15% discounts on the fees of the two eldest children.

### **10.1 Termination or loss of place at Home Also**

Home Also reserves the right to terminate your child's place immediately at the nursery in the event that any fees remain unpaid, where any of the terms and conditions are breached, or if termination of a place is considered to be in the best interests of the nursery or the welfare of your child.

### **11.1 Bank Holidays and Summer Holidays**

Home Also are closed for all public and bank holidays, as well as the week between Christmas and New Years. At all other times we are open. Refunds are not available for Bank Holidays or if you chose to take an extended holiday with your child.

### **12.1 Babysitting**

Home Also does not sanction any private arrangements made between you and a member of staff. If you make any such arrangement during the hours of operation of the nursery, you are asking the staff member to violate their terms of employment with Home Also. Outside the nursery's operating hours any arrangements between you and the member of staff are at your own risk. You agree to hold the nursery and Home Also harmless for any liability, loss or damages you might incur as a result of any such arrangements.

### **12.2 Employment of nursery staff by parents**

We have chosen our staff carefully, based on their training, skills, experience, enthusiasm and abilities. We expect that you will be impressed by their capabilities. Parents may not employ our staff for any purpose on a part- or full-time basis during the hours of 7:30 am to 6:30 pm, Monday through Friday, without the payment of a recruitment fee based on 20% of their salary at Home Also. On leaving Home Also, staff may not work for any Home Also parents (current or former) for a period of 6 months after their departure, unless specifically agreed between Home Also and the parents directly in writing. In the case of permission being given the parents will pay the same recruitment fee indicated above.

### **13.1 Notice of changes in your child's attendance**

Notice that your child is leaving the nursery or decreasing days must be given in writing at least two calendar months before the intended date of departure / reduction. The nursery will acknowledge letters of notice in writing to confirm they have been received.

### **14.1 Privacy Notice**

Home Also processes personal data including, but not limited to, the following sensitive data: address, telephone contacts, date of birth, email addresses, employment information, gender, physical conditions, disabilities or allergies, dietary requirements, child photographs and care, learning and development records.

We process this information to ensure a safe, secure and healthy environment for your child, to administer first aid/medical care if necessary, to comply with all relevant government regulations and nursery policies and procedures, to help us understand your child's needs, talents abilities and interests, our own market research.

We may only share this information under the following circumstances: if you receive government funding with the funding provider, if you receive funding as an employee or a student benefit with your employer/education provider, with any other nursery setting your child may attend, third party processors that are subject to confidential non-disclosure agreements, as required by any court

order, law or regulation and if the nursery suspects any child abuse or neglect it will report these concerns to the relevant authorities in accordance with its policies and procedures and regulatory requirements.

#### **15.1 Review of terms and conditions and general points**

We reserve the right to unilaterally alter our terms and conditions at any time should this become necessary due to legislative changes. For other changes you would receive written notification regarding new terms and conditions.

The nursery is not responsible for any items left by you or your child at the nursery including, and without limitation, pushchairs, prams, car seats, clothing and toys.

These terms and conditions, along with the fee sheet and registration form (and as may be amended from time to time) represent the entire agreement between you and Home Also. The terms and conditions will be governed by Nigerian Law and is subject to the exclusive jurisdiction of the Nigerian Courts.