

JANUARY 1, 2026



SPARKLING ANGELS NURSERY

TERMS AND CONDITIONS

SPARKLING ANGELS NURSERY
1-7 Wharf Road. Stanford Le Hope. SS17 0HS

Opening Hours and Operational Arrangements

Opening Hours

Sparkling Angels Nursery operates Monday to Friday, between the hours of 07:00 and 18:00, subject to the closures outlined below.

Planned Closures

The Nursery closes for approximately one (1) week over the Christmas and New Year period and is also closed on all Bank Holidays. As a result, the Nursery operates for fifty-one (51) weeks per calendar year. No childcare is provided during these closure periods.

Sibling Discounts

Sibling discounted rates may be available for full-day and full-time bookings only, subject to availability and the Nursery's current fee structure. Full details are available upon request and may be amended at the Nursery's discretion.

Session Booking Restrictions

Due to demand, the Nursery does not accept bookings for morning-only sessions.

Session Availability and Waiting Lists

Where demand exceeds capacity, the Nursery reserves the right to operate a waiting list for certain sessions. Placement on a waiting list does not guarantee a future place.

Terms and Conditions

This clause should be read in conjunction with the Nursery's full Terms and Conditions, which form part of the Parent Contract and provide further details regarding fees, funding, attendance, and operational policies.

Sessions

The nursery offers a range of flexible session options to meet the needs of parents and children. All sessions are subject to availability and must be booked in advance.

Session Type	Duration	Time
Funded Session	6 hours	9:00 a.m. – 3:00 p.m.
Funded Session	3 hours	9:00 a.m. – 12:00 p.m.
Funded Session	3 hours	12:00 p.m. – 3:00 p.m.
Wrap-around session	1 hour	7:00 am- 9: 00 am
Wrap-around session	3 hour	3:00 pm – 6:00 pm

Policy Statement:

While government funding covers the provision of free, high-quality, flexible childcare, it does not extend to consumable items. Therefore, to maintain the quality of care and resources, we implement the following options for parents and guardians:

Enhanced provision by nursery:

- Parents may opt for the nursery to supply all necessary consumable items. In this case, there will be charges to cover the costs (*Please refer to our fee list on page 9-10*). This fee ensures that we can consistently provide high-quality items for your child's needs. See list of enhanced provision to choose from. A minimum notice period of 6 weeks is required to opt in or out of this service.

None-enhanced provision by parents:

- Parents may choose to provide specific consumable items for their child on a daily basis. These may include snacks, a nappy bag, sun cream, or a wetsuit.
- Parents will be required to cover the full cost of any outings, trips, special occasions, parties.
 - Activities and events scheduled on days when your child is not in attendance will not have guaranteed participation.
- If a child attends an event, party or activity on a day they are not normally scheduled to attend the setting, the full daily rate will be charged in addition to the event cost.
- By accepting these terms, parents/carers acknowledge and agree to this arrangement.

Implementation:

- Upon enrolment, parents will be informed of this policy and asked to select their preferred option.
 - For those opting for nursery provision, the consumables fee will be detailed in the fee structure and invoiced accordingly.
 - For those opting to provide items themselves, nursery staff will monitor supplies and communicate with parents when replenishment is necessary.

Important information

Enhanced charge- *Please refer to our fee list on page 9*, the charge applies to each funded session and does not apply to paid private session. the charge covers services which are not covered by early years funding for example (snacks, special events, graduation gown, parties, outing, Christmas meal, gifts, sun cream, wetsuit, mothers and Father's Day event, free childcare to attend events in the nursery on the days your child is not scheduled on the register). if you have any concerns regarding this charge, please contact us to discuss.

- **Optional hot lunch** – we offer an optional 2-course hot lunch. we can cater to all allergies and offer a vegetarian alternative as well. children can bring a packed lunch from home if preferred, but this must be nut free and healthy (no chocolates, biscuits, crisps, sweets or fizzy drinks)!

- Starter Accessories and Stay & Play Sessions – A one-off fee of £135 is payable for starter accessories. This fee covers a set of nursery uniform items, a nursery bag, and two Stay and Play sessions. Nursery uniform is not compulsory. Wearing the nursery uniform and using the nursery bag is entirely voluntary and at the discretion of parents/carers.
- Please note that once the starter accessories fee has been paid, Stay and Play sessions are booked and accessories are ordered. As a result, this fee is non-refundable under any circumstances.
- **Deposit** – £150, this applies to children who are not fully-funded. this will be refunded when your child leaves the nursery provided that no fees are outstanding.
- **Late collection** – if you collect your child after closing time a surcharge of £25 per hour or part-hour applies. minimum charge £25.
- **Snacks** – Sparkling Angels Nursery offers healthy snacks throughout the day. Snacks are included within the standard fees and/or enhanced provision charge. *Please refer to our fee list on page 9.* Parents/carers may choose to opt in or opt out of this provision. Where parents/carers opt out, they are responsible for providing their child with healthy, suitable, and acceptable snacks in line with our nursery’s food and nutrition policy.
- **Sundries** – please provide nappies, wipes and change of clothes. we will not accept your child if you fail to supply these items.
- **Sun-cream** – Parents must apply sun cream before their child comes into the setting (even on cloudy days). staff will re-apply a sensitive skin, high factor sun cream to all children as required through the day. This is included in your fees / enhanced charges if you have opted in for enhanced provision (*Please see our fees list on page 9-10*). If your child is allergic to sun-cream, please contact us to discuss. You have the choice to opt in or out.

Payment options

- Please kindly note that fees are payable in advance and by the 1st of the month.
- Sparkling Angels Nursery is a registered provider for the government Tax-free Childcare Scheme. Please ask us for details.
- Payment by online banking / BACS transfer: Bank account details will be sent to you once you have returned the registration form. Please ensure that your child’s name and the month is given as a reference.

Terms and Conditions

- Please refer to “Fees and other charges” for details of discounts available.
- When you book sessions at Sparkling Angels Nursery this is a contractual agreement between you and the nursery and fees are therefore payable in accordance with our terms and conditions from this point onwards. You will therefore need to give 12 weeks’ notice in writing if you wish to reduce your child’s hours, withdraw

your child from the nursery or cancel your booking, this is applicable on chargeable session only. The 12-week notice period begins from the date you register your child. If insufficient notice is given, normal fees / charges will be payable for the notice period (Not applicable to fully funded children).

- Fees for hours booked are fixed and are payable whether your child attends or not.
- Invoices will be sent out by email at least one week in advance of the month for which the invoice is due. Please kindly note that all fees / charges are payable by the first of the month. Please ensure that we have an up-to-date email address for you.
- Extra sessions are subject to availability. Please contact us to check availability. Extra sessions are usually available in the school holidays.
- Hot lunches can be booked for a minimum of one term and should be requested at least a term in advance. Please note that some dietary preferences. A notice period of one term is required should you wish to cancel hot lunches for the following month. Notice must be given in writing.
- Packed lunches – please note that the **nursery is a nut-free environment and packed lunches must not contain nuts**. Please provide a healthy packed lunch; crisps, biscuits, chocolates, sweets and fizzy drinks are not permitted.
- Any adjustments to your invoice such as extra hours will be added to the following month's invoice.

Late Payment and Charges

- Where a payment reminder letter is issued, the Parent/Carer shall incur a charge of £10.00, together with an additional administration fee of £10.00 per week for each week that the fees remain outstanding.
- The Nursery reserves the right, at its sole discretion, to refuse attendance for any child where fees are overdue. In such circumstances, the child will be permitted to attend funded hours only, and any non-funded sessions will be suspended until all outstanding fees and charges are paid in full.

Absences Due to Illness or Holiday

- The Nursery regrets that fees remain payable for any days a child is absent due to illness or holiday, as the child's place is reserved exclusively for them. No refunds, credits, or fee reductions will be given in respect of such absences. Fees shall be charged as normal for all other sessions missed, including but not limited to absences due to holiday, illness, or any other reason.
- Parents/Carers are required to notify the Nursery of any planned holidays.

Christmas and New Year Closure / Absences

- The Nursery shall be closed for an approximate period of one (1) weeks over the Christmas and New Year period, during which no fees will be charged.
- Fees shall be charged as normal for all other sessions missed, including but not limited to absences due to holiday, illness, or any other reason.

The nursery is closed on bank holidays / public holidays. You will not be charged for any “paid hours” missed due to bank / public holidays unless this is an exceptional “one-off” holiday for national events etc. In this case, the nursery reserves the right to charge fees as normal. Replacement session is offered if on funded early education.

- We make every effort to stay open and offer a full service to all our children and parents. If, however, the directors and management decide that the nursery has to close for reasons beyond our control such as snow, ice, flood, power-cut, industrial action, major health & safety issues, pandemics or similar, etc, fees / charges will be payable for your contracted hours and no refunds will be due. In such cases, we will make every effort to minimise the closure period and to notify you in advance. Any change to this policy, is solely at the discretion of the nursery.
- If your child is required to miss nursery on the advice of a doctor, medical professional, similar authority either due to illness or the requirement to self-isolate or the requirement of the nursery to close part or all of the nursery, fees will be charged as normal and no refunds will be due. Any change to this policy is solely at the discretion of the nursery.
- Once you have registered with the nursery and booked a place, 12 weeks (one term) notice in writing is required should you wish to withdraw your child from the Nursery or if you wish to reduce the number of sessions. If insufficient notice is given, you will be charged for your normal sessions during the notice period. Note that this is not applicable to children who are fully funded.
- Fees, etc will be reviewed in January, April and September each year. In addition, we reserve the right to review fees, etc at any time by giving 1 months’ notice.
- We send invoices and important information by email. Please ensure that we have up-to-date email address for you and that you notify us of any changes to your address or phone number.

Attendance and Induction: The minimum attendance requirement is two sessions per week to promote consistency, support your child’s emotional well-being, and aid their settling-in process.

- Prior to your child’s official start date, we offer stay and play, induction and transition sessions, the cost is included in the starter fee. These sessions allow your child to familiarise themselves with the nursery environment, staff, and routines, helping to ensure a smooth and positive transition into nursery life.
- Induction sessions are usually arranged in advance and may vary depending on the child’s individual needs and comfort level.

Funded Early Education Entitlements

Early Years Funding – will my child receive any Early Years funding?

- The information below is a general guideline. For full information please see the following websites:

<https://beststartinlife.gov.uk/eligibility-checker/>

Working Parent Entitlement – From 9 Months Old

Eligible working parents/carers of children from 9 months of age may be entitled to funded childcare under the Working Parent Entitlement, subject to meeting the eligibility criteria set by HM Government and confirmation via the childcare service.

Where eligible, the nursery offers this entitlement on a stretched basis, delivering the funded hours across 51 weeks per year. Eligibility must be reconfirmed at the required intervals, and continued funding is dependent on valid confirmation codes.

2-Year-Old Funded Early Education

Children aged 2 years may be eligible for funded early education under either:

- Disadvantaged 2-year-old funding (*See page 8 for funding information and breakdown*)
- The Working Parent Entitlement, where parents meet the eligibility criteria. (*See page 8 for funding information and breakdown*)

Funding is subject to Local Authority approval and availability of places.

3–4-Year-Old Funded Early Education

All children aged 3 and 4 years are entitled to 570 hours per year

Eligible working parents/carers may also access the working parent entitlement (additional 15 hours per week over 38 weeks). Where applicable, the nursery offers this entitlement on a stretched basis.

General Funding Conditions

- Parents/carers are responsible for applying for funding and reconfirming eligibility every term where required.
 - Funded hours cover early education and childcare only; additional charges may apply for meals, consumables, or extra services, as permitted by statutory guidance (Please refer to our fee list on page 9-10)
 - Funding may be withdrawn if eligibility lapses or confirmation codes are not renewed within the required timescales.
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Additional Hours

Parents/carers may request to book additional sessions beyond their agreed funded or contracted hours. All additional sessions are charged at the Nursery's standard published rates (Please refer to our fee list on page 9-10). From time to time, the Nursery may offer promotional or discounted rates for additional hours; any such offers will be communicated in writing and are subject to availability and specified terms.

Session Availability

Where a requested session is fully booked, the child may be placed on a waiting list. Parents/carers will be notified in writing should a suitable place become available. Placement on a waiting list does not guarantee a future space.

Funding Start Dates

Parents/carers are advised that Early Years funding does not commence immediately upon a child's birthday. Funding begins from the start of the relevant school term following:

- the child's **9-month birthday** (where applicable),
- the child's **2nd birthday**, or
- the child's **3rd birthday**,

in accordance with statutory guidance funding rules and eligibility criteria.

Minimum Session and Attendance Requirement

The Nursery offers childcare in accordance with the session options outlined in this agreement. The minimum session duration is three (3) hours, and children must attend a minimum of two (2) sessions per week. The Nursery is unable to accept registrations for sessions shorter than the minimum duration or for attendance below the minimum weekly requirement.

Sparkling Angels Nursery – Stretched Funding Option

Parents may choose to stretch their government-funded childcare hours over 51 weeks instead of the standard 38 weeks. Where this option is selected, the total funded hours will be distributed evenly across 51 weeks of the year. This will result in a small excess of hours beyond the annual entitlement, as outlined below:

Funding Type	Annual Entitlement
Universal Funding	570 hours (15 hrs/week over 38 weeks)
Working Families Funding	1140 hours (30 hrs/week over 38 weeks)

Payment of Excess Hours

The excess hours stated above are not covered by government funding. Parents/guardians may either:

- Pay the applicable hourly rate for the excess hours, or
- opt to keep their child at home for the equivalent period to avoid exceeding their funded entitlement.

Funded Attendance Commitment Clause (Local Authority Aligned)

For children accessing their **Free Early Education Entitlement (FEEE)**, parents/carers must select one of the following attendance models:

- **38 weeks (term-time)**
- **51 weeks (stretched offer)**

This choice must be confirmed and signed within the nursery's Parental Declaration Agreement.

Once selected, the attendance model will apply for the **full funding period/term** in line with Local Authority funding rules. Parents/carers agree to adhere to this arrangement for the duration of the term.

Any request to change the chosen attendance model must be submitted in writing and will require a **minimum of 12 weeks' notice**. All changes are subject to availability, Local Authority funding regulations, and nursery's approval.

Agreement to Terms

By selecting the stretched funding option, parents/guardians acknowledge and accept responsibility for any excess hours incurred and agree to pay these in accordance with the nursery's fee schedule.

Sparkling Angels Nursery – Schedule of Charges for Enhanced Provision

The following charges apply to **optional enhanced provisions and consumables** that fall outside the scope of the government-funded early education entitlement.

All charges are applied **only where parents/guardians have opted in** and provided written consent.

Enhanced Provision / Consumable	Charges
Lunch	£4.50 per day
Breakfast	£3.25 per day
Tea	£3.25 per day
Snacks	£1 per day
Sun Cream (SPF 50, suitable for children)	0.10p per day <i>(only applicable from April to August only)</i>
Trips (contribution towards outings)	£45 per term
Celebrations & Events (e.g. birthdays, festivals)	£25 per term

Terms and Conditions

1. All prices are subject to annual review and may be amended with at least four weeks' written notice to parents/guardians.
2. These charges apply only where parents/guardians have consented to the provision.
3. Parents may choose to opt out of any of the above items at any time by providing written notice to the nursery manager.
4. Where a parent opts out from enhanced provision, they must provide any equivalent required items (e.g., sun cream, healthy packed lunch and snacks etc) that meet nursery standards.
5. Payment for enhanced provisions will be invoiced and payable in accordance with the nursery's standard payment terms.

Terms and Conditions – Enhanced Provision & Additional Charges

Parents may choose to opt in or opt out of any of the enhanced provision or additional chargeable items at any time by providing **written notice** to the Nursery Manager.

To ensure accurate planning, staffing, and budgeting, a *minimum notice period of 12 weeks* is required for any changes. This applies to both opting in and opting out.

Any fees will continue to be payable during the notice period. Changes will take effect from the start of the next applicable term or billing cycle following the completion of the notice period.

Sparkling Angels Nursery – Fee Schedule

Standard Nursery Fees

Service	Description	Fee
Hourly Rate	Standard childcare rate per hour	£11.00

Additional Charges- Late pick up

Service	Description	Fee
Late Collection Fee (per hour)	Charged if a child is collected after the agreed session end time	£25.00 per hour
Late Collection Fee (per minute)	Applied after the first 5 minutes of lateness	£1.00 per minute

Late Payment Charges

- Late Payment Interest:** A charge of **10%** will be applied to any outstanding balance not settled within the agreed payment period.
- Administrative Fee:** An administrative fee of £35 will be added to any account that remains unpaid 30 days after the due date.
- Continued non-payment may result in suspension of your child's additional booking until the balance is cleared.

Payment Terms and Conditions

- All nursery fees are payable monthly in advance, by the 1st day of each month, unless otherwise agreed in writing.
- Fees are payable throughout the year, including periods of absence due to illness, holidays, or public holidays.
- Funded hours (if applicable) cover childcare only and do not include meals, consumables, or extended sessions.

4. Parents/guardians are responsible for ensuring prompt collection of their child. Repeated late collection may result in termination of the childcare agreement.

5. All meals and additional charges will be invoiced monthly and must be settled in full upon receipt.