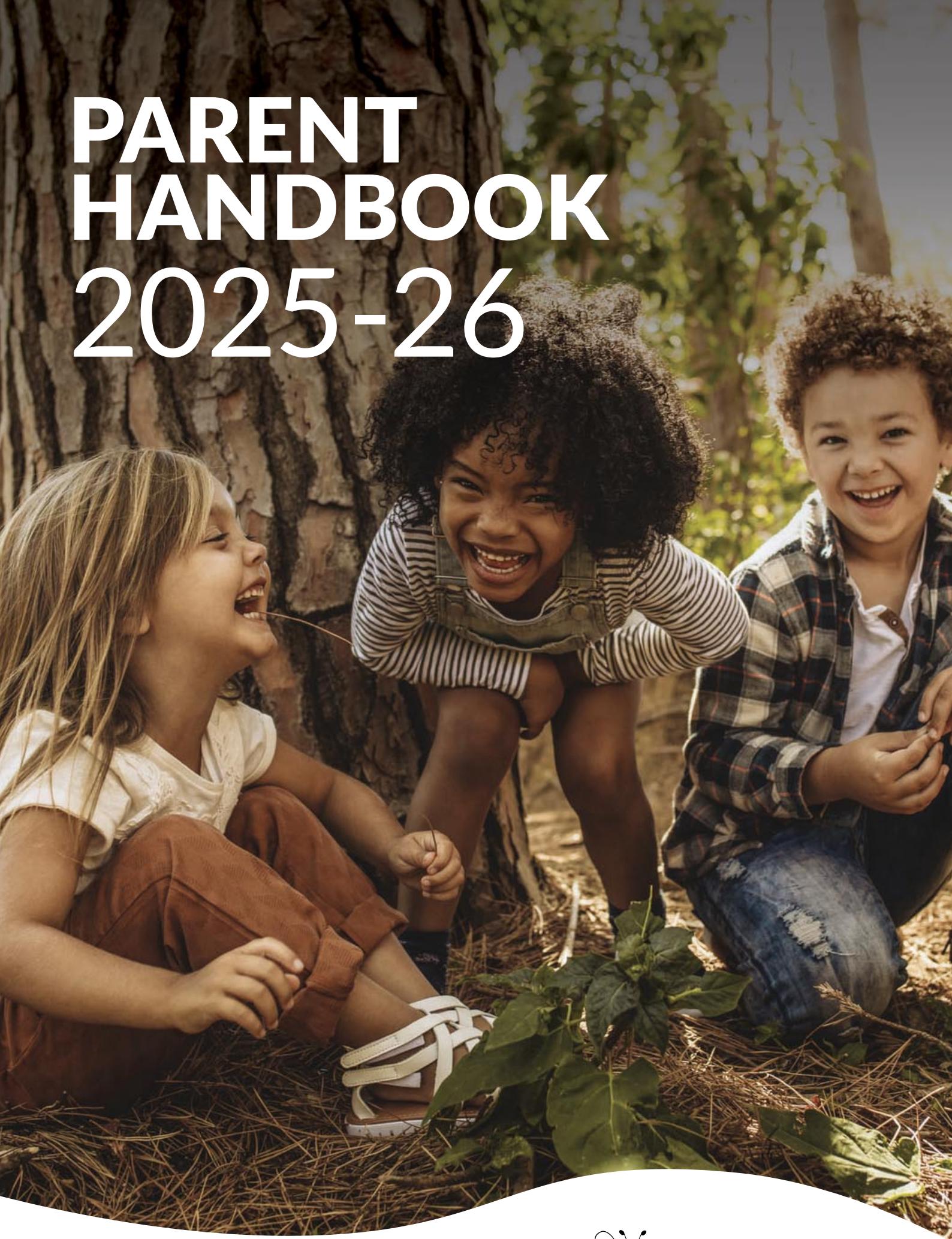
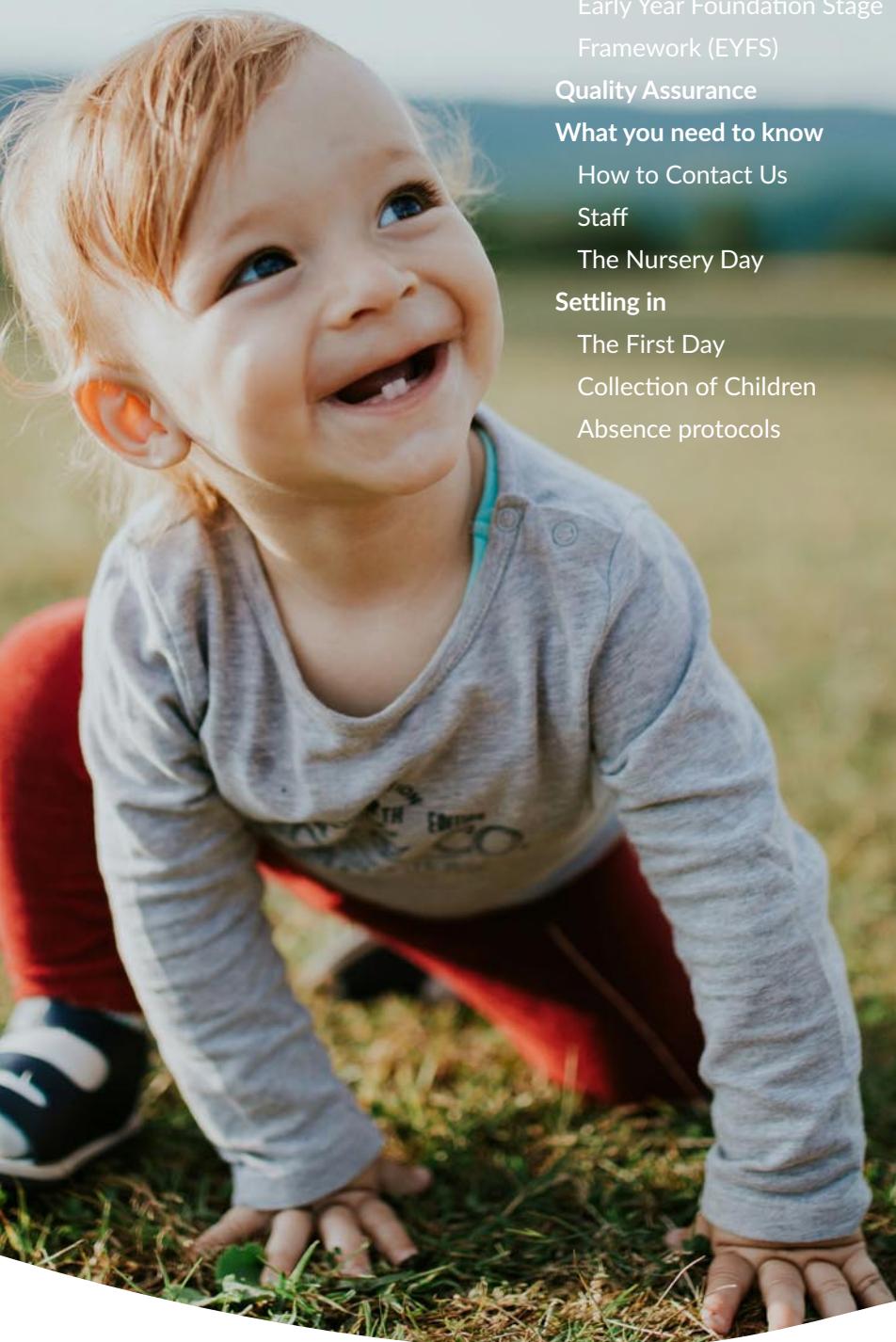


PARENT HANDBOOK 2025-26





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Welcome to our Nursery

Busy Beacons is a happy and vibrant nursery where we strive to provide an outstanding early years education for all children. It is set in a woodland space which enables children to experience the awe and wonder of the natural world through a forest school programme.

Forest School Principles are at the heart of our philosophy at Busy Beacons Nursery.

Forest school is a form of early years education which takes place in a woodland or forest environment. It is a child-centred inspirational learning process, that offers opportunities for holistic growth. It is a long-term programme that supports play and exploration.

The benefits of a Forest School are extensive: fostering self-esteem, building confidence, managing risks, stimulating cognitive growth using all five senses, enhancing mindfulness, developing physical literacy, and most importantly utilising nature.



Vision and Values

We are committed to holistic outdoor educational learning and reconnecting children with nature in a stimulating environment. Each child has the opportunity to grow in confidence and develop the skills they need for a successful future, providing an exceptional foundation for lifelong learning.

We ensure our children reach their full potential and beyond. Every child has an equal voice as we value and encourage their views. We love to celebrate the achievements of our children and pride ourselves on the attention we give to each individual child's needs.

We are a setting where your voice is heard. Our open-door policy helps to ensure that we create an honest and open communication network with parents and children.

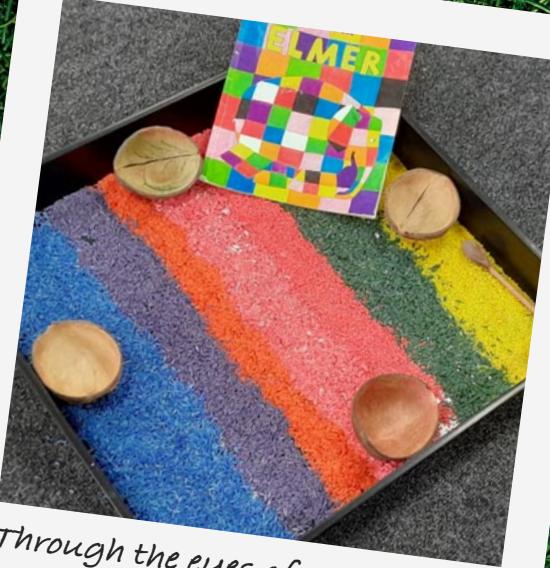


A Day in the Life of...

[Click here to read more](#)



Through the eyes of a baby
[VIEW DAY](#)



Through the eyes of a 2 year old
[VIEW DAY](#)



Through the eyes of a 4 year old
[VIEW DAY](#)

Curriculum and EYFS

Early Years Foundation Stage Framework (EYFS)

The Early Years Foundation Stage (EYFS) Framework is the statutory framework for early years education in England. The framework sets the standards that schools, and childcare providers must meet for the learning, development, and care of children from birth to 5.

The EYFS Framework was amended in 2023:

- To include a focus on early language and extending vocabulary
- To reduce workload such as unnecessary paperwork so staff can spend more time teaching children

In keeping with the EYFS framework, we place a huge emphasis on children developing the 3 Prime Areas of Learning first as well as the Characteristics of learning. This is because they lay foundations for future success in all other areas of learning and in life.

The Prime Areas are:

- Communication and Language: Listening, attention and understanding, speaking
- Personal, Social, Emotional Development: Self-regulation, managing self, making relationships
- Physical Development: Fine motor, gross motor

The Specific Areas are:

- Literacy: Word reading, comprehension, writing
- Mathematics: Number, numerical patterns
- Understanding the world: People, cultures and communities, the world, past and present
- Expressive arts and design: Creating with materials, being imaginative and expressive

The Characteristics of learning are:

- Playing and exploring: Children investigate and experience things and 'have a go'
- Active learning: Children concentrate and keep on trying as well as enjoy their achievements
- Creating and thinking critically: Children think of their own ideas and make links in learning



For more information on the statutory requirements of the early years please [CLICK HERE](#)

Quality Assurance

Quality needs to be measured in a range of different ways and times to ensure we get a true evaluation of all aspects of practice. Below is our Quality Assurance Cycle.

Autumn Half Term 1

- a. Leaders learning walk
- b. Tapestry
 - Tapestry accounts for new children
 - Story wall check
 - Message function check
- c. Room observations

Autumn Half Term 2

- a. Supervision of staff
 - Key children discussed.
 - Gaps identified and intervention plan created.
- b. Peer observations
- c. Room observations
- d. Parent surveys

Spring Half Term 1

- a. Leaders learning walk
- b. Tapestry
 - Story wall check
 - Message function check
- c. Room observations
- d. Children's views

Spring Half Term 2

- a. Supervision of staff
 - Key children discussed.
 - Gaps identified and intervention plan created.
- b. Peer observations
- c. Room observations

Summer Half Term 1

- a. Leaders learning walk
- b. Tapestry
 - Tapestry accounts for new children
 - Story wall check
 - Message function check
- c. Room observations

Summer Half Term 2

- a. Supervision of staff
 - Key children discussed.
 - Gaps identified and intervention plan created.
- b. Peer observations
- c. Room observations
- d. Parent surveys

We encourage our staff to be reflective about their practice as this is a critical component of a high-quality setting. Nursery staff will have access to a full professional development programme, including forest school training for all alongside statutory and complementary training opportunities.



What you need to know

Fees, Funding and Help with Nursery Costs

- Busy Beacon's Day rate is £60 which includes am/pm snacks and lunch. We do not offer half days.
- Breakfast and tea can be purchased in advance for an additional cost of £3 per meal.
- If you are entitled to 30 hours of funded childcare it equates to three full days at the nursery.
- 30hrs FREE nursery care for children from 9 months+
- 15 hours two year funding will be split over two weeks; week 1 one day and week 2 two days alternatively you can top up to two full days a week.
Please contact us if you require more information.

Tax-free-childcare: www.childcarechoices.gov.uk

How to Contact Us

T: 020 8418 2607

E: admin@busybeacons.co.uk

W: www.busybeacons.co.uk

[Click here](#) for our Terms & Conditions

Staff

For a staff list, please see our [website](#).

Opening and closing hours

Monday to Friday (term time only)

7.30am – 5:30pm

Breakfast	7.30am	–	8.15am
Morning Snack	10.00am	–	10.30am
Lunch	12.00pm	–	12.30pm
PM Snack	3.00pm	–	3.30pm
Tea	4.45pm	–	5.30pm

Settling in

We recognise and understand the anxieties for both parents and children when starting at nursery. Some children will settle in on their first visit and others will take a little longer to become familiar to a new environment.

To support you and your child when settling, the head of nursery will contact you before your child's start date to arrange a convenient time for your child's first settling in session. The number of settling in sessions will then be discussed and agreed with you during your first visit.

During the settling in sessions, your child's key person will discuss with you your child's needs, likes/dislikes, favourite foods, sleep patterns, routines, etc. This information will enable us to cater for your child's individual needs and assist in the settling in process. We will also discuss with you our documented policies and procedures and answer any questions that you may have.



The First Day

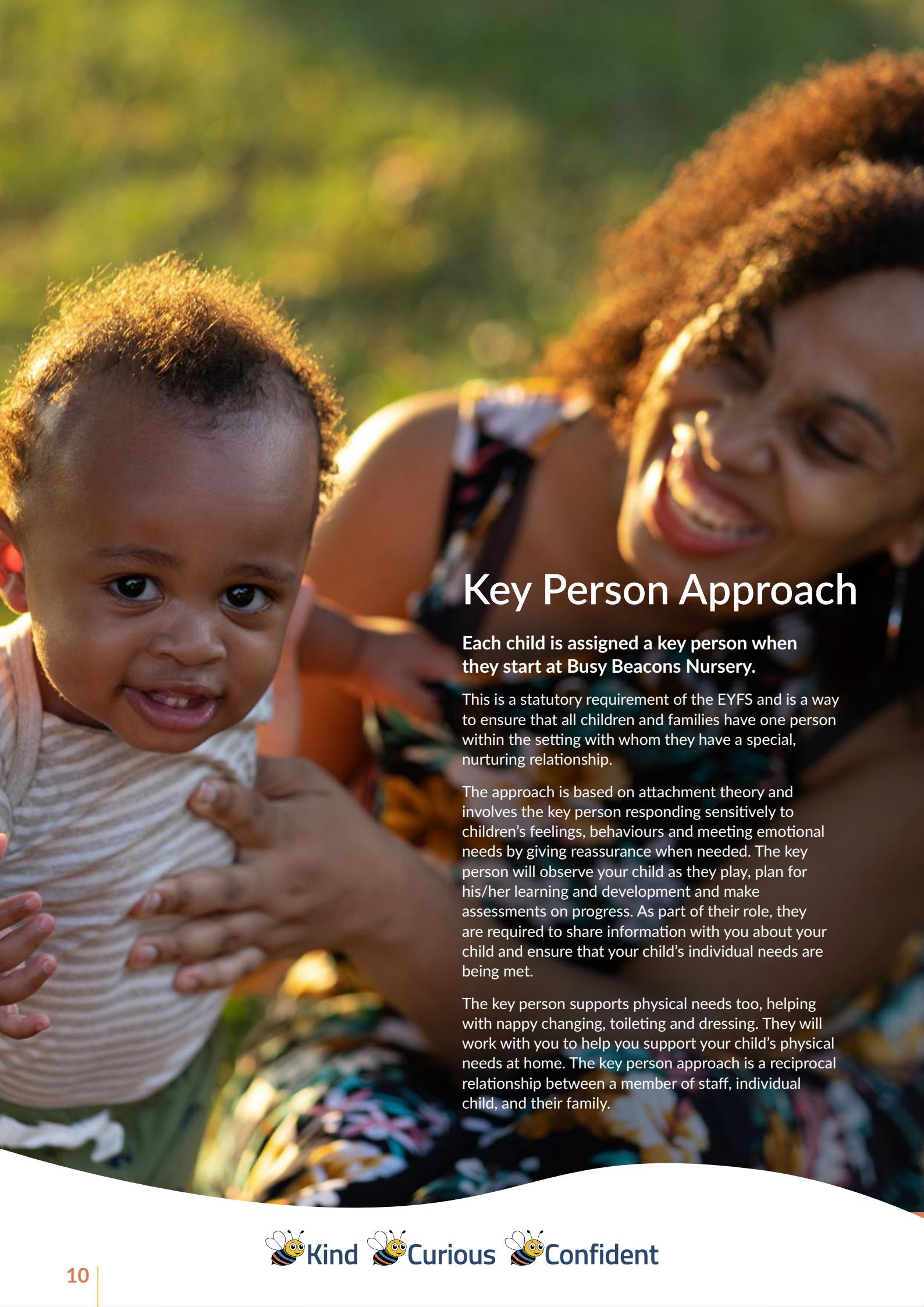
Once your child has completed their settling in sessions, they will be ready to start their first day at nursery. Please make sure they have the correct items with them (see page 13). When you arrive, make your way to the front entrance, ring the bell and someone will let you in. Once you have settled your child, a member of staff will show you where you need to collect them from at the end of the day. This will then be your drop off and collection point for all future sessions. Staff will keep in contact with you throughout the day and if your child is upset you may be asked to come back to give them some reassurance.

Collection of Children

We must have written consent for any person collecting your child from nursery. This written consent is in the registration pack that you complete before your child starts. If there is an emergency situation and you need someone to collect your child who is not named on your registration form, please call us and we can create a password that the collecting person will need to give.

Absence Protocols

If your child is absent from nursery, you must call the setting to let us know that they are not attending. Although children are not statutory school age, we have a duty under safeguarding to make sure we record any absence and the reason for this absence. If your child will be absent for an extended period of time, then you need to complete the absence form.



Key Person Approach

Each child is assigned a key person when they start at Busy Beacons Nursery.

This is a statutory requirement of the EYFS and is a way to ensure that all children and families have one person within the setting with whom they have a special, nurturing relationship.

The approach is based on attachment theory and involves the key person responding sensitively to children's feelings, behaviours and meeting emotional needs by giving reassurance when needed. The key person will observe your child as they play, plan for his/her learning and development and make assessments on progress. As part of their role, they are required to share information with you about your child and ensure that your child's individual needs are being met.

The key person supports physical needs too, helping with nappy changing, toileting and dressing. They will work with you to help you support your child's physical needs at home. The key person approach is a reciprocal relationship between a member of staff, individual child, and their family.

Parent Information

Food and Drink

We try to give our children food variety, eating in the forest, working in the allotment, making hot chocolate to drink around the campfire and making home-made cakes for cold days.

Through these experiences, we teach our children about healthy lifestyles and encourage healthy eating habits as this influences the child's long-term relationship with food.

We provide a diverse menu of balanced and nutritious meals and snacks. Please do not send your child in with their own food without prior agreement with the nursery to ensure children with allergies/food intolerances are not put at risk.



Allergies and intolerances

If your child suffers from a food allergy, the head of nursery and the key person will carry out a risk assessment during the settling in visits.

A care plan and emergency procedures will be agreed with you, based on the information provided to us. If required, we will work with health visitors and other medical professionals to ensure that we are able to meet your child's needs.

All allergies are displayed in the nursery, so all staff are aware of what children are able to eat and drink safely.

Vegetarian/preferred options for food

We will provide a vegetarian alternative to all meals and snacks.

Our week 1 and week 2 menus are displayed in the nursery and can be viewed via Tapestry.

Sample menu

WEEK 1	MON	TUES	WED	THURS	FRI
Breakfast	Cereals, Porridge (G, MK) Wholemeal toast (with butter, avocado) (G, MK)	Cereals, Porridge (G, MK) Wholemeal toast (with butter, avocado) (G, MK)	Cereals, Porridge (G, MK) Wholemeal toast (with butter, avocado) (G, MK)	Cereals, Porridge (G, MK) Wholemeal toast (with butter, avocado) (G, MK)	Cereals, Porridge (G, MK) Wholemeal toast (with butter, avocado) (G, MK)
Morning Snack	Grapes and Apple	Strawberries and Pears	Plums and Apples	Cucumber sticks with Avocado Spread	Strawberries and Bananas
Lunch	Spaghetti Bolognaise (G, E) Cucumber Sticks Pepper Sticks Garlic Bread (G, MK)	Creamy Chicken and Spinach Curry Vegetable Rice Broccoli	Sausage (G, E, MK) Mash Baked Beans	Roast Chicken Roast Potatoes Mixed Vegetables Gravy	Fish Fingers (G, E, MK, F) Sweet Potato Wedges Peas/Sweetcorn
	Quorn Bolognaise (SO, G, MK, E) Cucumber Sticks Pepper Sticks Garlic Bread (G, MK)	Vegetable Curry of the day Rice Broccoli	Glamorgan Sausage (G, MK, MU) Mash Baked Beans	Vegetable Puff (G, MK, E) Roast Potatoes Mixed Vegetables Gravy	Vegetarian Quiche (G, MK, E) Sweet Potato Wedges Peas/Sweetcorn
Pudding	Yoghurt (MK) Soya Yoghurt (SO)	Bananas and Plum	Yoghurt (MK) Soya Yoghurt (SO)	Grapes and Pears	Yoghurt (MK) Soya Yoghurt (SO)
Afternoon Snack	Bagels (G, MK, SE)	Crumpets (G, MK, SO)	Crackers with Butter or Cheese Spread (G, MK)	Bagels (G, MK, SE)	Crumpets with Jam (G, MK, SO)
Tea	Tuna Pasta (F, MK, E, G)	Vegetable Couscous (G, may contain MU, SO)	Beans on Toast (G, MK)	Mixed Veg Noodles (G, EGG) Mixed Veg Tagliatelle (G, E, may contain SO)	Mixed Sandwiches (G, MK, F if Tuna)
ALLERGENS	CE = Celery CU = Crustacean E = Eggs	F = Fish G = Gluten L = Lupin	MK = Milk MO = Mollusc MU = Mustard	N = Nuts P = Peanuts SE = Sesame	SO = Soya SU = Sulphites



Suitable clothing /outdoor clothing

What does your child need?

The nursery provides all educational materials, bed linen, morning and afternoon snacks and lunch. Please can you provide the following items:

- Nappies, wipes, nappy sacks, nappy cream (if your child is in nappies)
- A spare set of clothes (or more if your child is toilet training)
- Any personal items, such as a comforter or favourite teddy, which your child may require for sleeping
- Formula/breast milk (if your baby still requires this, in named bottles)
- Named drink bottle

All items **must** have the child's name clearly labelled in them

Clothing requirements

- Wellies
- All in one rain suit
- Long sleeved top
- Full length trousers

Summertime

- Sunhat
- Sun cream (must be applied before nursery)

Wintertime

- Appropriate winter coat
- Gloves

Toilet Training

What does your child need?

- Stick to a toilet training routine where possible. Children find the process easier when there is consistency.
- Give short, clear instructions so they know what behaviour you want.
- Don't rush the process – potty training can take weeks or months.

Be aware of how your behaviour influences your child

- Try to stay calm. Your child will look to you to know how to feel and react, so show them it's OK to make mistakes.
- Give lots of praise every time they try hard or do something well.
- Don't make a big deal about accidents. They're nothing to be ashamed of.
- Be patient. Encourage your child not to give up (and follow your own advice).
- Share your potty routine with other carers. Different approaches from adults can be confusing for a child.



Nursery Calendar

Sept 2025 – Aug 2026

The nursery is open term-time only.

- School Holidays
- Bank Holidays
- Inset Days

Please note: The nursery is closed on all the above days

SEPTEMBER 2025						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER 2025						
M	T	W	T	F	S	S
			1	2	3	4
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER 2025						
M	T	W	T	F	S	S
						1
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

DECEMBER 2025						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

JANUARY 2026						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY 2026						
M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

MARCH 2026						
M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

APRIL 2026						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

MAY 2026						
M	T	W	T	F	S	S
						1
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JUNE 2026						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JULY 2026						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

AUGUST 2026						
M	T	W	T	F	S	S
						1
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Bank Holidays: September 2025 - August 2026

Christmas Day	25 December 2025	Easter Monday	6 April 2026
Boxing Day	26 December 2025	Early May Bank Holiday	4 May 2026
New Year's Day	1 January 2026	Spring Bank Holiday	25 May 2026
Good Friday	3 April 2026	August Bank Holiday	31 August 2026

Parent Partnership

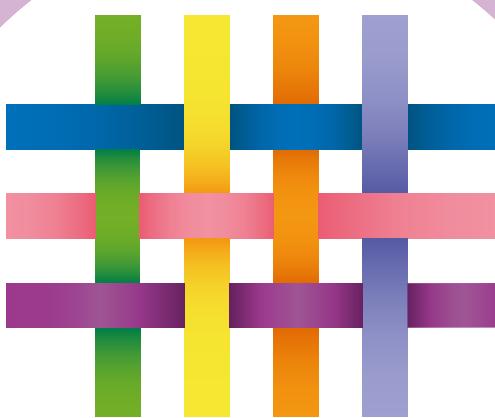
Communication - Tapestry

We aim to make your child's early years experiences as positive as possible. In order to achieve this, it is important that we communicate effectively with you and build positive relationships between you and the nursery team.

Our main channel of communication is via Tapestry. Tapestry is a digital app that connects teachers, children, and families all in one space. At its most basic, it is a platform for sharing class/individual photos and videos between parents and teachers. There is a main story wall that all parents can access and also a direct messaging route which is perfect for direct contact between parents and their child's key person.

Throughout the year we give parents as much information about the nursery as possible and do this through Tapestry so please make sure you have the app and check it daily.

Signing up is quick and easy: [Tapestry](#)



TAPESTRY

Parent consultation meetings

We hold termly consultation meetings so your child's progress can be discussed with their key person. 'Next steps' are things that we want your child to learn, and these are shared via Tapestry throughout the term.

Two-year progress check

The EYFS statutory guidance requires that parents and carers must be supplied with a short, written summary of their child's development in the three prime areas of learning and development of the EYFS. This is completed when a child is aged between 24-36 months.

At Busy Beacons will understand that early intervention is key to better future outcomes so will endeavour to complete the progress check as soon as possible after your child turns two. The idea of the progress check is to celebrate what your child is doing well and identify any gaps in learning that we think they have. You will be asked to share your views and will also be given a copy of the check.

Your child will also have a two-year progress check with the health visitor so it is beneficial to let us know when that appointment is so we can do our best to get our progress check completed so you can share a copy with the health visitor at your appointment.

Readiness for School

Between the ages of four and five children leave the secure and familiar environment of their nursery to go to school. This can often feel like a daunting experience, and you may worry if your child is ready or how they will cope being in a new environment. Staff at the nursery liaise with your child's school to help make the transition as easy as possible for both you and your child. School readiness is defined by the following opposite:



Children should:

- Be able to separate from their main carer
- Follow simple instructions, listen, and concentrate for short periods of time
- Have an interest in a variety of subjects, paying attention to the activity they are taking part in
- Use a range of vocabulary and language to express their needs, feelings, thoughts, and ideas
- Have a sense of identity, for example, knowing their name/age and being able to share things about the people who are important to them
- Be able to interact, share and take turns in a developmentally appropriate way
- Begin to understand emotions and have developed some self-regulation skills
- Have an interest in what goes on around them and be able to ask simple questions to find out more
- Understand simple rules and boundaries and mostly follow them
- Engage in books and understand the meaning of more words
- Use the toilet independently
- Dress and undress themselves
- Manage their own hygiene such as hand washing
- Feed themselves food using a knife, folk, and spoon

Although we teach children other skills at nursery such as counting objects, recognising numbers, reading, and writing their name, it's important to understand that these things are only a priority when your child can confidently do the things listed above. The EYFS is birth to 5 years so it's important for children to become independent and confident learners before focussing on more academic skills. We encourage you to also work on the developing the above skills with your child at home as when they are developmentally ready.

Fees, Funding and Help with Nursery Costs

Busy Beacon's Day rate is £60 which includes am/pm snacks and lunch. We do not offer half days. Breakfast and tea can be purchased for an additional cost of £3 per meal. If you are entitled to 30 hours of funded childcare it equates to three full days at the nursery.

Tax-free-childcare & www.childcarechoices.gov.uk

From September 2025, 30 hours childcare support will be extended to eligible working parents of children from the age of 9 months to 3-year-olds+. Parents of 2 year olds not eligible for 30 hours may qualify for 15hrs. Parents of 3 year olds+ not eligible for 30 hours will qualify for 15hrs, use this weblink www.childcarechoices.gov.uk. This support can be used over 38 weeks of the year or up to 52 weeks if you use fewer than your total hours per week.

When can my child get funded nursery education?

A child who turns 9 months old on or between	Government Code start date	Free hours applicable from:
1st Apr 2025 - 31st Aug 2025	before 31st Aug 2025	Autumn Term 2025
1st Sep 2025 - 31st Dec 2025	before 31st Dec 2025	Spring Term 2026
1st Jan 2026 - 31st Mar 2026	before 31st Mar 2026	Summer Term 2026

A child who is between 9 months and 2 years old

Government Code start date	Free hours applicable from:
before 31st Aug 2025	Autumn Term 2025
before 31st Dec 2025	Spring Term 2026
before 31st Mar 2026	Summer Term 2026

From September 2025, eligible working parents of children from 9 months to school age will be entitled to 30 hours of childcare a week.

Funding for 3 and 4-year-olds

All 3 and 4-year-olds are eligible to receive 15 hours nursery education funding until they reach compulsory school age. The funding is not means tested. It is payable to children attending a private day nursery, pre-school, children's centre, independent school, or a child minder that is registered through Ofsted and included on the local authority's Directory of Providers to receive the funding.

Full details can be found on the links below.

[30-hours-free-childcare](#)

[Free childcare how we tackling the cost of childcare](#)

Extended offer

Parents of three and four-year-olds will need to meet the following criteria in order to be eligible for an additional 15 hours of childcare, bringing the total to 30 hours free childcare:

- They earn or expect to earn the equivalent to 16 hours at National Minimum or Living Wage over the coming three months.
- This equates
 - £195 per week (or approximately £2,539 over three months) for each parent aged 21 or over.
 - £160 per week (or approximately £2,080 over three months) for each parent aged 18 to 20.
 - £120 per week (or approximately £1,570 over three months) for each parent under 18 or an apprentice.

- This applies whether you are in paid employment, self-employed, or on a zero-hours contract.
- The parent (and their partner where applicable) should be seeking the free childcare to enable them to work.
- Where one or both parents are on maternity, paternity, shared parental, or adoption leave, or if they are on statutory sick leave.
- Where one parent meets the income criteria and the other is unable to work because they are disabled, have caring responsibilities, or have been assessed as having limited capability to work.
- Where a parent is in a 'startup period' (i.e., they are newly self-employed), they do not need to demonstrate that they meet the income criteria for 12 months.
- If a non-EEA national, the parent must have recourse to public funds.

When can my child get the extended 15 funded hours (30 hours total)

A child who turns 3 years old on or between	Government Code start date	Extended offer (additional 15hrs) applicable from:	Free hours applicable from:
1st Apr 2025 - 31st Aug 2025	before 31st Aug 2025	n/a	Autumn Term 2025
1st Sep 2025 - 31st Dec 2025	before 31st Dec 2025	n/a	Spring Term 2026
1st Jan 2026 - 31st Mar 2026	before 31st Mar 2026	n/a	Summer Term 2026

From September 2025, the 15 hours universal nursery education funding for three- and four-year-olds will continue. However, the 15 hours extended entitlement for working parents will be replaced by the new 30 hours free childcare scheme for eligible working families.

This means that:

All three- and four-year-olds will still receive 15 hours universal entitlement. Eligible working parents will receive an additional 15 hours, making a total of 30 hours per week (for 38 weeks per year).

For more information, please click the following link
[30 hours childcare for eligible working families in England](#)

Payment terms

The required method of payment is via BACS, or transfer made via your tax-free childcare account.



Policies and Procedures

Click [here](#) to view

Frequently Asked Questions

1) Is the nursery registered with Ofsted?

It is a legal requirement for nursery settings to be registered with Ofsted.

2) Does my child have to attend the nursery for 5 full days?

You can enrol for as many days as you require.

3) Is payment of fees taken from my salary? If not, how is payment made?

Fees will be invoiced to you one month in advance, you can set up a direct debit.

4) From September 2025, eligible working parents of children from 9 months to school age will be entitled to 30 hours of childcare a week.

[Free childcare how we tackling the cost of childcare](#)

- If you are not eligible for 30 hours of childcare, parents of 2-year-olds may qualify for 15 hours a week of funded early education if they receive additional forms of support. This includes support like being on Universal Credit and earning less than £15,400 a year, or if your child has an Education, Health and Care Plan, or has been looked after by a local authority. Places are funded from the term after a child turns 2.

- If you are not eligible for 30 hours of childcare, All parents of children aged 3 to 4 in England can access a universal offer of 15 hours of government funded early education from the term after their child turns 3. It doesn't matter how much you earn or how many hours you work.

- If you are eligible for any of the childcare funding the nursery will be registered to accept this funding and offset against your nursery fees.
- The funding covers up to 15 or 30 hours of early education and childcare a week for 38 weeks a year
- If you are eligible for any of the childcare funding the nursery will be registered to accept this funding and offset against your nursery fees.

5) Will the nursery be registered for tax free childcare?

The nursery will be registered for tax free childcare, please check your eligibility using the link [Tax free childcare](#) if eligible you can sign up using the same link.

6) Do you offer a discount on siblings?

Each child requires the same level of support, and we have to ensure our adult/child ratios are compliant, this is factored into the not for profit day rate, therefore a sibling discount cannot be offered.

Notice periods

A 'full' half-term's notice is required to terminate your child's nursery place or reduce sessions. If insufficient notice is given, you will be liable to pay fees in lieu of notice.

[Busy Beacons Terms & Conditions](#)

Frequently Asked Questions

7) Can I pay extra for breakfast or tea?

In addition to the am/pm snacks and lunch, which are included in the day rate, there will be a breakfast/tea option, this will be charged at an additional £3 per meal. You are not able to bring food into the nursery yourself, as we have children with allergies, with the exception of baby formula.

8) Are half days available?

We do not offer half day sessions. You are able to drop off your child at a time which suits you and collect your child early if you wish to, but you will be charged for a full day.

9) Am I able to drop off my child after 7.30am and collect before 5:30pm?

You can drop off and collect your child at the times which suit you, but you are still required to pay for a full day. We also kindly ask that you inform staff via a phone call or Tapestry if your child will be coming in later than usual.

10) What if someone other than me needs to pick up my child?

If someone other than you is picking up your child, please ensure they are listed on our records. If they are not on our records, please provide their full name and ask them to bring valid ID with them on the day. They will also need to let us know the password which will have been set by you upon enrolling. If the person collecting your child is not on our records, we will need to be informed every time they are collecting your child.

11) Returning after illness: How soon after sickness can my child return to nursery?

We have clear sickness exclusion periods for illnesses your child may come across. These exclusion periods take into account NHS advice as well as the health and well-being of all the children and staff in our nursery. It is important for us to ensure that all our children are feeling as comfortable as possible when they are with us therefore any sickness exclusion periods must be adhered to. These exclusion periods can be found in our health and safety policy on the website.

12) If my child is unwell, or does not attend for any other reason, do I still need to pay for the day?

Fees are charged a month in advance and will not be refunded if your child is absent.

13) Are you term time only or is a holiday club available?

We are term time only and there are no plans for a holiday club at the moment.

14) What happens if my child doesn't settle?

We will work with you to create a settling plan that is best for your child.

15) Are parents able to come in for stay and play sessions?

We will be offering stay and play sessions after the first term that may suit your working pattern but will limit the number of adults per session.

16) Which app will be used to keep me informed of my child's day?

Tapestry is the app that we use.
Tapestry





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