Golden Apples family

THE ANCHOR DAY NURSERY AND PRESCHOOL

Nurturing great potential

Light, spacious and airy environment

Free flow access to gardens that stimulate children's sense of touch, smell and sound

Kings Ripton

Flexible sessions over 51 weeks to support working parents

Easy access to the commuter services

The Anchor Nature Explorers Out of School Clud

Call 01487 773162 or visit www.theanchornursery.co.uk

WELCOME

Welcome to The Anchor Day Nursery and Preschool. We are thrilled that you have chosen to look at our nursery and we hope this will be the beginning of a happy and rewarding journey for you and your child.

Our nursery is led by a team of qualified staff specialising in Early Years and child development who recognise the important landmarks and will work in partnership with you to care for and provide a positive, individual, fun-filled learning experience for your child.

We are committed to creating a friendly and secure environment for every child to thrive and achieve the best possible outcome. Our nursery is all about happy children, where a range of learning experiences provided means that children are engaged, enthusiastic, imaginative and curious to find out more, as they develop a love of learning and exploring.

We are proud of our well-led and educationally rich environment for the children to maximise their full potential. The nursery promotes outdoor educational opportunities for all the children. Learning in a natural environment offers a variety of learning approaches. We believe this experience will give all the children wider learning opportunities, leading to greater learning potential.

We recognise and value the important role you play as a parent or carer. The team at The Anchor Day Nursery and Preschool extends their invitation to you to feel part of your child's education and be as involved as possible with their learning. We hope to build a positive partnership with you and there will be lots of opportunities throughout the year for you to meet the nursery team, plan and attend events and support your child. All parents are welcome to visit us at any time; your comments and questions are valuable to us.

Evelyn Wheeler

Business Services Director

Raymond Wheeler

Finance and Marketing Director

"WE NURTURE GREAT POTENTIAL."

Every child deserves a stimulating environment that will nurture their natural abilities and their future life chances. At Golden Apples we encourage our children's sense of curiosity and put their development, thoughts, feelings and experiences as our utmost priority.

WHAT MAKES THE ANCHOR DAY NURSERY AND PRESCHOOL SPECIAL?

The Anchor Day Nursery and Preschool in Kings Ripton has a child centred approach to learning and very strong community links within one of the most beautiful towns in the county.

The Anchor Nursery

- Light, spacious, airy rooms.
- Separate baby room with spacious separate sleeping room
- Warm, friendly atmosphere ensuring you and your child feel at ease
- Specific, age-related activities suitable for babies to school children
- Highly qualified nursery practitioners
- Home-cooked food prepared onsite daily with fresh ingredients
- Flexible sessions and stretched funding option
- Well-developed Early Years Policies and Procedures
- Free flow access to the garden
- Access to outdoor forsest learning

School's Out Club

- Holiday Club for school aged children - the answer to happy, safe, flexible, reliable, child care
- Open Monday to Friday, 7;30 - 6pm throughout the school holidays
- Regulated by OFSTED

Open 51 Weeks a Year

7:30am to 6pm Monday to Friday

(Excluding Bank Holidays and one week over the Christmas Holidays)

OUR PROMISE TO YOU

Accepting you as a unique individual and tailoring learning around your needs.

Pleasant in the manner that we care and communicate with you.

Positively enabling you to make the best possible start to your education

Letting you learn in a fun, loving and stimulating environment.

Encouraging you to develop to your full potential

Setting a safe and secure environment, where you learn to respect yourself and others as you grow into a confident child

TERMS AND CONDITIONS

Full Day Care and Sessional Care Placements at The Anchor Day Nursery and Preschool .
Kings Ripton Lodge . Kings Ripton . Huntingdon . PE28 2NH

Nursery Places and Bookings

A fully completed and signed electronic enrolment form must be received by the nursery before a place can be confirmed.
Private nursery fees are charged hourly, and we require a minimum booking of two days per week to ensure consistency and support a smooth settling-in experience for your child.
Funded sessions must fit within the session times detailed in the signed funding pack. We will try to accommodate special requirements where possible, depending on availability and staffing ratios.

Administration Fee/Funding Deposits

An administration fee (as listed in our current price list) is required upon enrolment for private-paying hours to secure a place within the nursery or to be added to the waiting list. This fee is non-refundable in the event of withdrawal or if a place does not become available.
For funded-only placements, a deposit (as listed in our current price list) is required upon enrolment to secure a place or to be added to the waiting list. This deposit will be deducted from your child's final invoice, provided all Terms and Conditions have been met.

Fees and Invoices

The first invoice is payable prior to your child's start date. Thereafter, fees are payable one month in advance, on the 1st of each month.
Invoices are issued around the 16th of each month. For security reasons, the nursery is unable to accept cash or cheque payments.
Fees are charged calendar monthly, not as 1/12 of an annual amount, so the total may fluctuate each month.
All nursery bookings are on a permanent basis, and booked days are non-transferable on a temporary basis under any circumstances.
Additional sessions may be booked and will be invoiced so that payment can be made before the session is attended, based on the date the session was booked with the nursery.
Unless the nursery is in breach of these Terms and Conditions, all booked sessions must be paid for, regardless of attendance. No refunds will be issued for sessions missed due to illness, holidays, bank holidays, or inset days.
Failure to meet payments will result in the termination of the child's place, and in such circumstances parents will not be entitled to a refund of any fees. We reserve the right to apply a daily late payment fee; current charges can be found in your nursery's price list.
We are not liable for collections from third-party providers (e.g., Tax-Free Childcare, Grant Funding, Voucher Providers). The parent remains responsible for all outstanding fees. If payment defaults occur, we reserve the right to use a third-party agency to recover fees, and parents will be liable for any associated costs.
To maintain correct adult-to-child ratios, if you are late collecting your child, a late collection fee will be applied every five minutes, in accordance with the current nursery price list.
Fees are reviewed annually in April, and parents will be notified at least four weeks prior to any fee increase.

Nursery Closure

The nursery is open 51 weeks per year, closing on all statutory Bank Holidays and for one week over the Christmas period.
Fees are payable for the full 51 weeks per year, including Bank Holidays.
If the nursery is required to close in an emergency—such as adverse weather, snow, flooding, loss of water or power, or any other situation that affects safe operation—normal fees will still apply to cover staffing and essential operational costs.

Termination/Cancellation of Nursery Place

We require four weeks' written notice if you wish to terminate a nursery place for any reason. We also require 24 hours' notice should you wish to cancel an extra session. Parents remain liable for all fees throughout the notice period. If a parent withdraws their child during this notice period, the fees will still remain payable.
We reserve the right to terminate a nursery place with immediate effect if any fees are not paid by the due date, or if a parent, carer, or child displays abusive, threatening, or otherwise inappropriate behaviour. We may also terminate a child's place if we feel we can no longer maintain a professional working relationship with parents or carers who do not abide by nursery policies or procedures.
If a start date is postponed by the parent for any reason, we reserve the right to charge from the original start date stated on the enrolment form, where this had been agreed.
Any reduction in sessions requires four weeks' written notice prior to the change being implemented, and parents remain liable for fees during this interim period.

Personal Property and Belongings

We cannot be held responsible for any loss or damage to children's personal property. Nursery staff will make every reasonable effort to ensure belongings are not misplaced or damaged.
We strongly recommend practical, inexpensive clothing, and ask that all items are clearly labelled with the child's name. To help minimise the risk of loss, all personal items—other than essential comfort items—should be left at home.

Behaviour Management

Nursery Management will work in partnership with parents to resolve any behavioural concerns, and exclusion will only be considered in exceptional circumstances, in line with our Extreme Behaviours Policy.
We will not tolerate staff being spoken to in an abusive, aggressive, or threatening manner by parents, carers, or children. Such behaviour may result in the termination of the nursery place.

Liability

We accept no responsibility for any loss suffered by parents arising directly or indirectly from the nursery being closed or from the non-admittance of a child for any reason. This includes, but is not limited to, sickness, holidays, and emergency closures.
We accept no responsibility for children while they are in their parents' care on nursery premises (for example, prior to arrival, after pick-up, or during parent events). Parents remain fully responsible for their child during these times.
We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parents' property, for any loss resulting from a claim made by a third party, or for any special, indirect, or consequential loss or damage of any kind.
We will make reasonable endeavours to keep parents' and children's property in good order. Liability for damage to such property is excluded, except where caused by our negligence.

Insurance

We hold comprehensive insurance cover for all nursery operations. If you require further information or wish to view the details of our insurance, please speak with the Nursery Manager.

Accidents and Illnesses

We reserve the right to administer basic first aid and treatment where necessary. Parents will be informed of all accidents and will be required to sign an accident form. In the case of more serious accidents requiring hospital treatment, every effort will be made to contact parents. If parents cannot be reached, the nursery is authorised to act on their behalf and approve any necessary medical treatment.

Prescribed medicines will be administered only when parents have completed a Medicine Consent Form. The first 24 hours of any new medication must be given at home, including injections, and the child must remain at home during this period. We may require parents to withdraw their child from nursery if they require medical care that cannot be provided on site, is refused by parents, or if the child is not well enough to attend.
Please refer to our Sickness Policy for guidance on incubation and exclusion periods. Parents must inform the nursery if their child is suffering from any illness, sickness, or allergies before attending. While we maintain a realistic attitude towards the needs of working parents, it remains at the Manager's discretion to refuse entry or contact parents if a child is, or becomes, unwell during nursery hours. Parents are expected to collect their child as quickly as possible once contacted, or arrange for an authorised person to collect them promptly.

Security

Under no circumstances will a child be permitted to leave the nursery with anyone unknown to staff unless prior arrangements have been made by the parent. If alternative collection arrangements are made by telephone, the nursery will require the individual's contact details, a password provided by the parent, and proof of identity upon arrival.
Parents are required to provide an emergency contact and a list of responsible adults authorised to collect their child, along with photographs of each authorised person.
For safeguarding reasons, we will not release a child to anyone who appears to be under the age of 18.

General Information

Parents are responsible for informing the nursery of any food, medicine, activity, or circumstance that may cause their child to have an allergic reaction or allergy. Parents must provide written details of the severity of the allergy or reaction and must continue to update the nursery in writing of any changes or developments as soon as they become aware of them.
Parents are required to inform the nursery of any changes to the information we hold, including contact details, medical needs, dietary requirements, or authorised collectors.
Children will not be able to attend nursery if essential preventative medicines (such as inhalers, EpiPens, or other prescribed emergency treatments) are not available on site.
Parents understand that any private work undertaken by nursery employees—such as private babysitting—is outside the scope of the nursery.

The nursery is not connected to, responsible for, or permitted to endorse such arrangements. We may require parents to withdraw or remove their child from nursery if a parent is not fully honest about the child's condition, or if important information is withheld or found to have been withheld. We reserve the right to terminate a child's place if parents are not adhering to nursery policies or are not working in partnership with us.

Employment of staff

If, during this agreement or within six months after it ends, you directly or indirectly employ, engage, or make private childcare arrangements with any member of our staff who has cared for or had contact with your child, you will be required to pay a fee equal to 25% of that staff member's gross annual salary at the time they left our employment. This fee reflects the cost to the nursery of recruiting and training a suitable replacement.

Safeguard

Golden Apples Day Nursery is committed to safeguarding every child in our care. We respond promptly and appropriately to all incidents or concerns relating to abuse and work in partnership with statutory agencies, following the procedures outlined in What to Do if You're Worried a Child Is Being Abused.
Where concerns arise, we may be obliged to refer the matter to the local authority Children's Social Care Department and will fully cooperate with any subsequent investigation.
For further details, please refer to our Safeguarding Children Policies and Procedures, available from the Nursery Manager.

Complaints

Our setting believes that children and parents are entitled to courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our provision and will give prompt and serious consideration to any concerns raised about the running of the setting.
We anticipate that most concerns will be resolved quickly through an informal discussion with the appropriate member of staff. If this does not achieve a satisfactory outcome, we have formal procedures in place for addressing concerns.
We aim to resolve all complaints to a satisfactory conclusion for all parties involved, and the outcome of any investigation will be reported back to parents within 20 days of the complaint being made.
For further details, please refer to our Making a Complaint Policy and Procedure, available from the Nursery Manager.
Should you wish to contact Ofsted directly, they can be reached on 0300 123 4666 quoting our Ofsted Reference 260284.

Agreement

The above Terms and Conditions represent the entire agreement and understanding between parents and Golden Apples Day Nursery. Any other understandings, agreements, warranties, conditions, terms, or representations—whether verbal or written, expressed or implied—are excluded to the fullest extent permitted by law. We reserve the right to update and/or amend these Terms and Conditions, and agree to provide one month's written notice of any changes.

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