
TERMS AND CONDITIONS

Tree Tots Day Nursery Limited

Version 4.0 • 25th June 2026

1. Definitions

1.1 The definitions below apply in these terms and conditions.

"Child" the child or children who are named in the parent contract;

"You" the person, firm or company who purchases Services from us;

"Services" the services of a daycare nursery during the days or half days indicated in the parent contract (excluding bank and public holidays), together with any other services which we provide, or agree to provide, to you;

"Us" the nursery named in the parent contract.

1.2 A reference to writing or written includes email and fax.

1.3 Any requirement in this contract for either party not to do something includes an obligation on that party not to allow that thing to be done.

2. Formation of the Contract

2.1 A contract for the Services will be formed between you and us once you have given us a signed, fully completed, registration form and a £100 registration fee, and we have confirmed to you in writing that your application for a place has been successful.

2.2 These terms and conditions govern the contract between you and us for the Services. No other terms apply unless they are in:

2.2.1 A handbook issued to you by us,

2.2.2 A policy issued to you by us,

2.2.3 A letter or email that is signed or confirmed by both you and us.

2.3 In the case of any uncertainty as to which terms apply, these terms and conditions will apply.

3. Duration of the Contract

3.1 The contract shall last until it is terminated by either you or us giving to the other, in writing, at least one full calendar month's notice (i.e. notice received on the 1st of a month could end the contract on the last day of that month, but notice received on the 2nd of a month would only be able to end the contract on the last day of the following month). However, the contract can in some circumstances be terminated immediately under clause 18.

3.2 You are liable for the fee during the notice period. If you fail to give proper notice, you may lose your deposit and/or registration fee.

4. Suspension of the Services

The Services may be suspended (meaning the Child is temporarily not able to attend the nursery) in the circumstances set out in our Critical Incident Policy or in the circumstances set out in clause 19. If

the Services are suspended for a period of more than one month, either of us may terminate the contract by giving the other one month's written notice. We will not charge you fees during any period in which we are genuinely unable to provide the Services.

5. Our Obligations

5.1 We will use all reasonable efforts to provide the Services to you, in accordance in all material respects with these terms and conditions and any other documents referred to in clause 2.2 above.

5.2 We welcome staff and children from many different backgrounds and ethnic groups. Human rights and freedoms are respected and we will do all that is reasonable to ensure that our culture, policies and procedures are made accessible to children who have disabilities and to comply with our obligations under the Equality Act 2010 in order to accommodate the needs of children, applicants and members of staff who have disabilities for which, after reasonable adjustments, we can cater adequately.

5.3 If we determine, in our sole discretion (after appropriate and reasonable analysis) that reasonable adjustments cannot be made for a Child and as such we cannot continue to adequately provide for that Child (or admit them as the case may be) then we shall be permitted to request that you withdraw the Child without being charged fees in lieu of notice.

6. Your Obligations

6.1 You shall:

6.1.1 Co-operate with us;

6.1.2 Provide to us such information as we may reasonably require about:

6.1.2.1 The Child, including:

- (a) Any known medical condition, health problem, allergy, or diagnosed dietary requirement;
- (b) Any prescribed medication;
- (c) Any lack of any vaccination which the Child would ordinarily have by their age;
- (d) Any family circumstances or court orders affecting the Child;
- (e) Any concerns about the Child's safety; and

6.1.2.2 Your contact details, and those of your authorised persons who may collect the Child.

6.2 You must (a) ensure that these details are accurate and (b) keep these details up-to-date, by promptly informing us in writing whenever they change.

6.2.1 As regards arrivals and departure of a child, please refer to the nursery's Arrivals and Departures Policy. Please ask for a copy of it if necessary.

6.3 If our performance of our obligations under the contract is prevented or delayed by anything you do (or fail to do), we shall not be liable.

6.4 You shall not employ (or attempt to employ) any member of our staff without our consent, until six months from the end of this contract.

7. Charges and Payment

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- 7.1 You shall pay the charges as set out in the parent contract.
- 7.2 Charges are due even if the Child is absent.
- 7.3 We will not charge for bank holidays and/or staff training days.
- 7.4 VAT is not charged on nursery fees (nursery provision is an exempt supply for VAT purposes).
- 7.5 The quoted charges are per Child, per core day and include lunch and tea.
- 7.6 Extra hours (or parts of an hour) will be charged for (at the ruling rate) and must be booked and paid for at least 24 hours in advance.
- 7.7 The charges must be paid monthly in advance, by the 1st day of the month to which they apply.
- 7.8 All payments must normally be made by direct debit or childcare vouchers, or via the Tax-Free Childcare scheme. We may agree to payment by cash, cheque or major credit/debit card, but it is your responsibility to obtain a receipt from the nursery manager as proof of payment. No payment shall be deemed to have been made until it is cleared into our bank account. If a cheque bounces, or payment fails, we may charge a reasonable administration fee (currently £25).
- 7.9 We may increase our charges once per year. We will give you written notice of any such increase one month before the proposed date of increase.
- 7.10 Without restricting any other legal right that we may have, if you fail to pay us on time, we may:
- 7.10.1 Make an interest charge of up to 1.5% per month or part month on late payment. Interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us the interest together with the overdue amount. We will also be entitled to recover the full amount of our reasonable administrative and other costs incurred in recovering any unpaid sum, including reasonable legal costs.
 - 7.10.2 Charge you a registration fee (currently £100) which shall be refunded from the first regular invoice.
 - 7.10.3 Suspend all Services until payment has been made in full, which will include the suspension of the Child, or terminate the contract permanently.
- 7.11 If you owe us any money, and make a claim against us, we may set off what you owe us against what you are claiming from us.

8. Reducing Sessions

You are required to give us one month's written notice of a reduction in the number of sessions you require.

9. Funded Nursery Education

- 9.1 If you wish to take up your funded nursery education entitlement, you are required to complete and sign a Parental Declaration on a three-monthly basis, detailing how and when you will take up the free sessions.
- 9.2 Our charges will not be made in respect of the funded sessions as detailed in the Parental Declaration. We are entitled to make a reasonable charge for genuinely optional extras such as meals, additional activities, or consumables (e.g. nappies, sun cream) provided during any funded session. Any such charges will be clearly itemised on your invoice and you may opt out of paying

for these optional extras without losing your funded place. You may bring a cold packed lunch instead if you prefer, but we will not heat up food.

9.3 We will publish a list of all chargeable optional extras, clearly priced, so that you can make an informed choice. Invoices will be itemised to show your funded hours separately from any additional charges.

10. Welfare of the Child

10.1 We will do all that is reasonable to safeguard and promote the Child's welfare and to provide care to at least the standard required by law and often to a much higher standard.

10.2 We will respect the Child's human rights and freedoms which must however be balanced with the lawful needs and rules of our nursery and the rights and freedoms of others.

10.3 By entering this contract, you consent to such physical contact with the Child as may be lawful, in accordance with good practice, and appropriate and proper for teaching and instruction, for providing comfort to a Child in distress, to maintain safety and good order, or in connection with the Child's health and welfare.

10.4 Parents of Children who are not potty trained must provide disposable nappies.

10.5 Parents should provide formula milk for bottle feeding babies, either in pre-made cartons or pre-measured powder formula, in sterile feeding bottles. We prepare all formula milk for bottle feeding babies.

10.6 Labelled mother's breast milk will be stored in the fridge and an area will be made available for mothers to breast feed their babies or express milk should they need to do so.

10.7 As regards behaviour management techniques and sanctions, please refer to the nursery's Promoting Positive Behaviour Policy. Please ask for a copy of it if necessary.

10.8 The nursery uses emergency procedures for accidents, evacuations, incidents and allergic reactions. Please refer to the individual policies and procedures and ask for a copy where required.

11. Health and Medical Matters

11.1 If the Child becomes ill during the nursery session the nursery manager will contact you or the emergency contact indicated on the registration form. You must inform us immediately of any changes to these contact details. If your child requires urgent medical attention while under our care, we will if practicable attempt to contact you and obtain your prior consent. However, should we be unable to contact you we shall be authorised to make the decision on your behalf should consent be required for urgent treatment recommended by a doctor (including anaesthetic or operation, or blood transfusion (unless you have previously notified us you object to blood transfusions)).

11.2 If the Child is suffering from a communicable illness, he/she should not be brought to the nursery until such time as the infection has cleared. A full copy of our infection control policy is available from the nursery manager. Please refer to the illness/communicable disease list supplied in your information pack on minimum periods of exclusion from the nursery.

11.3 You must notify the nursery manager if the Child is absent from the nursery through sickness.

11.4 If the Child has been sent home from the nursery because of ill health, he/she will not be re-admitted for at least 24 hours. If the Child is prescribed antibiotics, he/she will not be allowed to return to the nursery for 48 hours.

11.5 As regards medication, and the administration of it to a Child, please refer to the nursery's Medication Policy. Please ask for a copy of it if necessary.

11.6 Please also see clause 6.1.2 on matters we need to be informed about.

12. Food and Dietary Requirements

12.1 We will work with you to provide suitable food for your Child, if they have a special dietary requirement or any allergies as diagnosed by a doctor or dietician. All reasonable care will be taken to ensure that a Child does not come into contact with certain foods with support from parents and external professionals should the need arise.

12.2 Menus will be displayed for inspection, and parents and children will be able to feed into the review of these.

12.3 No packed lunches supplied by parents for after school/holiday club Children will be heated up by us.

13. Reporting of Neglect or Abuse

We have an obligation to report to the relevant authorities any suspicions we have that your Child has suffered neglect or abuse, and where necessary we may do so without your consent and/or without informing you. This is a legal obligation we cannot contract out of.

14. Limitation of Liability

14.1 This clause sets out our (and our employees', agents', consultants' and subcontractors') entire liability to you in respect of the contract (including any breach of it, any statement we make to you about it, and our termination of it).

14.2 Nothing in these terms and conditions in any way limits or excludes our liability for fraud, or for death or personal injury resulting from our negligence, or for any other liability that cannot be limited or excluded by law.

14.3 Subject always to clause 14.2, we shall not be liable for:

14.3.1 Any loss or damage to any toys, equipment, bags, clothing or other personal items you may bring into our nursery; or

14.3.2 Any indirect or consequential loss, including loss of profits.

14.4 Subject always to clause 14.2, our total liability to you (whether in contract, tort including negligence or breach of statutory duty, or otherwise) shall not exceed the cumulative fees paid by you for the Services during the 12 months preceding the event giving rise to the claim.

15. Data Protection

15.1 We will process your personal data and that of your Child in accordance with our Privacy Notice, which is provided to you separately, and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

15.2 You agree that details of your name, address and payment record may be submitted to a credit reference agency where necessary, and that personal data will be processed by and on behalf of us in connection with the Services.

15.3 We may take photographs and/or videos of your Child for the purpose of documenting their progress, and, with your explicit consent, for promotional or training purposes. If you do not wish for your Child to be included in promotional or training photographs or videos, please inform us by completing the permission form given to you on enrolment, or by writing to the nursery manager. Withdrawal of consent for promotional use will not affect your Child's place.

16. Security

Parents are welcome to visit the nursery, but we will not admit anyone without prior notification. It is your responsibility to ensure that we are aware of who will be collecting your Child. No Child will be allowed to leave the building with any person who has not been notified as an authorised person to collect the Child on your behalf.

17. Complaints and Concerns

Please address any complaint or concern to the supervisor in charge in the first instance, and if the matter is not resolved within a reasonable period, please refer it to the nursery manager. If you remain dissatisfied, you may escalate your complaint to Ofsted. Please also refer to our Complaints and Compliments Policy which shall apply to any complaints received by us.

18. Termination for Breach of Contract or Insolvency

18.1 Without restricting any other legal rights which the parties may have, either party may terminate the contract without liability to the other immediately on giving written notice to the other if:

18.1.1 The other party fails to pay any amount due under the contract on the due date for payment and remains in default for 10 days or more; or

18.1.2 The other party commits a material breach of any of the terms of the contract and (if such a breach is capable of being remedied) fails to remedy that breach within 30 days of that party being notified in writing of the breach; or

18.1.3 The other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986.

18.2 On termination of the contract for any reason:

18.2.1 You shall immediately pay all of our outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, we may submit an invoice, which shall be payable immediately on receipt; and

18.2.2 Any clause in these terms and conditions which is implicitly intended to survive termination shall continue in force.

19. Events Beyond Our Control

19.1 If any event beyond our reasonable control (such as a fire, flood, outbreak of serious illness, strike, civil action, act of terrorism, pandemic, or war) occurs and prevents us from providing the Services, we may close the nursery without liability to you and we will not charge you fees for the time the nursery is closed. We will keep you informed in such an event.

19.2 If it is, in our reasonable opinion, necessary or in the interests of the Child to close the nursery (for example, due to severe weather conditions, lack of running water, heating or electricity, or outbreak of illness), we will do so. In these circumstances, we will not charge you for the time the nursery is closed.

20. Invalid Clauses

If any part of the contract is found by any court or similar authority to be invalid, illegal or unenforceable, that part shall be struck out, but the rest of the contract shall apply.

21. Changes to These Terms and Conditions

21.1 We may change these terms and conditions where such a change arises from changes in regulations or legislation affecting us.

21.2 We may change any other terms in these terms and conditions provided we give you at least one month's written notice of our intention to do so.

22. No Other Terms

Each party acknowledges that, in entering into the contract, it has not relied on anything said or written that is not contained in the contract. This applies unless fraud is established.

23. Assignment

The contract is personal to you. You shall not, without our written consent, transfer to anyone else any of your rights or obligations under the contract.

24. Rights of Third Parties

A person who is not a party to the contract shall not have any rights under or in connection with it.

25. Governing Law and Jurisdiction

The contract, and any dispute or claim arising out of it or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by the law of England. The courts of England shall have exclusive jurisdiction to settle any such dispute or claim.
