



Ark Childcare (UK) Ltd
Committed to Outstanding
Quality Childcare

Dear Parent

Thank you for your enquiry regarding information on The Ark and childcare for your child. We have pleasure in enclosing our brochure and an information pack for you to study.

The Ark is a children's day nursery, conveniently situated in the thriving village of Pontesbury – less than a 15-minute drive from the A5. We care for children aged between 3 months and five years within the nursery and extend this service to breakfast, after-school and holiday club for children up to 11 years of age. This enables us to provide the continual wrap around service that parents need to ensure familiarity and stability for their children. Our school pick-up and drop-off service currently extends to Hanwood, Pontesbury and Minsterley.

The Ark offers high quality childcare through a stimulating, happy and friendly environment, with qualified, experienced and highly motivated staff. Both the nursery and after-school provision have been rated as 'Outstanding' by Ofsted; they said of both 'the provisions are of exceptionally high quality'. We would be very pleased to show you around the nursery at any time so that you can see the facilities we have to offer your child. We will include one free half-day session to see how your child enjoys the nursery environment.

Please do not hesitate to call us for any further information or, to book your child a place, fill the registration and booking form in and send to the above address with your registration fee (made payable to "The Ark"), which will be deducted from your first month's fees.

Yours sincerely

Roz Young BA Hons, EYT, Owner Manager

Registered office:

The Ark Day Nursery
Hall Bank, Pontesbury
Shropshire. SY5 0RF
Tel: 01743 791540
nursery@arkchildcare.co.uk
www.arkchildcare.co.uk

Crackerjacks Day Nursery
Astley Lane
Hadnall
Shropshire. SY4 4BE
Tel: 01939 210205

Out of school club based at:

Pontesbury Primary School
Bogey Lane
Pontesbury
Shropshire.SY5 0TJ

Director:

Roz Young B.A. (Hons), EYP

Ark Childcare UK Ltd

Reg: 5625802



ECERS rating "Excellent" 2012

Registration and Fees

The Ark is open Monday to Friday, from 8am until 6pm, for 51 weeks of the year. The nursery will be closed for one week between Christmas and New Year and on Public and Bank holidays. Earlier starts and later finishes are available on request.

Sessions

Full Week	–	Monday to Friday 8am – 6pm
Full Day	–	8am – 6pm
Short Day	–	8:00am – 3:00pm
Session	–	Morning 8am – 12.50pm Afternoon 1.10pm – 6pm

Included in the nursery fees are all children's meals, snacks and drinks. Nappies, wipes, sudocrem and baby milk formula must be supplied.

Fees (September 2017)

0-2 years	Full Week	£180.00
	Full Day	£37.00
	Short Day	£33.00
	Session	£24.00
2-5 years	Full Week	£175.00
	Full Day	£36.00
	Short Day	£32.00
	Session	£23.00

Breakfast, After School and Holiday Club (September 2017)

Breakfast Club - based at Pontesbury Primary School	£6.50
After School Club - based at Pontesbury Primary School	£11.50
Breakfast and After School Club	£16.50

Payment Terms

A deposit of £50.00 is payable to register, this will be deducted from your first months fees, or refunded if we cannot offer you a place.

Fees are calculated on an annual basis. Nursery fees will be calculated over 50 weeks to take into account Christmas week when we are closed and 1 additional week's holiday entitlement. Twelve equal payments are payable 1 month in advance on the first of each month by Standing Order or cheque.

Fees will not be charged when the nursery is closed over Christmas, we also offer an additional week a year when you will not be charged to allow for family holidays. At all other times full fees will be charged.

Children who are aged 3 and 4 years of age can claim 15 hours a week free during the term time. Some 2 year old children are also eligible for 15 hours free nursery education (please speak to the manager so they can check whether they are eligible).

Discounts are available when two or more children from the same family attend the nursery.

Additional sessions for your child can be arranged as long as there are vacancies.

Full fees will continue to be charged for short-term sickness or absences.

Permanent changes to your child's attendance will require one month's notice in writing.

One month's written notice and payment must be given if you no longer require your child's place.

There will be an additional payment of £30.00 for every 15 minutes past your collection time for persistent late collections.

Late payments will be charged at £2.00 per day.

Terms and Conditions

Admissions

The nursery provides a full day care service for children aged from 3 months up to 5 years of age. A breakfast, after school and holiday club also operates for children up to 11 years of age. Places can be booked on either a full time or part time basis. A completed registration and booking form must be completed.

Attendance

Permanent changes to attendances either an increase or decrease requires one month's notice. However, occasional additional attendances can be arranged on an ad-hoc basis as long as there is availability. One month's notice is needed when your child is leaving the nursery.

Free Childcare

All 3 and 4 year old children are eligible for 570 hours of free childcare a year. Most 3 and 4 year old children are eligible for 1140 hours of free childcare if parents work 16 hours a week. Some 2 year olds from low income families are also eligible for 570 hours of free childcare. Please speak to Roz for more information and how to claim the free hours.

Sickness

In the interest of all the children at the Nursery, it is imperative that the spread of infectious diseases and viruses is minimised. In line with Shropshire Health Authority recommendations, our policy, regarding excluding children with certain infectious diseases and when your child can return must be adhered to. The Nursery reserves the right to exclude any child if they consider it in the best interest of that child or the interest of other children.

If your child is taken ill at the Nursery every effort will be made to contact and inform you of the situation and arrange for you to collect your child. We are registered with the neighbouring Doctors Practice and staff are trained in First Aid procedures. In the event of a serious illness / accident the Nursery reserves the right to seek medical advice or take your child to hospital.

Full fees will continue to be charged for short-term sickness or absences.

Accidents

Every step is taken to ensure that your child is safe while at nursery. However, if your child is involved in an accident while at Nursery, all details will be recorded on Accident Forms, which will require your signature when you come to collect your child.

Medication

The only non-prescription medication that the Nursery can administer is a paracetamol suspension (such as Calpol). You will be contacted if the Nursery feels your child requires it and a signature will be required when you collect your child.

Prescribed medications by your doctor can also be administered as long as they are given to the Nursery Manager or Deputy. It is essential that the medicine is clearly labelled and all information on dosage etc must be entered on Medication Forms. Parents are required to sign these to ensure they acknowledge the medicine administered to their child by the Nursery / Staff.

Absences

If your child is absent from Nursery please contact by telephone or call into the Nursery to inform the Manager as soon as possible. Full fees will continue to be charged for short-term sickness or absences.

Security

A secure entry system along with a password is used to ensure your child's safety. This password **must not** be given to other people apart from those who have been identified as authorised to pick up your child from Nursery. You must inform the Nursery if someone other than the authorised person will be collecting your child, under no circumstances will a child be able to leave the Nursery without our prior knowledge and your signature.

Drop off and collection

The Nursery has a large off road car park for dropping off and collecting your child. We ask that you be careful of not only your own child but also other people and children when in the car park.

Holidays

If your child attends for a full year you will not be charged for one week to allow for family holidays. If your child has attended for less than a year their holiday entitlement will be on a pro rata basis. Please give a minimum of 4 weeks notice of your main holiday dates to allow time for staff adjustments.

Personal Property

Any items such as dummies, baby bottles or food containers must be clearly labelled with your child's name. Children should not bring in any items of value and your child should wear no jewellery. Toys and sweets are discouraged as they can cause problems with other children. All items are left at the Nursery at the owner's risk.

Clothing

All removable items of clothing should be clearly labelled with your child's name. All babies and toddlers should bring a change of clothing in case of accidents. Please could you bring a pair of wellies for outdoor play and soft shoes / slippers for indoor use also marked with your child's name. We ask that you supply nappies for your baby or young child.

Records

OFSTED require us to maintain records on your child's development through observations. A 2 year old check will be carried out when your child turns 2, this document can be given to your health visitor. When your child reaches 3 and 4 years of age more detailed records will be kept, these are based on the Early Years Foundation Stage. You have access to your child's records at all times.

Meals

Fees include all meals, snacks and drinks. Breakfast is available to all children if they arrive at the nursery before 8:30am. The meals are all prepared on site and are nutritious, varied and balanced, using only the freshest ingredients. Babies' food is also freshly prepared depending on their age. All dietary requirements can be catered for.

Policies

Parents are actively encouraged to study all our policies and procedures, which are in place to ensure your child's safety at all times. These can be found in the reception area.

Settling in

Once you have registered with us, we want to ensure your child's transition from your home to our Nursery is as smooth as possible. To do this we encourage you to build up your time at the Nursery so that both you and your child are happy to leave each other. We invite both you and your child to spend some time with us, you can see how we operate and it gives you the opportunity to chat to the staff. This can be arranged at times to suit you.

Parents

The Nursery operates an open door policy and actively encourages you to become involved in nursery life. You are welcome to come in at any time. As well as filling in a diary for the under 3s, we hold parents evenings, fetes, and send out a newsletter to keep you up to date with your child and their life at nursery.

Behaviour Management

The Nursery has a policy on behaviour management, which you are encouraged to read. However, we aim to deal with this through positive role models, sensitivity, distraction and intervention before the incident if possible. Any other strategies will be discussed between staff and parents if need be.

Complaints Procedure

Parents wishing to make a suggestion or report a concern are asked to inform the Manager or Director, where in most incidences the problem can be rectified. If you are not satisfied with this you may write to OFSTED Early Years, Piccadilly Gate, Store Street, Manchester, M1 2WD, or telephone 0300 123 1231.

If there are any further areas you would like to know about please contact the Manager.

The Manager reserves the right to remove a child from Nursery for any breach of the terms and conditions.

Owner Manager Miss Rosamond Young

Registration and Booking Form



Please complete all sections.

Name of Child _____

Date of Birth _____ Sex _____

Address of Child _____

Post Code _____ Home Telephone _____

Address of other parent if parents do not live together _____

Names and ages of siblings _____

Mothers Name _____

Work Address _____

Job Title _____

Telephone (Work) _____ (Mobile) _____

Fathers Name _____

Work Address _____

Job Title _____

Telephone (Work) _____ (Mobile) _____

Who does your child normally live with _____

Who has Parental Responsibility _____

Any Other Person with Legal Contact _____

Language Spoken _____

Emergency Contact (Other than parents) _____

Relation to child _____

Telephone (Home) _____ (Mobile) _____

Emergency Contact (Other than parents) _____

Relation to child _____

Telephone (Home)_____ (Mobile)_____

Doctors Name _____

Address _____

Post Code _____

Telephone _____

Please give details of immunisations your child has received and update as when necessary.

		Date
Polio	Yes / No	
Mumps, Measles, Rubella (MMR)	Yes / No	
Diphtheria, Tetanus, Whooping Cough	Yes / No	
Hib	Yes / No	
Meningitis	Yes / No	

Known Allergies /
Special Health
Requirements _____

Special Diet /
Food Preferences _____

Additional Information _____

If you could list below the people who will normally collect your child. Under no circumstances will we allow your child to leave the nursery premises with a person not known to us. If someone different is to collect your child you must inform us before hand.

Please indicate which session or days you require:

Start Date _____

<u>Nursery Children</u>	AM	PM	Full Day	Short Day
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TO REGISTER PLEASE SIGN THE FOLLOWING AGREEMENT

I / We understand and accept the terms and conditions of registration and payment.

I / We enclose a deposit of £50 that will be deducted from my / our first months fees or refunded if the required sessions are not available.

I / We give permission for the nursery to administer emergency first aid or to take my / our child to hospital if I / we can not be contacted.

I / We give permission for a senior member of staff to give infant paracetamol in an emergency and only if there is a health reason to do so.

I / We give permission for the staff to take my / our child on short walks.

I / We have received, read and understood the parents handbook.

Signed _____

Date _____

Signed by Manager _____

Date _____