

## Terms & Conditions



**With effect from 21 November 2025**

### About us

We are Snowdrop House Montessori Nursery Group. We are part of the Happy Days Consultancy Limited group which is made up of various companies/nurseries (the 'Group').

**The Terms and Conditions**, as set out below, shall apply.

The nurseries are owned by Happy Days Consultancy Limited and include Snowdrop House and Primrose House in Haywards Heath, which offers full day care from birth to five years.

The Snowdrop House Group of Montessori Nurseries follow the Early Years Foundation Stage, whose Statutory Framework sets the standards for learning, development and care for children from birth to five and Development Matters, which provides non-statutory guidance material for our practitioners to implement the statutory requirements of the EYFS. All our practitioners continue to develop professionally in order to deliver a very high standard of care, learning and development for all children that attend. Premises are registered with OFSTED and undertake regular inspection to ensure the quality of our provision. Copies of our inspection reports can be found on the OFSTED website [www.ofsted.gov.uk](http://www.ofsted.gov.uk). Teams continuously evaluate their practice, identifying improvements in their provision and we are extremely proud of our Ofsted grades that reflect this. We are members of Pre-School Learning Alliance, West Sussex Montessori Forum and are supported by West Sussex County Council Early Years team.

### Snowdrop House and Primrose House

Daily sessions 07.30 ~18.00

Staff cannot accept responsibility for children before 7.30am or after 6.00pm.

A minimum requirement for sessions is two full days.

Closures: all Bank Holidays, 1 week at the end of August and 1 week in between Christmas and New Year

### Safeguarding

During your child's introduction sessions, we ask you to provide a secret password for your child for your records. This is to be used by anybody else who you authorise to collect your child in your absence. If someone else is collecting your child, please notify the nursery in person or by telephone where a note will be made in the nursery diary. Upon arrival that person will be asked your child's password which we will check with our records before letting your child leave. You may like to

provide us with a recent photograph of the people who are authorised to collect your child from nursery e.g. grandparents, aunts or uncles. Please always let us know in advance if somebody else is collecting your child.

### **Fees and Payment**

Parents will be issued with an invoice for nursery fees on a regular basis. These are to be paid promptly as shown on the invoice. If invoices are not paid on time bad debt can have a critical effect on the running of the nursery. We pride ourselves in having a good relationship with our parents and as such if you are struggling financially, we are happy to discuss the situation and put a payment plan in place. Please speak to your nursery manager.

Please follow the payment procedure:

1. At Snowdrop House and Primrose House payment is due monthly, as the amount shown on your invoice. This is to be paid by the 1st of each month (i.e. in advance)

2. If fees are not received by 2<sup>nd</sup> week of due date your child's place may be removed from our lists and a debt recovery agency will be employed to recover the outstanding amounts.

We thank all parents for their prompt payments and hope they understand accruing unpaid fees is simply not acceptable.

May we stress again if you have genuine financial problems please talk to us as soon as possible.

If nursery fees are to be increased, you will be given one months notice.

All food is included in the fees at our day nurseries at Snowdrop House and Primrose House, except where Early Years Education Entitlement is accessed, where food is charged separately.

You are asked to provide, nappies, wipes and any special nappy cream for our youngest children.

All our nurseries accept 2, 3 & 4 year old funding who are eligible (please see nursery website for more information) [www.snowdrophousemontessorigroup.co.uk](http://www.snowdrophousemontessorigroup.co.uk).

We accept the Tax free childcare via HMRC, please visit [www.gov.uk/tax-free-childcare](http://www.gov.uk/tax-free-childcare) for more information.

If you have any queries with your invoice, please speak in the first instance to your Nursery Manager.

If we close or take the decision to close due to events or circumstances beyond our control such as extreme weather conditions or exceptional events, the normal fee will continue to be payable in full. We will be under no obligation to provide alternative childcare to you.

We are unable to waive fees for absences due to holiday, sickness or in the instance of an emergency closure of the nurseries due to adverse weather or exceptional circumstances.

### **Notice**

If you have to give notice of termination of your child's place at the nursery, please put it in writing to your Nursery Manager. Please note that you are required to give one month's notice at the Snowdrop House and Primrose House. The same applies if you wish to change a session; it is always advisable to discuss this with your manager to see if the session is available. Please put session changes in writing one month prior.

### **Online Safety and Confidentiality**

The Snowdrop House Montessori Group takes a professional approach to confidentiality and the privacy of family life. Practitioners, students and visitors in any of our settings will be made aware of the importance of confidentiality and their responsibilities during their inductions and staff supervision meetings.

We would ask that parents/carers support us also by not asking or accepting invitations to become online friends with practitioners on any social networking site e.g. Facebook.

During the year we hold events for you to come and watch, such as sport's days, graduation ceremonies and nativity plays, whilst we do not want to spoil any enjoyment by banning the taking of photographs or videos, parents are advised that they do not have a right to photograph anyone else's child or to upload photos of anyone else's children. Therefore, for safeguarding reasons we would ask parents and family members not to post these onto any social networking site, or You Tube if they contain images of other children from the settings.

Before these events we will always ask if anybody has any objections to photographs or videos being taken, if you do not want your child to be included, please let your manager know.

### **Emergency Procedures**

We have emergency evacuation drills regularly. In the event of a fire or other evacuation, the children will be escorted to our optimum place of safety. Please see individual settings' policy folders for further information.

### **Uniforms**

(please see our uniform policy)

All children over 2 years old must wear full nursery uniform. These are available to buy from Broadbridges, 2 Sussex Rd, Haywards Heath RH16 4EA Tel01444 413466.

A polo shirt, a sweatshirt cardigan with summer or winter dress is to be worn by the girls. The winter pinafore dress to be purchased from Snowdrop House.

NB. Girls can wear tights or leggings under the winter pinafore.

Our uniform is compulsory.

A polo shirt, a sweatshirt, black jogging bottoms or black shorts are to be worn by the boys.

All other clothes should be practical and enable the child to cope independently.

Please provide coats in the event of bad weather and sun hats for when the weather improves.

### **Additional Support Needs**

At each setting we have a fully qualified SENCO and we have access to a number of supporting agencies such as speech therapy and Local Authority Early Years advisors etc. We have outlined what services we offer for children with a special educational need or disability, this can be found on our website [www.snowdrophousemontessori-group.co.uk](http://www.snowdrophousemontessori-group.co.uk) or in the policy folder of our settings. It is known as our "Local Offer".

If your child needs any additional support, either temporarily or permanently, please speak to your Nursery Manager or your SENCO.

### **Developmental Progress Check**

As part of the revised Early Years Foundation Stage our settings are required to carry out a developmental progress check on all children between the ages of 2-3 years. Parents/Carers will take part in the process, and a short-written summary will be provided to parents/carers. We advise that this information is shared with your child's health visitor.

At this key age this progress check will identify children's achievements and any areas where the child's progress is less than expected. If there are significant emerging concerns, or an identified special educational need (SEN) or disability, practitioners will develop a targeted plan to support that child's further progress involving the setting's SENCO and other professionals.

If a child attends another setting, then it will be the responsibility of the setting where they attend most to carry out the progress check.

### **Medicines (refer to relevant policies and Zebedees Allergy policy)**

If your child has a long term medical condition that may require ongoing medication (e.g. subject to febrile convulsions, requiring life-saving or invasive medication and/or care, for example, rectal diazepam, adrenaline injectors, Epipens, Anapens, JextPens, asthma treatment, maintaining breathing apparatus, changing colostomy or feeding tubes) the nursery will ask you to complete an Individual Health Plan to support our health care of your child. For all children requiring lifesaving medication such as an adrenaline auto-injectors (brand names Epipens, Anapens, JextPens) we require two to be left at nursery for our use in an emergency situation and an antihistamine (brand name Piriton) product.

If your child requires Calpol please supply some for the nursery to use.

For occasional medication and if your child is well enough to attend nursery, then the Manager, deputy or Room Leader will administer the medicine. We will ask you/or carer to complete his or her medication form. Please ensure the name of the bottle is correct (if prescription), the dosage is

written, write the time that it was last given and sign to give consent in the morning and again at the end of the session.

### **Cars/Vehicles**

At The Snowdrop House – there is a large car park adjacent to the nursery and designated park immediately in front of the building. Please don't park in the Franklands Village allocated bays only those sign posted for Snowdrop House

At The Primrose House - Please park in the car park situated at the front of the building.

### **Attending Other Settings**

Since Covid 19 it is our policy that children only attend one setting. This is in the best interest of your child to prevent them from picking up childhood illnesses. Also ensures that are consistently cared for and their learning is extended by teachers who can get to know your child really well.

### **Parent's Notice Board**

In each nursery we have a parent's notice board where you will find copies of newsletters, important dates, useful leaflets and these are updated regularly.

We would also encourage you to visit our website [www.snowdrophousemontessorigroup.co.uk](http://www.snowdrophousemontessorigroup.co.uk) where you can learn more about us and register to receive our termly newsletters via email or you can request a paper copy in every setting.

If you require any of nurseries' literature in your own home language, please speak to the manager and we will aim to accommodate this.

### **Policies**

Our full set of policies and procedures which cover every aspect of the Snowdrop House Montessori Group provision can be found in each nursery and these are readily available for you to read.

**Signing the form is deemed as your acceptance of these Terms and Conditions. The person(s) signing this form is/are liable for payment of the fees, as per our Terms & Conditions.**

**Signed:** .....

**Signed:** .....

**Name:** .....

**Name:** .....

**Date:** .....

**Date:** .....