



17, Westmoreland Road, Queensbury, London.

NW9 9BW

Tel: 02031373127

Email: info@novatraining.org.uk

Welcome to Mother's Pet!

All Parents, Guardians and Carers,

We value your interest in Mother's Pet Nursery and we hope you find this prospectus helpful. You will find enclosed information on all the services we can provide, but don't hesitate to give us a call or email regarding any questions or queries.

Mother's Pet Nursery is registered with OFSTED. This means that you have the reassurance that we have fully qualified, police checked staff who promise to make your child's time fun. Whilst providing an environment which will stimulate and encourage them to strive in all areas.

Enclosed in the prospectus is everything you need to get your child registered at Mother's Pet Nursery.

If you require this in an alternative language, larger font, braille or any other format please let us know and we will be able to provide this notice.

Managing Director



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Firstly, we suggest you come for a look around our nursery, this allows you to get a feel for the nursery and allows you to meet the team. The appointment can be booked by phoning or emailing the nursery and arranging a suitable time.

You can then secure your child's place at Mother's Pet Nursery by filling in the registration form and returning it with your £100 booking fee, which is nonreturnable. This fee is to secure your child's place within the setting. This would be after checking your chosen sessions are available.

We endeavor to make the transition from home to nursery as smooth as possible. The first part of this transition is that we ask Parents, Guardian & Carers to fill out all the appropriate forms within the 'Welcome Pack'. This allows the team to get to know your child's likes and dislikes, sleeping requirements and routine etc.

We work very closely with all Parents, Guardians and Carers whilst your child is within the setting. This ensures that we have continuity from home to nursery and can expand on the children's development from their home experiences. We provide a high level of care and varied opportunities and experiences for the children to explore. For your peace of mind extensive security which includes CCTV in all of the nursery rooms. Mother's Pet Nursery promote healthy eating within the setting and provide fresh fruits and vegetables for the children's snack.

Also in the reception area is our Policy & Procedure file, please feel free to look through these, if you would like a copy of them then please ask a member of the team.

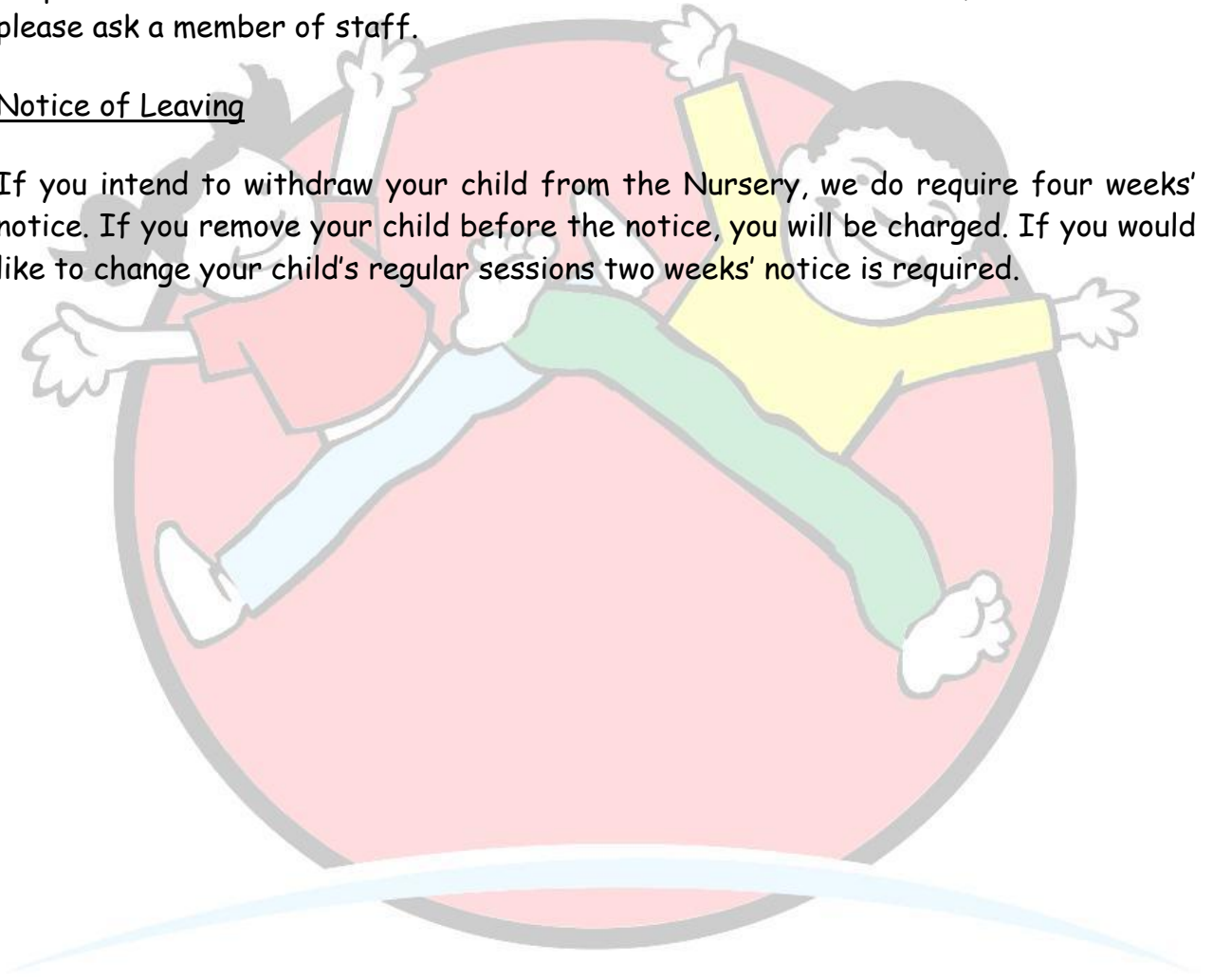
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Prices and sessions

All prices include a hot meal at lunch and a cold tea in the afternoon, menus available please ask a member of staff.

Notice of Leaving

If you intend to withdraw your child from the Nursery, we do require four weeks' notice. If you remove your child before the notice, you will be charged. If you would like to change your child's regular sessions two weeks' notice is required.



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Our Site

We are situated on 17, Westmoreland Road, Queensbury, London, NW9 9BW, close to Queensbury Morrisons.

At our site each of the areas provides care for different age groups as follows:

Baby and toddler under 2's Room

Pre-walkers and creepers up to the age of around 2 years can have a great experience in our large area. It provides calm, relaxing, and quiet zones and then a second room to ensure all physical needs and play can be met throughout the day in this room. This room caters to children from 3 months after their immunizations to when steady on their feet up to 30 months or relevant development stage to join our rising toddlers. This is an open-plan room with a separate nappy changing area and great sized toilet for the children who are becoming independent in toileting, with two small children's toilets and potties.



Rising Toddlers, Pre-school and Out of School Rooms

Children from 3 months to 5 years, have an amazing opportunity to experience education. They separate off into their peer groups for focused time, but equally work together exploring with our fully equipped outdoor class room, which is open all year round.



We used a garden which is used by all ages, whether it is used to have a story or play on the bikes, the children love being outdoors and we incorporate this in our daily routines.



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Terms & Conditions of Business

Age of Admittance

Mother's Pet Nursery provides care for children aged three months to Five years.

Hours of Opening

Monday - Friday

08.00 Until 15.00

Allergies

Any allergies that the child suffers from should be declared on an Allergy Form provided by the Nursery within this prospectus. This must be completed before a child can start their sessions at the Nursery.

To provide your child with the correct dietary needs we may need to design an individual menu with you so that we ensure your child's needs are met.

Holidays

Mother's Pet Nursery is open during term times.

Enrolment

To book your child's place at Mother's Pet Nursery we ask for £100 booking fee

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that is non-returnable.

Please note that this fee is not returned to you as it is security for holding your place as other prospective clients may have been turned away.

Fees

All fees are payable one month in advance. You will receive a statement to quote your monthly amount which is due on the **25th** of every month. The nursery requires you to set up a standing order direct with your bank. Any increase to our fees will be given with a two months' notice and new bills will be sent out.

Any late payment of fees or other additional charges will be subject to our late payment fee.

Please note that if fees are not paid by due date, you will be charged £10 per working day and £10 per weekend that your payment runs over.

Notice of termination of contract

If you intend to withdraw your child from the Nursery, we do require four weeks' notice. We ask for the notice to be in writing. If you remove your child before the notice, you will be charged. If you would like to change your child's regular sessions two weeks' notice is required, again in writing. Please note we do not swap one off session we are able to book extra sessions but we are unable to swap.

Aims

- Our aims are to carry out this policy by:
- Promoting children's right to be strong, resilient and listened to by:
- Creating an environment in our setting that encourages children to develop a positive self- image.
- Encouraging children to develop a sense of autonomy and independence.
- Enabling children to have the self-confidence and the vocabulary to resist inappropriate approaches.
- Helping children to establish and sustain satisfying relationships within their families, with peers, and with other adults
- Working with parents to build their understanding of and commitment to the principles of safeguarding all our children.

Reporting of Absences

Although we charge for all absences, including holiday leave we require our customers to report where their children are and any health concerns, so we can continue with good practices of safeguarding. This must be done in writing where possible or if due to sickness a phone call or email that morning will suffice and it will be logged by the nursery.

Funded Hours

- If you become eligible for 2-year-old funding, proof of eligibility **MUST** be produced prior to securing a place at the nursery.
- When your child becomes eligible for 3- and 4-year-old funding, the funded allocation of hours will be deducted from your regular booking pattern, which will then reduce your monthly invoice total. Only 38 weeks of funding is received by the nursery. Nursery stretches the funded hours over 51 weeks.
- We are entitled to make a reasonable charge for meals and any additional activities provided during any free session. Please speak to the Nursery Manager to find out these charges.
- Further information will be provided prior to eligibility and your contract will change from a 51 Week Contract to our Calendar Monthly Contract to allow funding to be deducted accordingly in Term Time.

Employment of Staff

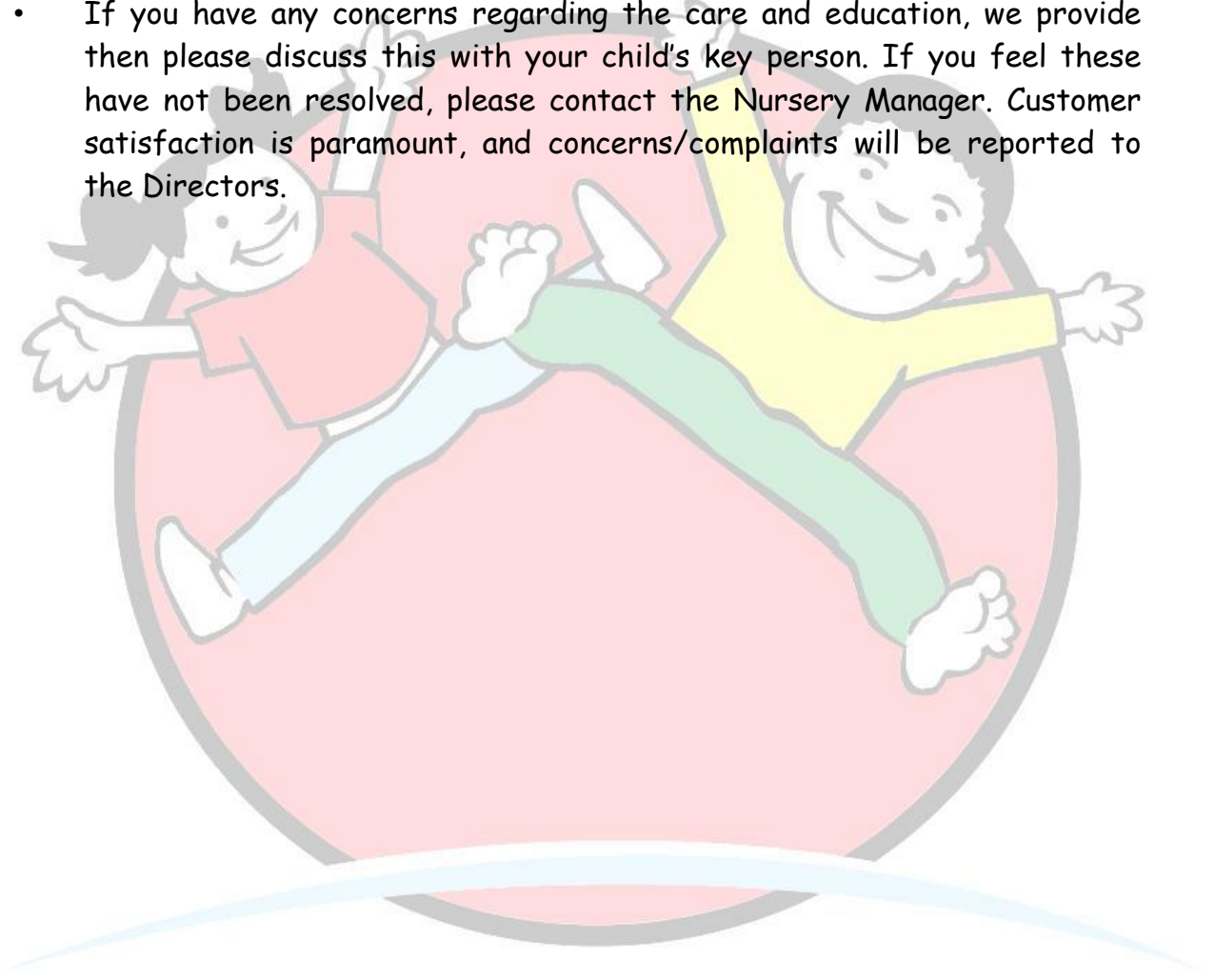
- Members of staff are prohibited from working for parents during normal working hours such that i.e., 8:00 am to 15:00 pm Monday to Friday. Parents are requested not to ask staff to breach their employment contracts. The nursery does not permit any baby-sitting arrangements.

General

- The nursery may change these Terms and Conditions where such change arises from regulatory issues, changes in legislation affecting Mother's Pet nursery, proposed changes in invoicing procedures or in the reasonable opinion of Mother's it is in the interest of nursery and/or children attending the nursery. Mother's will give you at least 4 weeks written notice of such changes.
- The nursery cannot legally deny access of your child to either parent unless there is an active restraining order on file or specific schedule of court ordered visitation rights or the equivalent under any applicable law. If the situation is

unclear, the nursery will request the family resolves their differences and may exclude your child until the position has been clarified by the court or agreed by both parents in writing.

- You should be aware that your child may be taken on local outings during the nursery day. If you do not wish your child to partake in such outings, please inform the nursery in writing.
- If you have any concerns regarding the care and education, we provide then please discuss this with your child's key person. If you feel these have not been resolved, please contact the Nursery Manager. Customer satisfaction is paramount, and concerns/complaints will be reported to the Directors.



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Feedback Form

We would appreciate your comments on the standards of our nursery, any suggestions or disappointments. This will enable us to give feedback to our staff and improve our service. You don't have to disclose who you are or put any personal details if you don't want to. If there is any issue your details can help Caroline Lee (Nursery Manager) to communicate and put things right for you.

Name:

Address:

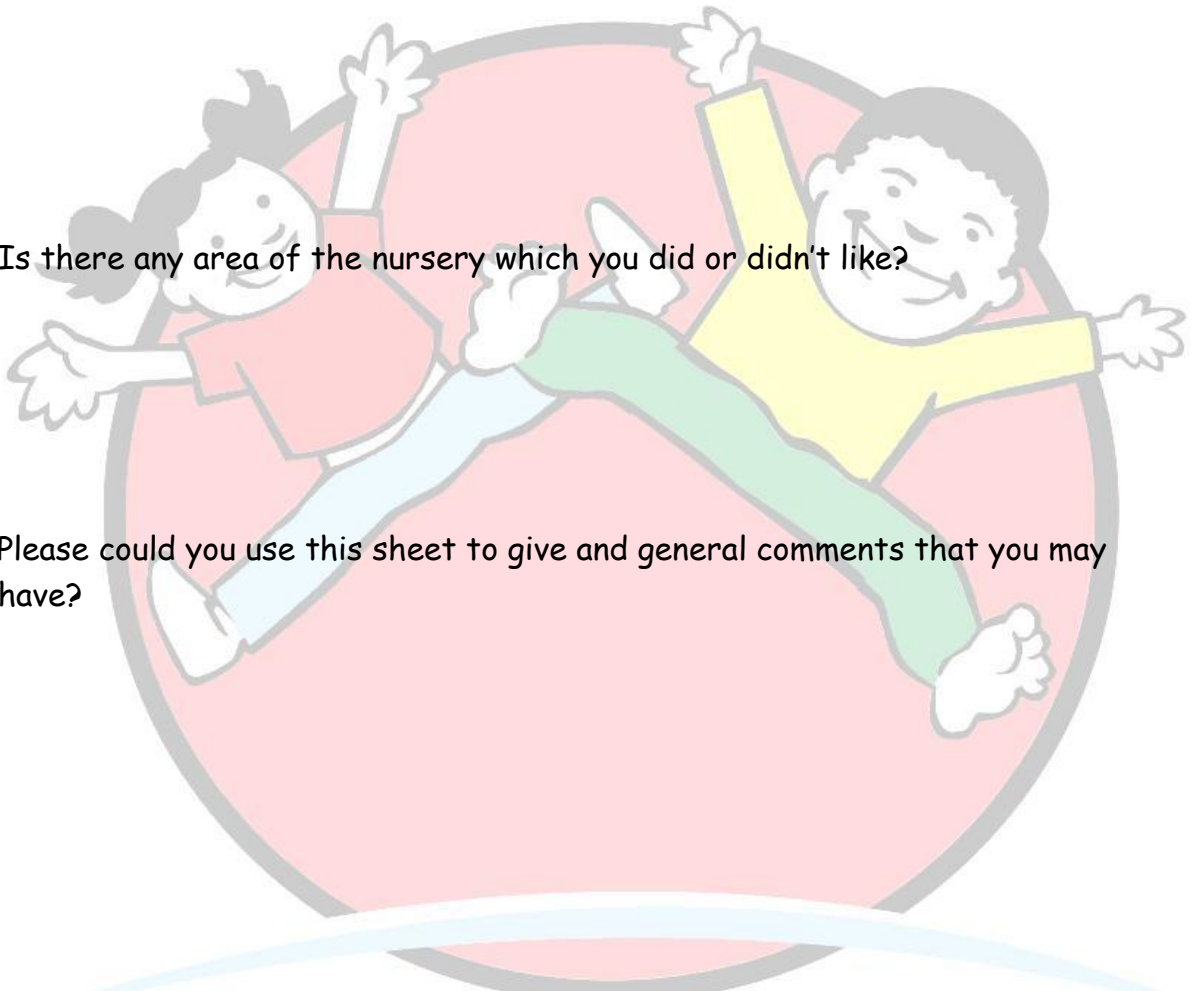
Phone Numbers:

Age of your children:

What are your first impressions of the nursery and staff?

Is there any area of the nursery which you did or didn't like?

Please could you use this sheet to give and general comments that you may have?



Allergy Advice Sheet

Childs name:-

Date of Birth :- Allergic to:-

Allergy symptoms:-

Treatment:-

Does your child need regular medication due to the allergy? :-

Do you have any meal or snack suggestions to help us accommodate your child's needs?



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