



## Wasps Childcare Registration Form

### ATTENDANCE REQUIRED

Start date						
	Wasps Academy			Wasps Link Club		
	am	pm	Full day	Breakfast	5pm	6pm
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						

### CHILDCARE REQUIRED

Baby 6 -24months	Pre-school 24 -36 months	Wrap Around 3 years plus	Before/After school 4+ years
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### PERSONAL DETAILS OF CHILD

Childs Surname		Childs First Name(s)	
What does he/she preferred to be called?			
Sex		Date of Birth	
Ethnicity		First Language	
Religion (if any)			

### IMMUNISATION RECORD PLEASE TICK IF CHILD HAS BEEN IMMUNISED

Diphtheria		Meningitis C		Measles	
Tetanus		HIB		Mumps	
Whooping Cough		Pneumococcal Infection		Rubella	
Poliomyelitis		BCG			

### FURTHER INFORMATION

Does your child have any specific or individual requirements?	
If yes, please give details	
Has your child any allergies you are aware of, including allergies to food?	
If yes, please give details	
Does your child have any medical conditions?	
If yes, please give details	
Is your child taking any regular medication?	
If yes, please give details	
Does your child attend any other nursery, playgroup, child minder or other carer?	
If yes, please give details	

<b>Does any agency have contact with child?</b>	
<b>If yes, please give details</b>	
<b>Who has legal responsibility of the child?</b>	
<b>Who has parental responsibility of the child?</b>	
<b>Are there any emergency medical procedures that are prohibited for family cultural or religious reasons?</b>	
<b>If yes, please give details</b>	

**DETAILS OF PARENT(S) OR MAIN CARER(S)**

<b>Details</b>	<b>First Adult</b>	<b>Second Adult</b>
<b>Relationship to child</b>		
<b>Title</b>		
<b>Surname</b>		
<b>First Name</b>		
<b>Home Address</b>		
<b>Postcode</b>		
<b>Childs home address</b>		
<b>Home telephone</b>		
<b>Mobile telephone</b>		
<b>Work telephone</b>		
<b>Email address</b>		
<b>Employer name and address</b>		
<b>Employers telephone (for emergencies only)</b>		

**DETAILS OF DOCTOR AND HEALTH VISITOR**

<b>Details</b>	<b>Doctors</b>	<b>Health Visitor</b>
<b>Name</b>		
<b>Address</b>		
<b>Postcode</b>		
<b>Telephone</b>		

**DETAILS OF ALTERNATIVE PERSONS WHO MAY COLLECT IN AN EMERGENCY**

	<b>Contact 1</b>	<b>Contact 2</b>	<b>Contact 3</b>
<b>Name</b>			

<b>Address</b>			
<b>Postcode</b>			
<b>Telephone</b>			
<b>Alternative telephone</b>			
<b>Relationship to child</b>			

### CONSENT

<b>I consent to my child having prescribed medicines administered.</b> This will only be given if parents have filled out the relevant forms at the club and signed them.	
<b>I consent to my child participating in offsite outings.</b> Details will always be given and Parental permission will always be required before any outing.	
<b>I consent to my child having their photograph taken.</b> This would be for use both within the setting and for publicity.	
<b>I consent to my child participating in face painting activities.</b>	
<b>I consent to the staff administering Emergency First Aid.</b> They may also seek necessary medical advice or treatment as required.	
<b>I consent to my child having sun screen applied as required.</b>	
<b>I consent for my email address to be sent Parent Mail.</b> This is a service we provide to give you information such as newsletters/notices about the club.	
<b>I consent for information to be shared with school/nursery</b>	

### CONFIDENTIALITY

Your information will be treated as confidential. However, in certain circumstances Wasps has a legal duty to pass certain information on to other agencies including the Police, Social Care and Health Care professionals. Please check to confirm you understand and agree.	
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### CONTRACT

Please check to confirm you accept this contract, have read and understood the terms and conditions detailed below, have agree to abide by them, and agree to take responsibility for payment of fees.	
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<b>Your Name</b>	
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### SUBMIT

You can submit the content of this form by email by clicking the submit button. Alternatively you can print this form and either post or hand it in to the setting where you wish to register your child.	
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## **TERMS AND CONDITIONS**

### **START AND FINISH TIMES**

Parents must inform the nursery by 10am if their child is not attending the nursery that day otherwise the nursery will assume a problem exists and will make all efforts to contact the parent or emergency contacts. If contact cannot be made by the nursery after 24 hours the local Safeguarding Board will be contacted for advice.

Your child must be collected by the end of their session. An addition fee of £15 for every 15 minutes or part thereof will be charged in the event of late collection. The nursery is insured to have children on the premises from 7.30am - 6pm. We cannot allow children in the premises before 7.30am or after 6pm. The additional fee is to cover the pay for the staff that has had to stay behind in the case of late collection.

### **MAJOR INCIDENT**

If there is a major incident at nursery which requires the evacuation of the building the children will be taken to a designated collection point (detailed in our critical incident policy) and you will be contacted by Head Office Staff. If you are contacted in the event of a major incident you must make arrangements for your children to be collected as soon as possible.

### **CHANGE OF ADDRESS**

You must keep us informed if you move house, change your place of work or contact numbers. The nursery must keep these records up to date in case of an emergency.

### **MEALS**

A light breakfast, a two course lunch, a small mid afternoon snack and a light tea are provided. A menu is displayed in the nursery so that you know what your child has been offered to eat. The meals we provide are varied and nutritious. You will be given a written record of what your child has eaten/drunk throughout the day (under 3 years only). We must be informed of any dietary requirements prior to your child starting.

### **TERMINATION NOTICE**

If you wish to withdraw your child from nursery we require one month's written notice or one month's fees in lieu of notice. Wasp's nursery reserves the right to require the withdrawal of any child subject to either one months' notice or one month's childcare in lieu of notice.

### **TAX CREDITS**

For parents in receipt of tax credits/government funding/college and university funding which pay them directly for childcare, Wasps reserves the right to inform these organisations should parents/carers withdraw their child from our care with no notice given or if accounts are in debt.

### **SETTLING IN POLICY**

Parents will be allowed to stay and settle their child for as long as agreed with the manager. We recommend you introduce your child gradually to the setting. A named key person will be allocated to your child.

The nursery welcomes all children and aims to respond appropriately to each child's background and individual needs. We ask that parents give us as much information as possible if a child is disabled or has any special educational needs. This will enable us to explore with parents and any other outside professionals how we can provide most effectively for that child.

### **ALLERGIES, ASTHMA AND MEDICAL CONDITIONS**

It is your responsibility to inform the nursery immediately if your child develops an allergy, asthma or a medical condition and to provide the setting with full information regarding the condition and treatment. If training for staff is required we expect parents to be able to advise of what training is required.

### **MEDICATION**

If your child is on any medication which has to be administered whilst attending the nursery, you must complete a medicine form giving instructions on times and dosage. Written consent must be given for all medications including creams. We can only administer medicine that has been prescribed by a doctor. We are not able to administer over the counter medications.

## **SICKNESS AND EMERGENCY TREATMENT**

For the health and welfare of all the children and staff who work at the nursery we request that you do not bring your child into the setting if they are ill or have an infectious disease. In the event of illness, accident or emergency we will act on your behalf and take such action as we consider appropriate. This may include taking your child from the setting to seek medical attention. Every effort will be made to contact you immediately. We reserve the right to send any child home if senior staff feel they are not well enough to attend nursery. Please note in the event of sickness/absence the nursery still charges as normal.

## **SUN CREAMS**

Please supply your own sun cream for us to use on your child of at least factor 30. In the event of sun cream not being supplied we will use the Nursery sun cream we keep on the premises. If you do not wish for this to be used you must keep us in supply of your preferred sun cream during sunny periods. We suggest a named bottle to be kept in the child's bag at all times.

## **KEY PERSON**

Upon joining our setting your child will be assigned a Key person. This person will ensure they build up strong relations with you and your child and will be responsible for documenting your child's individual development. We hold Parents Evenings twice a year to discuss this as well as the day to day informal chats about your child during drop off and pick up time.

## **OUTINGS AND OTHER OUTSIDE ACTIVITIES**

We often organise trips for the children, which take them off the nursery premises. We always make sure we have enough staff and helpers for these occasions. We have insurance cover to take the children out but we will also seek your written permission. Parents will be asked to sign a consent form detailing the outing venue, the date and time, aims of the outing, the mode of transport and the adult to child ratio. A risk assessment will also be carried out before the outing.

## **TRANSPORT**

We provide transport for wrap around care for children who attend school nurseries in the local area. In this event a qualified member of staff in a business insured vehicle will always be used.

## **COMMUNICATION**

You are requested to share any concerns you may have with the Nursery Manager, or if the Manager is absent, the Deputy Manager. Your participation in a constructive two-way communication practice is vital to ensure your child's on-going positive development.

## **MANAGING CHILDREN'S BEHAVIOUR**

In our nursery we concentrate on promoting and encouraging good behaviour. We reward positive behaviour rather than concentrating on negative aspects. We have the responsibility to protect all the children in our care and do reserve the right to suspend a child's place if negative behaviour becomes a clear threat to the safety of themselves or others. This decision would only be taken as a last resort.

## **SAFEGUARDING CHILDREN – INFORMATION FOR PARENTS**

You should be aware that the nursery has a duty to take reasonable action to ensure the welfare and safety of its children. In cases where nursery staff have a cause to be concerned that a child in their care is subject to ill treatment, neglect or other forms of abuse, staff will follow the Company's Safeguarding Procedure and inform the local Safeguarding Board. This may involve a visit to the home by a Social Worker. Wasps have a comprehensive Safeguarding Policy and Procedure that is available for parents to look at any time.

## **PHOTOGRAPHS**

We often take photographs to contribute to your child's development file. We would like your permission to take photographs and occasionally with consent use these for promotional literature.

## **SECURITY**

We only release children to parents/guardians or authorised persons. We may ask you to provide a personal password which can be used if you need someone else to collect your child.

## EQUAL OPPORTUNITIES

Staff working in our nursery will value and respect the different racial origins, religions, cultures and languages so that each child is valued and treated as an individual.

## POLICIES AND PROCEDURES

Full details of Wasps Policies and Procedures are available to look through at any time; some of these are displayed and changed each month. A condensed parent friendly version is available at all times. Our comprehensive file can be made available upon request. Please speak to the Manager if you wish to look through this.

Staff employed by Wasps Academy and Link Clubs are subject to recruitment checks. We apply for disclosures for criminal offences under the rehabilitation of offenders prior to staff being appointed.

Wasps Link Clubs and Nurseries reserves the right to amend this contract at any time.

## CURRENT FEE SCHEDULE

<b>Baby - 6 months to 24 months</b>	
<b>Full Week</b>	£175
<b>Full Day</b>	£37
<b>5 Hour Block</b>	£27
<b>Additional Hours</b>	£7.50 per hour
<b>Short session – minimum of 2 hours</b>	£8.50 per hour
<b>Lunch – only inclusive in a full week or day</b>	£2.50

<b>Playschool - 24month to 36 months</b>	
<b>Full Week</b>	£165
<b>Full Day</b>	£35
<b>5 Hour Block</b>	£25
<b>Additional Hours</b>	£6.50 per hour
<b>Short session – minimum of 2 hours</b>	£7.50 per hour
<b>Lunch – only inclusive in a full week or day</b>	£2.50

<b>Wrap Around - 3 years plus</b>	
<b>Full Week</b>	£145
<b>Full Day</b>	£31
<b>7.30am – 12.30pm</b>	£23
<b>8am- 12.30pm</b>	£21
<b>9am – 12.30pm</b>	£19
<b>12.30-3.15pm</b>	£19
<b>Lunch – only inclusive in a full week or day</b>	£2.50

## PAYMENT OF FEES/CHANGE OF ATTENDANCE

Your childcare fees are payable within advance of childcare received. Upon joining the setting you will be required to pay a 2 week deposit and the 1<sup>st</sup> week of childcare up front. We take weekly or monthly payments please discuss this with the Manager.

The nursery is open 51 weeks a year. The nursery is open Monday - Friday throughout the year 7.30am-6pm. Fees are payable on these days regardless of any absences. The Nursery will be closed on statutory bank holidays and 1 (one) week at Christmas no charge is levied during these closures.

Childcare should be paid in advance at all times.

Payment can be made by cheque, online or by Childcare Vouchers. We also have a card machine on site.

If you wish to decrease your child's attendance we require one month's written notice.

In the case of late payment of fees after 7<sup>th</sup> of the month, or a payment being unpaid, an administration fee of £25 will be charged. We may suspend your child's place if your account is overdue.

## **COMPLAINTS**

At Wasps Link Clubs and Nurseries we believe that all our children and their parents should be offered courtesy and prompt attention to their needs and wishes. Our intention is to ensure that parents/carers have access to a member of staff within whom they can discuss their concern.

We endeavour to do our best to ensure that we provide a high standard of care and a good service to our parents. To ensure this we have adopted the following procedure for handling complaints. The Manager has the ultimate responsibility to bring any concerns to a prompt conclusion making a full investigation, and keeping parents/carers advised of progress within 14 days of notifying them of the outcome in writing within 28 days.

Should a parent or carer have a concern over any aspect of the care Wasps provides the following procedure will apply:

### **Step 1**

The complaint should be raised verbally with the Nursery Nurse in charge of your child's room, who is obliged to act appropriately to resolve the situation.

If the concern is not dealt with to your satisfaction:

### **Step 2**

The complaint will be raised with the Nursery Manager, who will investigate the complaint and arrange a time to discuss this matter directly with you.

### **In the unlikely event the situation is not dealt with to your satisfaction:**

The complaint should then be submitted in writing to Catherine Shipton the Operations Director of Wasps Link Clubs and Nurseries. An investigation will take place and a written report will be forwarded onto you in writing within 28 days.

At any stage the complaint may be referred to OFSTED complaints department on 0300 1231231 who will carry out an investigation. They have their own procedure for dealing with complaints, which they will make available to you upon request.

It is our hope that parents never need to use this procedure, the Managers door is always open. Catherine Shipton the Operations Director for the company can always be contacted on 01925 818689 to discuss any issues with parents and carers if they feel the issue is not being dealt with promptly. Wasps Nurseries has its own Complaints Log which is available upon request from the Manager. This logs any concerns raised, how they were investigated, by whom, the findings and any action plan. The record of complaints is kept for a minimum of three years.