



Welcome to Aspire Day Nursery Ltd





## Parent Pack

Welcome to Aspire Day Nursery Ltd we are pleased to welcome you and your family to Aspire. This pack contains the key forms and information needed for your child to start with us. It includes:

- registration information
- funding and optional charges information
- our fee overview
- our Terms and Conditions

Please read each section carefully and return all signed forms to the nursery management team. **A full version of our Admissions and Funding Entitlement Policy is available on our website.**

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Our aim is to provide a safe, caring and stimulating environment where children can learn, grow and thrive. We work closely with parents and carers to ensure each child is supported as an individual and receives high-quality care in a warm and nurturing setting.

This pack has been designed to give you the key information you need when joining the nursery. It includes the forms we need you to complete, important information about funded childcare and optional charges, and our current Terms and Conditions. If you have any questions at any stage, please speak to a member of the nursery management team.

**For transparency:** the fees shown in this pack are based on Aspire Day Nursery Ltd's standard fee structure and show the **maximum usual monthly amount** before any opt-outs are applied.

Where parents/carers choose all optional services, children may receive: (non-funded children will automatically receive the below)

- all meals prepared and managed in line with our allergy controls, including formula milk for children under 1 and age-appropriate milk
- care package includes - all items required for nappy changing and toileting care
- enrichment activities that offer children new experiences, such as **Ballet, Makaton, Mandarin, Zumba and Tennis** (age and day dependent)
- extra events and experiences, such as **theatre shows** and visits from **wildlife or farm specialists**

We offer these options to make day-to-day nursery attendance as convenient as possible for families and to provide children with access to a wide range of experiences. All children continue to receive high-quality care and provision, whether or not optional charges are selected. **Any children not claiming funding will automatically receive all the extras listed above.**

**Due to life-threatening allergies on site, food must not be brought into the nursery unless specifically agreed in advance by the nursery management team in line with our allergy and food safety procedures. We will look at reasonable adjustments case by case.**



### Nursery registration form

Once a place has been secured and offered, an **£85 non-refundable registration fee** and a **£500 deposit** will be payable. Please see the Terms and Conditions for full details regarding the return or forfeiture of the deposit.

Childs full name:	Date of birth:
Home Address and post code:	Male or female

Parent 1 Name and Title:	Do you have parental responsibility? Yes or No if no - name of person who does:
Occupation:	Mobile number:
Email address:	
Parent 2 Name and Title:	Do you have parental responsibility? Yes or No if no - name of person who does:
Occupation:	Mobile number:
Email address:	

Please contact us your child has a severe allergy before registering

### Funding, Sessions and Optional Charges/packages- please tick

Place type required Please tick	Full day care only (not funded/not eligible)	Mix funded and paid hours	15 hour funded <b>ONLY</b> (3 and 4 year old only)	30 hour funded <b>ONLY</b> (9 month plus)	Unsure
Funding status Please tick	Not applying/ not eligible		Applying/ applied		Code if known
Days required Please tick	Monday	Tuesday	Wednesday	Thursday	Friday
Flexible on days - please tick	Yes			No	
Preferred start date					
All meals/drinks package	Opt in	Opt out	Enrichment and care package	Opt in	Opt out

Please note fees on the next page already include food/enrichment package details of these items are on parent pack page.

Reason for choosing us?	
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Parents/Guardians signature: ..... Date: .....

Please note: this registration form incorporates the nursery's Terms and Conditions.

By registering with Aspire Day Nursery Ltd, I confirm that I have read and agree to the nursery's Terms and Conditions.



**Fees and Financial Arrangements - September 2025 to August 2026**

Aspire Day Nursery Ltd is open Monday to Friday, 7:30am to 6:30pm, 51 weeks per year.

We close for:

- Bank Holidays
- 2 inset days each year
- 1 week from Christmas day to New Year's day
- Christmas Eve at 12:00pm

All fees are payable monthly in advance on the 25th of each month by standing order.

We offer care for a minimum of 2 days per week. If booking 2 days, one day must include a Monday or Friday, subject to availability.

**Children - 9 months and a term to 3 year and a term-** (Funded rate with meals, enrichment and care package included)

Number of days	Daily	Monthly fee Non funded All inclusive fee	Funded rate	Funded hours claimed for Extended per week (spread over 51 weeks)
5	£101	£2146.25	£1432.07	30
4	£104	£1768	£996.08	30
3	£104	£1326	£522.61	30
2	£104	£884	£348.41	20

**Over 3's and a term entitled to funding for 15 and 30 hours** Funded rate with meals, enrichment and care package included)

Number of days	Daily	Monthly (15hours)	Funded hours claimed for Universal (spread over 51 weeks)	Monthly	Funded hours claimed for Extended per week (spread over 51 weeks)
5	£98	£1786.15	15	£1362.93	30
4	£98	£1344.29	15	£921.06	30
3	£98	£902.40	15	£479.18	30
2	£98	£460.53	15	£319.45	20

**Funding**

Government funded childcare is an annual entitlement, usually delivered over 38 weeks. As Aspire Day Nursery Ltd is open all year round, we stretch funding across 51 weeks.

The nursery management team will provide the nursery's own funding declaration / claim form for you to complete. Parents/carers must apply for their eligibility code themselves, where required, and must provide this to the nursery before the relevant term starts.

**How fees are worked out**

Fees are calculated based on:

- the number of days your child attends
- the total opening hours across 51 weeks per year
- the funded hours allocated across the year (where applicable)



Your child's funded hours are allocated across the year first. The remaining opening hours attended outside those funded hours are then charged at the nursery's usual rate.

### **Optional charges**

The fees shown are based on Aspire Day Nursery Ltd's standard fee structure and show the maximum usual monthly amount before any opt-outs are applied.

This standard fee structure assumes that optional charges for:

- Meals, Drinks and Snacks (see parent pack page)
- Enrichment and Care package (see parent pack page)

are included, unless a parent/carer notifies the nursery **in writing** that they wish to opt out.

Alternative fee breakdowns without optional charges are available before registering and on request.

### **Monthly fee calculation**

Monthly fees are calculated using the nursery's annualised formula:

Daily fee × number of booked days per week × 51 weeks ÷ 12 months

If a child starts or leaves part way through a month, fees will be charged at the relevant daily rate.

### **Help with childcare costs**

Have you checked whether you are eligible for Tax-Free Childcare or early years funding?

You can check your eligibility here: [Eligibility for 30 hours childcare - Best Start in Life](#)

## **Aspire Day Nursery Ltd - Terms & Conditions**

**Setting:** Aspire Day Nursery Ltd (the Nursery, we/us)

**Ofsted URN:** 2828574

**Address:** 1A Howard Road, Surbiton, KT5 8SA

**Tel:** 020 8241 9661

**Everyday email:** [info@aspirenursery.co.uk](mailto:info@aspirenursery.co.uk)

**App:** Connect Childcare/Parent zone (day-to-day updates)

These Terms & Conditions form a legally binding contract between Aspire Day Nursery Ltd and the parent/guardian/carer/family (Parent/you) responsible for the child's place and fees. By accepting a place and paying the deposit, and/or attending the Nursery, you agree to these Terms & Conditions.

### **1. Policies and Procedures**

1.1 All Nursery policies and procedures must be adhered to at all times.

1.2 Policies are available on request via email or on nursery premises.

### **2. Registration**

2.1 Once we have received the completed registration form, the Nursery will begin to process your application.

2.2 The registration fee is non-refundable.

2.3 Once you have registered with the Nursery, you are agreeing to the Terms & Conditions of the Nursery.



### **3. Offer Acceptance, Deposit and Minimum Sessions**

- 3.1 On acceptance of a place, a £500 deposit is payable to secure your child's place.
- 3.2 The deposit will be deducted from the final month's fees only where the required notice has been given in line with section 6 (Cancellation/Termination), and all fees are fully paid.
- 3.3 Once the deposit is paid to secure your child's place, should you decide not to take the place at Aspire Day Nursery, your deposit is non-refundable.
- 3.4 Spaces are for two days a week or more and if doing two days, one day must include a Monday or Friday depending on availability.
- 3.5 Providing you give the required notice to leave, your deposit will be deducted from last month's fees in full. Any outstanding fees owed to the Nursery will be deducted from your deposit at the end.
- 3.6 Should you wish to delay your child's start date, this can only be moved by 4 weeks providing you give at least 2 months' notice of needing to delay start. Any further moving of the place may result in loss of placement at Aspire Day Nursery.

### **4. Nursery Fees, Payment and Closures**

- 4.1 Fees are set out in a separate Fees Schedule. Fees are charged for booked sessions, not attendance.
- 4.2 We do not offer swap days (including for inset days, bank holidays, sickness, holidays, or any other absence).
- 4.3 Additional days/sessions may be requested subject to availability and are charged at full day/session rates.
- 4.4 Invoices are issued monthly on request.
- 4.5 Otherwise, at the beginning of your time with us we provide a continuous invoice/ongoing fee schedule (your regular monthly amount), which remains in place unless sessions or fees change.
- 4.6 Payments shall be made by the Parent/Guardian/Carer/Family monthly, in advance, on the 25th of each month for the following month (the due date) by standing order, bank transfer and government incentive schemes such as Tax-Free Childcare or childcare vouchers (where applicable).
- 4.7 If fees remain outstanding for more than 7 days, the Nursery may serve notice in writing to terminate this contract. The child may not be admitted into the Nursery until fees are brought up to date, and notice to terminate shall be regarded as a formal demand for all outstanding monies.
- 4.8 A fixed late payment administration fee of £50 will be charged for an overdue payment.
- 4.9 Suspension of sessions is a last resort and may be used where late payment is persistent/continuous.
- 4.10 The Nursery reserves the right to increase fees at any time upon giving two calendar months' written notice.
- 4.11 Fees still apply on all Bank Holidays (including Christmas Bank Holidays) and inset days, as the place is reserved and operating costs continue. No swap days are offered for inset days.
- 4.12 The Nursery closes between Christmas and New Year and closes at 12:00pm on Christmas Eve (if it falls on a weekday). As we charge for 51 weeks, not 52, the Christmas closure week is not charged.
- 4.13 The Nursery has 2 inset days a year and will be fully closed for staff training and development. The dates for 2026 are Monday 26th January 2026 and Monday 6th July 2026.
- 4.14 If the Nursery needs to close due to bad weather, power failure or other reasons beyond the Nursery's control, Parents will be informed as soon as possible and fees will not be refundable.
- 4.15 In the event of a lockdown (localised or national), the Nursery will request Parents to pay 25% of nursery fees during closure to support staff retention and nursery facilities.



4.16 In the event of room closure, Parents will be requested to pay 25% of fees during the room closure period.

4.17 Full fees are payable should your child be off with an illness including Covid. Isolation periods and exclusions must be followed according to public health and NHS advice. If your child requires one-to-one care due to illness, you will be expected to collect your child and care for them at home.

## **5. Government Funded Early Education & Childcare**

We offer Government funded childcare places in line with the Early Years Funding Code of Practice and the requirements of the Royal Borough of Kingston upon Thames.

From September 2025 onwards, most working families with children from the term after they turn 9 months old up to 4 years old may be eligible for up to 30 funded hours per week, subject to eligibility and availability.

More information can be found at:

<https://beststartinlife.gov.uk/childcare-early-years-education/15-and-30-hours-support/working-families/how-it-works/>

### **When Funded Hours Can Be Claimed**

Funded hours can only be claimed from the term after your child turns:

- 9 months old, and
- 3 years old

Funding cannot be backdated under any circumstances.

### **Funding Terms & Dates**

Spring Term: 1 January - 30 April

Summer Term: 1 May - 31 August

Autumn Term: 1 September - 31 December

Funding applies to children aged 9 months and over, subject to eligibility.

### **How Funded Hours Are Allocated**

Funded hours are allocated based on your child's booked sessions, not actual attendance.

- Children attending 2 days per week - we will claim up to 20 funded hours
- Children attending 3 days or more per week - we will claim up to 30 funded hours

A maximum of 10 funded hours per day can be claimed, in line with Government guidance.

### **Stretched Funding (51 Weeks)**

Government funding is paid for 38 weeks per year. As the nursery is open 51 weeks per year, we offer stretched funded hours, spreading funding evenly across the year.

This provides:

- Consistent childcare all year round
- More stable monthly payments

Funded hours are claimed directly from the Local Authority and are clearly shown as a deduction on your fee breakdown.

### **What Funded Hours Cover**

Funded hours contribute towards the cost of childcare provision only.



They do not include:

- Meals and snacks
- Consumables
- Trips and outings
- Care or additional services

These charges are optional and not a condition of accessing a funded place. For clarity and convenience, these costs are included in your monthly fee. Itemised invoices are available upon request.

### **Parent Responsibilities**

To access funded hours, parents must:

- Complete the Early Education Funded Hours Declaration Form
- Provide one parent's National Insurance number and date of birth
- Provide a valid funded hours eligibility code
- Reconfirm eligibility each term, as required by HMRC and the Local Authority

Failure to apply for funded hours or to reconfirm eligibility will result in full fees being charged. The nursery is not responsible for, and cannot amend, missed claims or expired codes.

Please do not email or provide your eligibility code until the declaration form has been issued by the nursery management team.

### **Grace Periods & Missed Funding**

Parents must monitor emails regarding reconfirmation. These emails and reconfirmation processes come from the Government/HMRC (not the Nursery). Reconfirmation happens directly with the Government systems and the Local Authority process, and the Nursery has no control over Government emails, reconfirmation decisions, grace periods, or eligibility outcomes.

Failure to reconfirm eligibility may result in entering a grace period and potentially losing funded hours for that term.

Funding cannot be reclaimed or backdated once a claim window has passed.

### **Changes to Sessions**

Changes to booked days or sessions may affect the number of funded hours that can be claimed. Funded hours cannot be transferred or backdated. Any shortfall will be charged at the nursery's standard rates.

### **Availability of Funded Places**

Funded places are offered in line with:

- The Early Years Funding Code of Practice
- Royal Borough of Kingston upon Thames conditions in place at the time
- The nursery's capacity to meet children's needs

### **Admissions & Waiting List**

We aim to offer childcare places fairly and transparently.

When demand exceeds availability, priority may be given based on:

- Length of time on the waiting list
- Siblings already attending the nursery (siblings are prioritised)



- The nursery's capacity to meet the individual needs of the child  
Families receiving additional Government support (including eligible 2-year-olds) may be prioritised in accordance with Local Authority guidance.

### **Fully Funded Place**

In line with our business model, we offer one fully funded 15- or 30-hour place, with priority given to employees who have children attending the setting. If this place is not taken by an employee's child, it will be offered to another eligible family.

### **6. Cancellation / Termination**

6.1 Two months' notice in writing is required should the Parent decide to withdraw their child from the Nursery. Notice must be received at the beginning of the month for it to take effect. Failure to provide notice will render the Parent liable to the Nursery for two months' fees.

6.2 Notice must be in writing and emailed to the Nursery Manager and should be received on the 1st day of the month.

6.3 Should a Parent wish to reduce sessions, two months' notice in writing is required at the beginning of the month.

6.4 Fully funded children: If a child is attending on a fully funded place, 4 weeks' written notice is required to withdraw.

6.5 Fully funded means: the child does not attend more than their funded entitlement hours (i.e., there are no paid hours above funded hours).

### **7. Nursery Hours and Late Collection**

7.1 Nursery hours are 07:30 until 18:30 Monday to Friday, 51 weeks per year. The Nursery is closed on all public and bank holidays.

7.2 If a bank holiday date or day changes, the Nursery will follow the updated UK government bank holiday date.

7.3 Please aim to arrive by 18:20 to ensure collection is complete by 18:30.

7.4 If you are running late, you must contact the Nursery before 18:30.

7.5 Late collection fees: £15 for collection between 18:30 and 18:45. After this time it is charged at £1 per minute. If you have not contacted the Nursery, we will follow our uncollected child procedure.

### **8. Collection Arrangements (Authorised Collectors)**

8.1 Children will only be released to a Parent/Guardian or to an authorised collector where the Nursery has received prior consent.

8.2 If someone else is collecting your child, the Parent must provide a photo of the person collecting by email or WhatsApp in advance and provide the agreed password (where used).

8.3 Authorised collectors must be a minimum of 16 years old.

8.4 We may refuse release of a child if we cannot safely confirm authorisation.

### **9. Uncollected Child Procedure**

9.1 If a child has not been collected and we cannot contact Parents/emergency contacts, escalation starts at 19:00.

9.2 We will contact children's social services to seek advice and if required we will contact the police.



## **10. Sickness and Medication**

- 10.1 Children are not permitted to attend nursery if they are suffering from illness that is considered contagious or dangerous for the child.
- 10.2 If the Nursery believes symptoms are contagious or unsafe, the child must be collected.
- 10.3 Once the Nursery has contacted the Parent, Parents must collect their child promptly (within 1 hour). If Parents are not contactable, emergency carers will be called.
- 10.4 Children are not permitted back into the Nursery until they are well again - 48 hours after diarrhoea or sickness has stopped.
- 10.5 The Nursery follows UKHSA infection control guidance and our Nursery Handbook rules.
- 10.6 Pain relief (Calpol/ibuprofen or similar): children must not attend if they have been given pain relief medication.
- 10.7 Prescribed medication: the first 24 hours must be given at home before the child attends Nursery.
- 10.8 Where an inhaler or EpiPen is required, it must be provided and kept on site.

## **11. Non-solicitation of Staff**

- 11.1 During this agreement and for 6 months following termination, Parents must not employ or knowingly entice away a member of Nursery staff for private work/employment.
- 11.2 If a Nursery staff member is employed by a Parent, the Nursery may charge a reasonable recruitment/administration fee to cover replacement costs.

## **12. Information Sharing**

- 12.1 In signing these Terms & Conditions you agree for the Nursery to pass on information relating to your child's progress to their next setting/school, including transition assessment, observations and learning journey information (where applicable), and safeguarding information sharing where required.

## **13. Data Sharing, Storage and CCTV**

- 13.1 We only share data with relevant people and agencies where necessary, including the Local Authority as required and other agencies (police/social services) where legally required.
- 13.2 Sensitive data given to us will be stored securely.
- 13.3 CCTV is onsite for security and safeguarding. CCTV is stored for 8 weeks. Access is restricted to management and the proprietor only. CCTV is not routinely shared with parents.

## **14. Complaints**

- 14.1 Complaints should be raised with the Manager first.
- 14.2 If unresolved, complaints should be made in writing by email.
- 14.3 If still unresolved, complaints can be escalated to the Proprietor.
- 14.4 Where appropriate, a mediator may be involved.
- 14.5 We aim to resolve all complaints within 28 days (often sooner).
- 14.6 Parents may contact Ofsted if they believe the Nursery is not meeting requirements.

## **15. Communications and Formal Notices**

- 15.1 Day-to-day updates may be shared via Connect Childcare and sometimes WhatsApp.
- 15.2 Formal notices (including notice to terminate/reduce sessions, and formal complaints) must be made by email to [manager@aspirenursery.co.uk](mailto:manager@aspirenursery.co.uk).



15.3 Everyday communication (general enquiries, day-to-day matters) should be sent to [info@aspirenursery.co.uk](mailto:info@aspirenursery.co.uk).

15.4 Updates to fees and Terms & Conditions will be communicated via Connect Childcare and WhatsApp, and may also be sent by email.

## **16. Variation, Acceptance and Severability**

16.1 There shall be no variation of this agreement unless it is in writing and made between duly authorised representatives of the Nursery.

16.2 The Nursery may make changes to these Terms & Conditions if and when required. Where changes are made, we will notify Parents in line with section 15 (Communications and Formal Notices).

16.3 The above Terms & Conditions are considered to be fair and reasonable. In the event of any term being found by a Court of Law to be unreasonable or unenforceable, that term shall be removed but the agreement shall remain in full force and effect.

16.4 The Parent has read and understands the Terms & Conditions and undertakes to be bound by them.

## **17. Discounts**

17.1 NHS discount: If you work for the NHS, we are able to offer a 10% discount if your child attends the nursery 4 or more days. Proof of NHS employment must be shown.

17.2 Sibling discount: If you have siblings at the nursery, you will receive a 10% discount on the second child whilst both children attend.