In order to register your child, we require the completion of a Registration Form and payment of a £150.00 non-refundable registration fee. The form provides us with contact details and other necessary information, which helps us respect parental wishes and fully meet the needs of every child. A place for your child is secured once all documents have been completed and the £1,000.00 deposit has been paid in full. to The Robin Montessori Nursery

**Deposit:**

A full-term notice is required in writing, by email to info@therobinmontessori.com, to terminate a child's place for any reason. Otherwise, one term's fees in lieu of notice will be due, and the deposit will not be refunded. Verbal notice is not accepted. If parents withdraw their child during this notice period, the fees shall still remain payable.

**To provide a full term’s notice, the latest you can notify us by email is on or before the last day of the term preceding the one you wish to leave.**

Please note that if you secure a place by paying the deposit and later decide not to take it before the child starts, the deposit will not be refunded. A full-term notice must be given to avoid being liable for one term's fees in lieu of notice.

The deposit will be refunded without any notice requirement once your child reaches the final year of nursery before transitioning to reception.

**Paymen**t **Fees:**

Fees are payable two weeks before the first day of the term. Parents who withdraw their child before the end of the term, whether for holidays or other reasons, must pay the term’s fees in full. Parents with children starting after the beginning of the term will be charged pro-rata.

**Non-payment:**

We reserve the right to suspend any child’s attendance at the nursery when there are unpaid fees.

**Recovery of Unpaid Fees:**

If fees are not paid in full by the due date, a surcharge of £20 will be added for every day until the fees are paid in full. All costs incurred in the collection of unpaid fees, including administrative costs and disbursements to solicitors acting on behalf of the nursery, will be recoverable in full.

**Refund an Appropriation of Fees:** There will be no refunds for absence because of sickness or for any other reason.

**Attendance:** For children who are 2 years old, a minimum attendance of three morning sessions per week is required . For children who are 3 years old , a minimum of five morning sessions per week is mandatory. This attendance schedule is to ensure that all the children benefit from consist engagement in our nursery program.

**Start-Date Deferral Requests:**

The Robin Montessori does not accept deferral requests and expects parents to adhere to the start date they selected on the preferred sessions form. Exceptions may be made in special circumstances, but these must be discussed with the management team.

**Booking sessions:**

You will receive a booking form prior to the start of each term, where you can select the sessions you would like your child to attend (subject to availability ).

Please note that once you have selected the sessions, you will be charged for them, as we do not allow any reduction of sessions booked for the upcoming term.

**Termination:**

The Robin Montessori reserves the right to terminate a child’s place in the event of unpaid fees or if a parent or guardian exhibits unacceptable behaviour. In such cases, the £1,000.00 deposit will be refunded in full.

**Potty training :** Children in the Robin 2 classroom (pre-reception class) are required to be potty trained.

**Opening times:**

The Robin Montessori is open from 8:00am to 16:00pm Monday to Friday during school term times, as per the terms published on the website. We consult with primary schools in the area to try and adapt to their term times.

**Closures:**

The Robin Montessori is committed to minimising the number of closures of the setting in order to provide reliable childcare on which families can depend. However, while we are fully aware of the disruption a closure can cause to families, it is not always possible to remain open for every day of the term.

Closures are categorised into two areas:

* Planned Closures: These are closures that are planned for in advance and families are given sufficient notice to ensure that other arrangements can be made for children on these days. INSET days, school and public holidays fall into this category.
* Unplanned Closures: These are unforeseen closures that are not planned for and therefore not in the control of The Robin Montessori. Examples are closures due to staff sickness, bad weather, pandemics, natural disasters, building/ utilities problems, public disorder and terrorism.

The management reserves the right to invoice parents in the event of unplanned closures due to public health notifications.

**3&4 years funding:**

The Robin Montessori accepts the 15-hour funding for 3 & 4-year-olds, available to all families starting the term after the child turns three. The funding will reduce your term fees, but parents are responsible for covering any additional costs exceeding the entitlement. We will request that you complete a declaration form to confirm your child's eligibility. This information will be passed on to Hammersmith and Fulham Council each term to request funding.

For further information on the 3 & 4 year old offer please contact the Hammersmith & Fulham Family information service on 0845 313 3933 or email fis@lbhf.gov.uk

**Medical Conditions:**

Parents must notify in writing of any existing medical conditions or any learning difficulty of the child for which particular medical or special supervision is required.

**Settling in Period:**

The Robin Montessori recognises that each child is different and that the settling in period for one child may not be the same for another. This settling time often helps the child to familiarise with the new environment, teachers and new friends. We will work in partnership with parents to settle their child into the nursery environment by offering two introductory sessions lasting approximately 30 minutes each before the child starts.

When the children start at The Robin for the first week or two they have the option of starting later and leaving earlier in case the parents and key teacher feel they will benefit from an initial short stay. The time will be arranged on a case by case basis. This flexible and staggered starting time helps each child in the period of transition as the teacher can spend more time with each child and parent at the door. We advise the children to arrive at 9:30am and stay until approximately 11:00am during the first few days.

We encourage the parents to leave the child as soon as they can after the drop off, with the understanding that if the child has been upset at the separation we will contact them soon after to reassure them that their child has settled. If the child continues to be upset, we will contact the parent/ carer asking them to return to nursery.

During the settling period, activities and experiences provided in the nursery are geared towards helping the children settle into their new environment and routines, in response to how each child is progressing.

If a child still needs support to help them to feel safe and happy in the nursery, we would continue to work closely with the parents/ careers to help enable the child to feel confident within the setting.

**Collection of Children:**

The safety of the child is paramount and therefore if someone other than yourself is going to collect your child from the Nursery we require you to set up a password or sharing a picture of the person collecting the child. The Nursery staff will not release the child unless those information have been provided.

**Late Collection:**

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed as soon as possible. Beyond a period of 5 minutes there is an extra charge of £1 per minute. If the designated adult is late in picking up their child without prior warning, the provision of the Lost or Uncollected Child Policy will be activated.

**Medical Details:**

Please inform the nursery of any changes to your child's medical records. We will administer medication prescribed by a qualified healthcare practitioner, provided a medical consent form is completed.

**Existing Injuries:**

If your child has sustained an injury outside of nursery (e.g., a bruised knee), please inform us, as we must record injuries that occur outside of nursery hours in our Existing Injury log book.

**Head Injuries:**

If your child has sustained a head injury, even if they seem fine, please let us know. Symptoms of head injuries can be delayed for up to 48 hours, so we need to monitor your child.

The Robin Montessori will inform of any head injury that occurred at the Nursery by phone. (Please note, a member of the staff will call you even if the injury is minor)

**Illness:**

To prevent spread of infection within the Nursery, please keep your child at home if they are ill.  
As a guideline:

* For a full 48 hours since they last vomited / had diarrhoea
* 24 hours after any temperature has returned to normal without medication
* In the case of chicken pox, until the spots have completely scabbed over
* Head lice: children cannot attend nursery until they have been treated by medicated shampoo.

Should you have any doubts about your child’s well-being and whether they are contagious, please contact your GP.

**Uniform:**

Children will be expected to wear The Robin Montessori smock to protect their home clothes and the nursery backpack. Extra smocks can be purchased at the Nursery.

**Naming:**

Please make sure that **all your child**’**s belongings are named.** As well as footwear and clothing, this includes lunch boxes and drink bottles.

**Shoes:**

We recommend sensible shoes with Velcro fastening. Velcro also helps children to be independent, which is one of our aims at The Robin Montessori.

Indoor shoes must be worn at all times.

**Change of Clothes:**

Please provide at least one change of clothes for your child, including socks and pants, in case they get wet. We suggest that you leave a change of clothes in your child’s bag on their peg.

**Lunches:**

We do not refrigerate lunch boxes so parents are asked to include an ice pack.

**The Robin Montessori is a nut free zone.**

**Comments, Suggestions and Concerns:**

We are always available to discuss any comments, suggestions or concerns that you may have about your child. We take our partnership with parents very seriously, so please be in contact with us about any concerns, large or small. You can contact us by phone, email ([info@therobinmontessori.com](mailto:info@therobinmontessori.com)) or in person. The office is available for any confidential conversations. We are always trying to improve our service, so we value your feedback – please do share your feelings and ideas.

Signature :

Date:

Policy written by Elisa Fernandez Romero in September 2020

Reviewed by Agnese Mugnai in September 2024is different and that the settling will be discussed with the parent/carer so we may meet his/her individual needs and resolve any difficulties quickly and smoothly.