

BROOK HOUSE NURSERY

ADMISSIONS, VISITORS. SETTLING IN and NON-ATTENDANCE POLICY



Visitors

All visitors, including parents, builders, and professionals, are required to present their ID, sign the visitors' book, and leave their phones in the office. Visitors will not be permitted to be unaccompanied. Please refer to '*Use of mobile phones and other devices policy*' for further information.

Joining the nursery

Prospective parents are encouraged to book an appointment to visit the nursery. This can be done through our website, email, or telephone. To minimise disruption for the children, we offer two appointment slots each day at 10:15 AM and 3:15 PM. We also send parents all requested documentation, including the admission policy, fees, funding information, and the application form to join the waiting list. Once parents have booked their appointment, they are asked to bring an ID for the visit. During the viewing, parents cannot be left alone; they need to leave their mobile phones in the office and sign the visitor book.

Waiting List

Nursery places are subject to availability. If there are no places available, parents will be given the opportunity to join the waiting list.

When a place becomes available within a suitable age group, parents of a child on the waiting list will be contacted (via email and/or telephone) and offered a place. We will update you regularly about the availability.

The following criteria will be considered when allocating spaces:

1. Existing children requiring more days.
2. Siblings of existing children.
3. Children requiring full time care.
4. Children requiring part time care.

If you request two or three days per week only, we reserve the right to require that one of those days be Monday or Friday.

Deposit

To secure a space at the nursery we require a deposit of £500 per child to be paid when you accept a place. The full deposit is returned once the child leaves the nursery, subject to full settlement of fees. If you decide not to take the offered space and the deposit has been already paid, you need to provide us with a minimum of two calendar months' written notice (e.g. email).

Changes to number of days

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If you decide to reduce the number of days prior to your child starting at the nursery, you need to provide us with a minimum of three calendar months' written notice (e.g. email).

If you reduce the number of days less than three months before starting, we reserve the right to withdraw your place. If, however, we are still able to confirm your place, full fees for the original number of days would still apply for the first month.

This also includes siblings.

Changes to start date

Prior to joining the nursery and once the deposit has been paid, you may delay your child's start date by up to two weeks providing us with a 2 months calendar written notice.

If you decide to delay your child's start date by more than 2 weeks, your place will be withdrawn and you will go back on the waiting list, and you will lose your deposit.

If you would like to ensure that the place is reserved for you, full fees will apply from the original start date.

This also applies to siblings.

Settling in

Brook House Nursery has an established settling in programme, which we have found helps to smooth a child's introduction to Nursery life.

The first session will take about 30-45 min and we invite you to stay with your child/ren.

This session will take place one week before your child's start date, at either 10.15am or 3.15pm. This is an opportunity for you to ask any questions you may have. Feel free to bring your little one's comforter or favourite toy. This is also a good time to bring a bag with essentials to leave on your child's peg and a large pack of nappies if needed. The bag may include spare clothing appropriate to the weather. Please label all belongings.

The length of the second visit can be discussed with staff, and is decided on an individual basis, depending on your child's needs.

The time of settling in sessions will increase as the week progresses. The longest one will be about 2.5 - 3 hours and we will ask you to leave your child/ren with us for either lunch or tea, and possibly a nap.

The message that we are jointly trying to give to your child, is that you will return and that the Nursery is fun!

Brook House has an 'open door' policy, and parents are welcome to drop in at any time to see their child. The door fobs work between 4pm-4.30pm and after tea time from 5pm until 6pm, parents may access using their fob key.

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Parents are also welcome to telephone or email at any time during the day.

Once your child has started

Changes to number of days

Please note that once your child has started the nursery, if you would like to reduce the number of days, you need to provide us with one month's written notice (e.g. email). This applies to existing children. If you would like to leave the nursery you need to provide us with two calendar months' written notice (e.g. email).

Non-attendance:

- If a child is absent and we are informed of their reason for absence this will be recorded on the Famly app
- If a child is absent without an explanation a telephone call (to priority and secondary numbers, e.g. home and work) will be made to the main carer to establish the reason for the absence. We will wait until 10am before making the phone call.
- If no contact is made, then we will follow this process:
 - Contact any second main carer (to priority and secondary numbers, e.g. home and work)
 - Contact the first emergency contact number
 - Contact the second emergency contact number.
 - Contact the third emergency contact number
- If contact cannot be made by telephone call we will try via email or Famly app
- If there continues to be no contact and there is cause for concern, the health visiting service and/or the Children and Family service will be contacted to ascertain if family support may be needed
- In more urgent cases, the police may be contacted to carry out a welfare check.

Policy review date	Name and signature