



FAQ at Enquiry Stage

Q What happens once I have submitted my enquiry form?

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1. The Bookings Team actions enquiry forms weekly
 2. If the full requirement is available you will receive an offer of a place pack including confirmation of the place, an enrolment form, a contract and details of how to pay your deposit and retainer.
 3. If the full requirement is not available the Bookings Team will contact you by telephone or email to discuss your options
 4. Enrolment forms, contracts, deposit & retainer must be sent back to Nursery within 14 days of the offer being made, otherwise the place offered will be withdrawn.

Q What hours are you open?

A The nursery is open Monday to Friday. The morning session is 7:30 am to 1pm and the afternoon session is 1pm to 6pm. Please note entry before 7:30am or 1pm session starts is not feasible due to ratio management in accordance with the Childcare policies. Likewise, children must be collected and leave the building by 1pm and by 6pm accordingly. Late collections will be charged for to cover extra staffing costs incurred.

Q What if I accept a place and do not start at the Nursery?

A If your child does not start at the Nursery you will lose both your deposit and your retainer as these are non refundable if the child does not start Nursery.

Q What if I need to reduce the number of sessions that I have booked for my child?

A You must give 4 weeks notice in writing to reduce any sessions, before or after your start date, otherwise you will be charged in full for the sessions that have been booked.

Q What if I need to change my original start date

A You must give 4 weeks notice in writing to request your start date to be change. You may only change your start date once, thereafter you will be charge in full for the sessions booked from the start date.

Q How will my child be introduced to Nursery

A Approximately 4 weeks before your start date the Team Leader of the room your child will be starting in will get in touch with you to arrange "settle sessions". These sessions will build in length of time over approx 3 weeks until you are happy your child is settling. These sessions are non-chargeable. The settle sessions timeframe is individual to each child, the Nursery staff will work with you in getting this right for your child. During the settle session you will be asked to complete "getting to know you forms" these will assist the staff team in getting it right for your child.

Q How & when will I receive my invoice?

A Invoices are calculated the first working day of each month. To receive your invoice on the day created please complete an invoice by email request form available from Nursery Office or complete the section of the enrolment form, otherwise invoices will be posted or distributed from Nursery office.

Q How are holidays accounted for in the invoices?

A The fees are calculated over a 49 week year to take account of holidays and are charged on an equal monthly amount on your invoices. However during the months your child starts and finishes at Nursery you will be charged for the actual number of sessions attended. This also applies to the months where you make any changes to your attendance pattern. Every child must take 3 weeks holidays per rolling year from start date. The days that Nursery is closed at Christmas and New Year can be deducted from holiday total if they fall on days of your usual attendance pattern.

Q How do we pay invoices?

A Payment is due no later than the 10th calendar day from invoice date and a £20 surcharge fee is made for late payment. Payment can be made by Childcare Voucher, Standing Order/Bank transfer, Cash or Cheque or any combination. All payments into the Nursery bank account must be identified.

Q What are the nursery policies?

A The nursery policies are fully documented and available in constant view in our main building foyer. Our Aims and Mission statement along with high level policies are stated on our website www.lesenfants-nursery.com

Q What food does my child get?

A We plan National Standard nutritional menus which are available to view on our room notice boards. We change the menus on a regular basis. We take account of nutrition, children preferences and requests, allergies and encourage the children to experiment as palettes mature. We provide breakfast, morning snack, lunch, afternoon snack and light tea depending on the sessions attended. Our light tea is not a main meal, it is served to keep children going until they have their main meal at home.

Q How will I receive communications from the Nursery

A As we encourage the children to be environmentally friendly we try to lead by example by sending communications via email where possible instead of printing. We have a regular E-News that is sent to the email address registered as the family main email. Other communications are as required and usually sent by email. Please let us know if you do not have access to email and we can arrange for you to receive a hard copy. It is important to keep us informed of any changes to email addresses especially if you use an employment email and change jobs.

Contact Details:-

Telephone: 01467 623240

Email: info@lesenfants-nursery.com

Website: www.lesenfants-nursery.com