



## Little Loveders

### The setting

Your child's welfare and happiness are most precious to you, so our priority is to provide a home from home environment whilst he or she is in our care.

Little Loveders is located in an exclusive area at our setting, specifically allocated for the care of the under twos. The room is spacious, light and airy and full of resources tailored for babies and toddlers to learn through play and exploration.

There are well planned areas of the room where your child can experience sensory play, soft play, movement, creative play, role play, a cosy area with books, water and sand, and a sound and songs area.

A separate outdoor play area has been established for Little Loveders with age appropriate resources.

Little Loveders is well secured and separate from the rest of the setting, but there will be times in the day, as your child gets older, when they will be introduced to, and begin to mix with, the older children. Learning to socialise is an important developmental step and this contact provides a context for this as well as preparing your child for the step up to the nursery at around two years of age. Their parents and Key Person will play a big part in this transition as will the nursery's Two-year-old Co-ordinator, ensuring that the child's emotional and physical needs are met.

### Initial Visits

We can allow sufficient time to show you around not just Little Loveders, but also the setting as a whole. We hope that you will come to view the setting as the right place for your child right through to when he or she moves to Reception class and perhaps beyond, in our out of school club. Please phone or email us to arrange a visit to view our facilities.

### Booking in

To book in, you will need to complete and sign our booking form. This enables you to request the sessions you need, to provide all the personal details that we are required to hold for you and your child, and confirms that you accept our terms and conditions.

To secure your child's place, you will need to pay a deposit in advance of four weeks' fees when you book in. This deposit is returnable as it will be used as payment towards your initial bill.

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### Pre-attendance visits

We encourage you to come with your child for several visits of around an hour so that your child gets to know the surroundings and the key staff here. We do not put a limit on the number of sessions. We will agree with you what will be best for you and your child. Normally we would expect two or three visits to be sufficient. You will not be charged for these. This will also give you, the parent(s), the opportunity to spend some time with your child's key person to discuss home routines such as nap times, bottle/feeding routines etc that you would like us to follow here

### Attendance

We accept bookings for mornings (8am to 1pm including lunch), afternoons (1pm to 6pm including tea) and all day (8am to 6pm including lunch and tea). If your child is not able to attend a booked session, it is important to phone us to let us know.

### Who will care for your child

Frankie Cuell, the Under Two's Co-ordinator, is the senior member of staff in Little Loveders. She will be assisted by Stacie McCallum and Sabrina Muir, Nursery Nurses. Absence of any of these key personnel will be covered by one of our other qualified members of staff. Where numbers of children require it, further members of staff will be allocated to Little Loveders as required, on a day by day basis. We will ensure that the children are cared for by familiar faces. However, it is also our policy for all our staff to work in Little Loveders from time to time in order to get to know the children, so that relationships have already started to form before the time comes for transition to the main nursery.

### Feeding

There will be significant age and developmental differences between the children attending Little Loveders and differences in parental preferences, so consequently the children will have very different feeding requirements.

However, it is our policy whenever possible to create a communal lunch and snack experience.

Parents will normally want to choose the formula, bottle and teat that their child will use. The formula, bottles and teats must be named by you and we will store them in the Little Loveders kitchen. Our staff will prepare the formula in accordance with the formula guidance, immediately before the feeding times agreed with you. We will ensure that it is used within the guidance dates on the tin/packet. We will have reserve stock of good quality formula, bottles and teats in the event that your supplies have been exhausted for any reason.

Children's transition from formula to other milk, to be provided by us, will be managed in accordance with parents' guidance and good practice.

We have a qualified chef who prepares lunch, snacks and teas for the wider nursery. Each day, we will select from the menu the most suitable dishes for the under twos. Dependent upon each child's development, they will be fed this directly or in mashed or pureed form. Parents will need to provide a breakfast should they wish us to feed their child on arrival (before 8:30 am).

### Personal care

Most parents have a preference for the type of nappy they wish to use, so we ask you to provide sufficient of these in a named bag (which we will provide). The bag can also be used to hold other personal care items and medicine. If we run out of your nappies, we would use one of ours, which we keep in reserve stock.

Each child has its own needs including how much sleep and when. We will record your unique knowledge about this and use it as the primary guide in order to give your child the rest he or she needs. There is a separate sleep room with cots/beds for this purpose.

Medicines will only be given to a child if the parent has signed a consent form in advance. A record that the medicine has been administered will be kept and will be checked and countersigned by the Under Twos Coordinator or the nursery Supervisor.

We hold stock of high quality factor 50 sun cream. Every day between 1 April and 30 September, we will apply this to all children, irrespective of weather, as cloud cover is not sufficient to prevent overexposure to UV radiation, and also apply on days outside this period at our discretion. Please let us know if your child has any skin sensitivities for which they need any special sun cream, which you will need to provide and we will keep in their named bag.

### Developmental support

We will be working within the EYFS framework. Our initial focus will be to support your child in the three prime areas of learning and development; personal, social and emotional development, physical development and communication and language. Activities will be planned daily around the needs of the children who are attending in order to ensure that they are individually supported in their developmental journey. Photos and observations will be taken and added to your child's Learning Journey Book to record their time at Little Loveders.

### Billing

You will be billed in advance for your booking. Payment is due by the end of the first week of the billing period (normally four or five weeks). We have to commit resources and thus costs in advance to support bookings, so payment is due irrespective of attendance

Fees (introductory offer for attendance until 31 March 2015)

Morning	£30
Afternoon	£28
All day	£58
All week	£275

Extra fees.

We reserve the right to add a fair additional fee to your next bill, in the following circumstances:

that a parent does not collect their child on time

that, other than on the odd occasion, we are obliged to provide our nappies, formula, or other products

Payment

Our preferred methods of receiving payment for fees are

Internet payments to our account (BACS)

Employee vouchers

Cash, in the event that a parent has neither a bank account or credit card.

None of the above methods incur additional charges.

Personal Visa and Mastercard UK credit cards - an additional fee of 2.5% per transaction will be added to the bill total.

Personal Visa and Mastercard UK debit cards - an additional fee of £1.00 per transaction will be added to the bill total.

Cheques - an additional fee of £2.00 per cheque will be added to the bill total.

Any failed transactions such as returned cheques will incur an additional charge of £10 to be added to the bill total.