



Parents as Partners

At Fairytale we understand and support that you as Parents are the primary educator of your children and that as an educational and caring environment, we can offer support to you and your child if ever the need arises.

As a business we are here to provide a service to you and your children and we will give you as much information as possible upon commencing the place, regarding the ethos and management of the nursery and the care that your child will receive.

We would ask that you share your care patterns/ routines with us to enable us to gain an insight to your child when they begin their time with us. We would also ask that you provide us with other relevant information to enable us to fulfill our commitment to you.

It is important to Fairytale that we offer the same care to your child as you would and therefore, we would ask that all admission forms be completed fully and accurately with as much detail as possible. This will ensure that your child receives the best care and attention possible.

We would ask that you communicate your needs to us on an on-going basis to ensure that staff are able to identify additional areas which may not be covered by the admissions form- Educational needs, care routines. We would ask for your support in ensuring a smooth-running nursery by agreeing to complete relevant forms when necessary and answering questions as required on an on-going basis e.g. medication requirements etc... This will assure you that your child is receiving the best care possible.

We would ask that all paperwork be completed fully and signed, and that you read your contract of care carefully as disagreements about terms and conditions of the setting are not negotiable, hence when signing said document you are agreeing to abide by them.

Fees are payable monthly in advance and can be paid using a variety of methods. Please see relevant information/contract of care for more details

- **If your child is to be absent from nursery, we would ask that you telephone us on 01384 230400 or 01384 823425 and inform staff. This will enable us to establish illness patterns and cancel food requirements for the day.**
- We have a variety of nursery policies that staff must adhere to, these can be seen in the main reception, if you wish to have a copy of any of these please ask a member of staff.

We must ask that you inform us of any changes in circumstances which could affect/ alter any details completed on the admissions form i.e. emergency contacts, or any changes that may affect your child's behaviour

WE WILL

- Make you fully aware of all Staff/Volunteers/Students in attendance to assure you of your child's safety always.
 - Offer support /advice to all if required in a friendly and non-undermining manner.
 - Make you fully aware of all policies relating to the care of your child in the nursery
- Offer regular parents/staff meetings to discuss your child's progress and development within their playrooms.
 - Give you annual questionnaires to enable you to have your say
- Confidentiality- Any information given no matter how insignificant it may be will be kept confidential always, as with any records kept.
 - The opportunity to view your child's learning journey whenever you require.
- A safe, secure environment with professionally competent staff, offering a varied and wide range of fun and educationally based curriculum.
 - Caring and committed staff and management.
- Ensure that you receive an up to date contract of care, with all relevant information as and when it changes
 - Try to keep you inform of any changes that may have cause and effect to you.

We hope that this policy will enable you to enjoy a happy time here at Fairytales Day Nursery. If you have any queries regarding this policy, please feel free to contact Debbie.

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