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**NORTH STAR NURSERY**

**ALLOCATION POLICY FOR NURSERY PLACES & HOLIDAY CLUB**

1. General Policy
   1. The allocation of nursery places will be the overall responsibility of the Nursery Manager, in consultation with the Management Committee where necessary.
   2. The nursery policy is that all children attend nursery for a minimum of three sessions per week[[1]](#footnote-2), sessions are: 8am until 1pm and 1pm until 5.45pm.
   3. All allocations will be made approximately two to three months prior to the intended start date or earlier in some cases, to minimise vacant spaces for considerable lengths of time.
   4. The following priorities will be taken into account when allocating a place (in order):

* The child has a sibling or siblings already in the nursery
* The client is a UKRI[[2]](#footnote-3) or nursery employee
* Quantity of sessions required (the child requiring the highest number of sessions will be given priority)
* Intended start date of care required
* Best match to available sessions following discussions with client
* The client is an immediate family relative[[3]](#footnote-4) of a UKRI or nursery employee
* Best match to available sessions following discussions with client
* Date of initial enquiry
* Payment of a non-refundable deposit to secure a nursery place.
* Once an allocation has been made, that place will not be re-allocated until the child leaves the nursery unless the child is on a short-term contract.

On acceptance of a place, a deposit of £100.00 is required to secure the place. This is non-refundable upon cancellation of the place. If the place is taken up, the deposit will be refunded when the child leaves the nursery (offset against the final invoice).

The nursery requires a minimum of four weeks’ notice, prior to the agreed start date, for a client to make reductions in the number of sessions they require or to cancel their place without incurring any further charges. If such changes are made within four weeks of the agreed start date, then the client will remain responsible[[4]](#footnote-5) for payment of fees at the following rates:

1.5 Cancellation of place or reductions in sessions:

The client will remain responsible for the payment of one month’s fees in full, from the agreed start date (pro-rata for the number of sessions booked).

1.6 Deferral of start date:

Once a contract is signed, should a client wish to defer the agreed start date then the client will remain responsible for the payment of fees at a reduced rate of 50% of the monthly fee due from the original agreed date to the new start date. The deferred period can be for no longer than three months. Alternatively, a client who cannot pay deferral costs would need to cancel their place (note 1.5) and their childcare requirements will be re-allocated based on our potential client waiting list, considering the priorities in 1.4.

1.7 All financial transactions will be handled directly between the nursery and the client.

1.8 The Nursery Manager will report regularly to the Management Committee on allocation matters.

2. Holiday Club Spaces

UKRI employees and Nursery staff are given a two-week priority booking period for the Holiday Club. Booking dates for UKRI staff, nursery staff, and external clients are available on the website.

Holiday Club places are allocated on a first come, first served basis, both during the priority booking period and after once bookings are opened to external clients.

All bookings must be made by calling the nursery office or by e-mailing [info@northstarnursery.co.uk](mailto:info@northstarnursery.co.uk). The nursery office will confirm whether a space is available and advise of the fees.

To reserve a space, full payment must be made within five working days from the date the booking is made. Invoices/receipts will be sent out at least ten working days before the club opens.

A waiting list is in operation, so should a space be cancelled, we may be able to offer it to others on the waiting list on a first come, first served basis. Clients should make it clear if they wish to be included on this list and for which days they would like their child/ren to attend.

Changes or cancellations

**Any changes or cancellations will be charged in full if not received at least ten working days (two weeks) before the club opens. Refunds may not be guaranteed should it not be possible to resell spaces booked.**

Appeals process

Any parent/guardian wishing to appeal the decision made regarding the allocation of a nursery or holiday club place for their child, should follow the steps outlined in the Complaints Procedure. This is available to view on the nursery website, and on the noticeboard in the nursery.

Policy on places for the children of Nursery and Holiday Club staff

Available nursery and Holiday Club places can be offered to the children of nursery staff and will attract a discount on UKRI rates, provided that the conditions set out below are satisfied.

This policy will apply equally to all permanent members of nursery and holiday club staff employed directly by North Star Nursery Ltd. who have successfully completed their probationary period.

The child will not normally be placed in a room which is directly supervised by the parent.

The commitment to a nursery placement is permanent until the child leaves the nursery.

Nursery or Holiday Club staff who leave the employment of North Star Nursery Ltd. Will no longer be eligible for a discount.

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| This policy links to: | Equality, Diversity & Inclusion Policy  Allergy Inclusion Policy  Special Educational Needs and Disabilities Policy  Consent Forms  Complaints Procedure |

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| **Policy Review History** | |
| January 2013 | v.1 |
| January 2015 | v.2 |
| February 2017 | v.3 |
| January 2020 | v.4 |
| January 2022 | v.5 |

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| **This policy will be reviewed in January 2024 unless a review of events, legislation or guidance from health professionals or Ofsted indicates that a review should take place sooner.** |

**Signed …………………………………………………………… Dated ………………………………**

**Print ……………………………………………………………… Nursery Manager**

**Signed …………………………………………………………… Dated** 28th January 2022**…………**

**Print** Michal Filtness**…………………………………………… Reviewing Committee Member**

1. The nursery manager may waive this requirement to allow for short term extenuating circumstances lasting no more than one month. The nursery will not allocate a place to a child for fewer than 3 sessions per week on an ongoing basis. [↑](#footnote-ref-2)
2. UKRI employees include UK Research & Innovation, UK SBS and the UK Space Agency. [↑](#footnote-ref-3)
3. Defined as a parent, child or sibling [↑](#footnote-ref-4)
4. The nursery may waive this requirement in extenuating circumstances [↑](#footnote-ref-5)