

Hours

We are open from 7:00am – 7:00pm Monday to Friday, 51 weeks of the year.

We are closed all bank holidays and the days in between Christmas and New Year. If your child attends nursery on these days they are non-chargeable days.



Fees

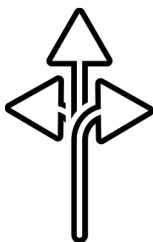
Fees include all meals, snacks, formula for infants, milk (cows, soya & oat), nappies, sudocrem, suncream and sensitives wipes.

Fees are due in advance on or before the 25th of each month, and we issue invoices mid-month for the following month. Unfortunately, there can be no refunds for sickness or holidays. Fee increases are calculated in October and are based on the previous year's running costs. These are then applied in the following January's invoice and will be communicated in writing via email.



Fee Structure (Minimum 2 half days)

All Year Round	
Full Day (8:00 - 18:00)	£53
Prime Hours (9:00 - 16:00)	£40
Morning Hours (8:00 - 13:00)	£28
Afternoon Hours (13:00 - 18:00)	£28
Term Time / FEL Extra Sessions	
Full Day (8:00 - 18:00)	£58
Prime Hours (9:00 - 16:00)	£44
Morning Hours (8:00 - 13:00)	£32
Afternoon Hours (13:00 - 18:00)	£32

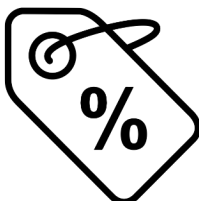


Flexibility

You can extend your session day (subject to availability) adding hours each way.

Additional Hours (1 hour either side of any sessions) £10

Additional 1/2 Hour (1/2 hour either side of any sessions) £7



Discounts

Full time plans (5% discount),

Sibling discount: We offer a discount if you have two or more siblings in nursery at the same time (5%). The discount is applied to the child with fewer sessions, or to the oldest child if they have an equal number of sessions.

NHS - Discount (5% discount)

Discounts do not apply to FEL claiming children.



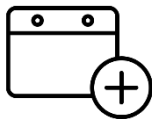
Funding

We Offer funded hours for working families in England with 3 and 4-year-old children for a total of 1,140 hours per year. Fixed Funded Hours are 9-12am and 1-4pm.

Do I qualify for funded hours?

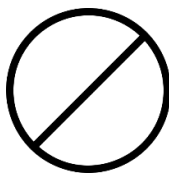
You, and any partner, must each expect to earn (on average) the equivalent of working 16 hours a week at your national minimum wage (£125 at the National Living Wage, less if you are on the National Minimum Wage) If you, or your partner, are on maternity, paternity or adoption leave, or you're unable to work because you are disabled or have caring responsibilities, you could still be eligible.

You can't get 30 hours free childcare if you, or your partner, expect to earn £100,000 or more. Your child can start in their childcare place the term after they turn 3 years old and have received a valid 30 hours code, whichever is later. Term start dates are 1st September, 1st January and 1st April.



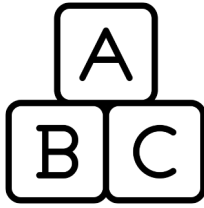
Ad hoc days

You can purchase extra ad hoc days. Ad hoc days can be booked at any time. (Subject to availability)



Plan Swaps

Please note, we do not allow plan swaps between families or between siblings. Or swapped days.



Registration

In order to register your child for Once Upon A Time Daycare and join our waiting list, please complete a registration form via the website on the 'Register Your Child' button. One of our team will then be in touch.

Parents are required to pay a registration fee of £300 to secure your child's place, £100 of this fee will become a non-refundable Joining / Admin fee.

At the end of your contract with us (when your child leaves our setting) subject to our terms and conditions you will be refunded the £200 deposit.



Plan conditions

Unless you are taking a place in a newly launching nursery, intake happens at the beginning of every month. Minimum attendance is two half days. All conditions are subject to availability.



Waiting list

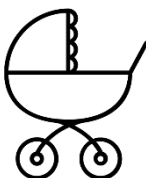
Availability is assessed on a termly basis, taking in to account any leavers or room moves. We will inform you if a place comes available.

If your child does not receive a place to start at the requested time, they will remain on the waiting list until a place becomes available.



Tours

Our managers have a set amount of slots for tours throughout each month and will invite families on the waiting list to view in the order that they have registered their interest.



Allocation of places

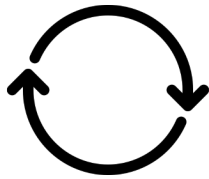
Places are offered on the basis of the following order of priority:

- A child with a sibling already at the nursery
- Full time place requests
- The date of waiting list registration



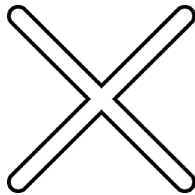
Accepting a place

In order to accept a place, you are required to pay a place acceptance fee of £300 which must be paid within 48 hours. At the point you accept a place. Upon receipt of your acceptance fee, we will confirm your sessions are secure.



Making changes to your plan

Should you wish to decrease the number of sessions your child attends/is due to attend, 6 weeks written notice is required, which must then be confirmed by email by OUATD. This is applicable prior to starting and during your time with us. Should you wish to increase your plan, additional days are based on availability and are not guaranteed. Decreases in your child's plan are also subject to availability and we cannot guarantee that we'll be able to offer your requested days, as we have to balance our staffing and attendance evenly across the week. FEL claiming children are required to give a terms notice.



Cancelling a confirmed place

Cancelling your place, both prior to starting and during your time with us, requires 3 months written notice:
Cancelling more than 3 months prior to starting: We will refund your £200 acceptance fee if you cancel your child's place more than 3 calendar months ahead of your child starting nursery with us. Your £100 joining / Admin fee will remain non-refundable.

Cancelling less than 3 months prior to starting: We ask that you inform us as soon as possible. We will not be able to refund either your £200 acceptance fee or your £100 joining fee, and you will be liable for any fees over and above the value of the £300 acceptance fee, that are payable during the 3 month notice period.

Cancelling during term: We require 3 months notice, which means that your contract with the nursery will not end until 3 calendar months after the day on which you contact us to cancel your child's place. You will be responsible for paying the fees during that time. All outstanding fees remaining will need to be paid in full.

Updates

Please let us know of any changes that you wish to make to your waiting list requests. Any updates should be made in writing to info@onceuponatimedaycare.co.uk. The registration fee and deposit will need to be paid directly into our bank account via our online payment portal. Please get in touch with Kat for more information.