



Admissions Policy

Admission Policy

Dicky Birds Nurseries endeavour to have an inclusive and fair admissions policy and procedure, to have a clear order of priority for offering places in our nurseries and to offer excellent customer care to parents/carers with children on our waiting list.

This Admissions Policy and Procedure explains how we manage admissions and enrolment of children into our nurseries and should be viewed in conjunction with our Terms & Conditions which can be found at www.dickybirds.co.uk/terms-and-conditions.

Please contact Head office on 020 8942 5779 or admissions@dickybirds.co.uk with any queries regarding our Admissions Policy and Procedure.

a) Equal Opportunities and Data Protection

b) Schedules of attendance

c) What we have waiting lists for and order of priority

d) The Internal Waiting List (IWL)

e) The External Waiting List (EWL)

f) Activities

f) Useful Information

g) Terms & Conditions

h) Who to contact

a) Equal Opportunities and Data Protection

We are keen to represent a cross section of members within the community and do not discriminate against children or families, or prevent entry into our setting, on the basis of colour, ethnicity, religion or social background.

We do not discriminate against children or adults with learning difficulties and disabilities or refuse entry to our setting because of learning difficulties or disabilities. We would develop an action plan to ensure that children or adults with learning difficulties and disabilities can participate successfully in the services offered by the setting and in the curriculum.

In compliance with current UK data protection legislation, any data provided/collected by Dicky Birds nurseries regarding a child/adult/family will be kept secure and treated with confidentiality. The data collected will only be used by Dicky Birds Pre School Nurseries Ltd and will not be disclosed to any external sources without prior consent.

b) Schedules of attendance

Attending the Full Day Care nursery for 1 day per week (Full Day Care only): A parent/guardian who wishes for their child to attend the nursery 1 day per week will be obliged to take a Monday or a Friday.

Should a parent/guardian wish to reduce their child's days at the nursery to 1 day per week, it is likely they will be required to reduce to either a Monday or a Friday. If these days are not available then we would do our best to honour the family's preferences.

For children joining a Dicky Birds nursery from June 2017 onwards*



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Attending the Full Day Care nursery for 2 or 3 days per week: A parent/guardian who wishes for their child to attend the nursery or to reduce their days to either 2 or 3 days per week, will be obliged to take either a Monday or a Friday as part of their child's schedule. If these days are not available then we would do our best to honour the family's preferences for the day(s) available.

*For families who have children in attendance at a Dicky Birds nursery prior to 1st June 2017, we will do our best to honour their preferences for those attending for 2 or 3 days per week, subject to availability.

c) What we have waiting lists for and order of priority

We offer the following care at our sites and have waiting lists for each site:-

- 62 Claremont Road & Claremont Hall, Surbiton: Full Day Care
- Dundonald Road, Wimbledon: Full Day Care
- Queens Road, Wimbledon: Full Day Care
- Raynes Park: Full Day Care and Breakfast & After School Club* – Term Time
- St Andrews Church, Surbiton: Breakfast and After School Club - Term Time

* Places are for children with younger siblings who also attend the setting (Raynes Park only)

Each waiting list is divided into an Internal (IWL) and External (EWL) Waiting List

Priority is given in the following order:-

- 1) Children of families with exceptional circumstance/special needs - whether based on social or medical grounds. Supporting evidence will be required upon registration and an assessment will be undertaken to ensure the nursery concerned is suitable to cater for the child's individual needs
- 2) Internal Waiting List - families with children already attending a Dicky Birds nursery
- 3) External Waiting List - families with children who used to attend a Dicky Birds nursery
- 4) External Waiting List - families with children who have not attended a Dicky Birds nursery

d) The Internal Waiting List

Our Internal Waiting List consists of:-

Children currently attending a Dicky Birds nursery who need to change or increase their days/sessions

Children who have a sibling already attending a Dicky Birds nursery and who will be joining when the sibling is still in attendance*

Children who need to transfer from one Dicky Birds nursery to another

*Children whose siblings have left the nursery will join the EWL but will have priority over children who have not attended a Dicky Birds nursery.

Children on our IWL have priority over children on our EWL and will be offered places in the order of date and time that the IWL request was made by the parent/guardian and relevant to the appropriate room for the child.

Joining the IWL

New children joining the nursery will be added to the IWL once their place has been secured with an Agreement form signed by the parents/guardians and when all applicable fees have been paid.



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Children already attending a Dicky Birds nursery will be added to the IWL on the date that the request is made in writing by the parent/guardian. The parent/guardian must request to join the IWL either by email to admissions@dickybirds.co.uk, or in writing to our head office address. If a request is made by telephone the parent/guardian will be asked to confirm the request in writing.

Children with a sibling already attending the nursery will need to be registered via our online registration form <http://www.dickybirds.co.uk/register-now.html>. There is no registration fee to add a child with a sibling already attending the nursery to the IWL if they are going to attend the nursery at the same time as their sibling.

If a sibling leaves the nursery then the child not yet attending will be moved onto the EWL (please see External Waiting List section for further details).

Confirmation of joining the IWL

Once the completed registration form/written request has been received by our head office the child will be placed on the IWL in date and time order of which the registration form/written request was received.

The parent/guardian will be sent an emailed to confirm their child's place on the waiting list.

Availability of a place

We understand fully the importance of siblings being in the same nursery together. However we cannot guarantee second/third children a place in the nursery for the dates or days/sessions requested.

The changing of and increasing of days/sessions is subject to availability and may be dependent on availability per room/group. We are not able to confirm or guarantee exactly when a change or increase of days/sessions will become available.

Should a parent/guardian wish to reduce their child's days at the nursery to 1 day per week, it is likely they will be required to reduce to either a Monday or a Friday. If these days are not available then we would do our best to honour the family's preferences.

A parent/guardian who wishes for their child to attend the nursery or to reduce their days to either 2 or 3 days per week, will be obliged to take either a Monday or a Friday as part of their child's schedule. If these days are not available then we would do our best to honour the family's preferences for the day(s) available.

For families who have children in attendance at a Dicky Birds nursery prior to 1st June 2017, we will do our best to honour their preferences for those attending for 2 or 3 days per week, subject to availability.

Offer of a place

We will contact the parent/guardian to confirm the availability of a place usually 8 weeks in advance of a requested start date for a Full Day Care place and 1 full term in advance of a requested start date for a Term Time/Breakfast After School Club place. In some circumstances we may be able to contact the parent/guardian earlier than the periods stated above and reserve the right to require a decision from the parent/guardian based on this early notification.

As soon as we have knowledge of a place becoming available we will contact the parent/guardian by telephone or email to offer the place.

We will attempt to contact the parent/guardian by email/telephone over a period of 3 working days to offer a place. If we are unable to contact the parent/guardian during the 3 working days we will assume that a place is no longer required for their child and will change their status to 'Inactive' on the waiting list.

Considering a place

From the date that the offer is made, the parent/guardian will have a maximum of 5 working days to decide whether to accept the place. If the parent/guardian fails to contact us or confirm acceptance of the place within 5 working days, the place will be offered to the next child on the waiting list. If we receive no contact from the parent once a place has been offered, their child will become 'inactive' on our waiting list.

Refusal of a place



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The Parent/Guardian has the right to refuse any places offered for their child by up to 5 times. After the 5th refusal the child will have their status changed to 'inactive' on the waiting list.

A child with an 'Inactive' status on the waiting list

If a child is 'Inactive' they will not be offered a place in the nursery unless the parent/guardian has requests that the child is 'reactivated' on the waiting list and they have confirmed that they are ready to accept a place.

The child will then be placed back on the waiting list in the order that they originally registered.

Places will be subject to availability.

Accepting and securing a change or increase in days/sessions

Once a change or increase in days/sessions has been confirmed by our head office an Agreement email will be sent to the parent/guardian to confirm the change. The parent/guardian must reply within 3 working days to secure the change. Once the Agreement email reply has been received by the Head office, the change or increase in days / sessions is confirmed and we will require 8 weeks' notice to cancel the change for a full day care place and one full term's notice for a Term Time/Breakfast & After School Club place.

Accepting and securing a place for a second and additional siblings in the nursery

Once a parent/guardian has been offered a place for their child they will be given a deadline date to secure the place. Failure to secure the place by the deadline date will result in the place being offered to the next child on the waiting list.

For a Full Day Care place; a Child Entry Form (The Agreement) completed online / paper form, a deposit (details of the current deposit are set out in the Fees List) and 1 full month and applicable part-month fees in advance will be payable upon acceptance of the offer of a place. For Term Time/Breakfast & After School Club place; a completed and signed Confirmation of Acceptance form (The Agreement), deposit (details of the current deposit are set out in the Fees List) and 1 full term's fees in advance will be payable upon acceptance of the offer of a place. When the child leaves the nursery the deposit will be repaid without interest to the parent/guardian by means of Bacs online payment and any outstanding fees will be deducted from this sum.

Offer and acceptance of a full day care place without a start date

At certain times of the year we may be able to guarantee a new sibling a place or an existing child an increase/change of days at the nursery without a confirmed start date.

The start date will be confirmed at a later date - usually with 8 weeks' notice or more.

It may be an offer of multiple days in which case the start dates for those days may not coincide (i.e. they may not fall within the same week) and may be staggered across multiple weeks.

The start date(s) will be confirmed to the parent/guardian formally via email.

We will do our best in all instances to match the parent/guardian's ideal start date(s) as closely as possible but cannot guarantee it.

The parents/guardian will be required to sign an Agreement form and return it to the nursery with a deposit to reserve the place.

By signing and returning the Agreement form the parents/guardians confirm that they are accepting the start date(s) in advance.

Once the start date(s) has/have been confirmed it/they cannot be brought forward or put back and at least 8 weeks' notice is required to cancel each or all of the days.

Once the start date(s) has/have been confirmed the parent/guardian will be required to pay one full month and the applicable part month fees in advance. The fees in advance must be paid prior to the first day of the month that the child starts with us.

Cancelling or deferring a child's place prior to the child's start date



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A child's place is deemed accepted upon Dicky Birds receipt of the Agreement form signed by the parent/guardian.

The deposit is non-refundable if a child's place is cancelled.

The one full month's and applicable part month fees/full terms fees in advance are refundable if eight weeks' notice is given for a full day care place and one full term's notice for a Term Time/Breakfast & After School Club place.

If a parent/guardian decides to defer their child's start date they will need to re-join the waiting list and a later start date cannot be guaranteed. The deposit of £250.00 is non-refundable should a parent/guardian decide to defer their child's start date and re-join the waiting list.

Cases of serious illness or genuine hardship may receive special consideration upon written request.

Events requiring notice

Notice to leave the nursery, reducing days/sessions: A minimum of 8 weeks written notice for a Full Day Care child and 1 full term's written notice for a Term Time/Breakfast & After School Club place is required to reduce days/sessions. Notice must be made in writing to our Head office by email/post to admissions@dickybirds.co.uk / Dicky Birds Pre School Nurseries Ltd, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU. In lieu of notice fees charged will be 2 full months' fees for a full day care place, 1 full term's fees for a Term Time/Breakfast & After School Club place, or at the rate that would have applied had the child attended the nursery. Once written notice has been received the notice date is final and cannot be brought forward or put back. Receipt of notice will be sent to the parent/guardian within 5 working days. If a receipt is not received within this time period the parent/guardian must contact Dicky Birds Head office immediately as the notice may not have been received. The notice is not deemed accepted until a parent/guardian has been sent a receipt. Once all fees are settled the deposit will be refunded. Dicky Birds nursery reserves the right to deduct outstanding fees from nursery funding and deposits.

Cases of serious illness or genuine hardship may receive special consideration upon written request.

e) External Waiting List

Our External Waiting List consists of:-

Children whose siblings have left a Dicky Birds nursery

Children who have not attended a Dicky Birds nursery

Children whose siblings have left a Dicky Birds nursery have priority over children who have not attended a Dicky Birds nursery.

Joining the EWL

Parents/guardians will need to register their child/children via our online registration form.

Registration fee

There is a registration (administration) fee of £50.00 payable upon completion of the online registration form.

Payment of the fee should be made by via the online payment gateway upon completion of the registration form. If payment cannot be made the parent/guardian must contact our head office to arrange an alternative method of payment.

The registration fee is non-refundable under any circumstances other than those set out below.

If the parent/guardian has registered prior to visiting their chosen nursery(ies) the registration fee is refundable within the 24 hours after the visit.

To receive the refund the parent/guardian must contact our head office within 24 hours of the visit to be removed from the waiting list and have their registration fee refunded.

If the parent/guardian is unable to make the visit appointment they must contact our head office in order to reschedule. If the appointment is not rescheduled then the original viewing date will apply.



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Why do we charge a registration fee?

The registration fee helps to cover the administration of being on our waiting list. This involves all communication with you including regular email updates about the progress of the waiting list.

You will have access to our dedicated Admissions Team who will be able to update you about your child's place on the waiting list and discuss at any time your options and requirements.

You will also have the opportunity to visit the nursery as many times as you would like prior to being offered a place with us and receive free settling-in sessions at the nursery once your child has been offered a place.

Confirmation of registration

Once the completed registration form and fee have been received by our head office the child will be placed on the EWL in the date (and time) order in which the registration form and fee was received or whichever has been received the latest.

The parents/guardians will be sent an emailed receipt and a copy of the registration form to confirm their child's place on the waiting list.

Availability of a place

Places are subject to availability and Dicky Birds cannot guarantee nursery places.

Priority for nursery places is given to certain categories of child. Therefore a child's position on the waiting list is fluid and subject to change.

We will contact the parent/guardian to confirm the availability of a place usually 8 weeks in advance of a requested start date for a Full Day Care place and 1 full term in advance of a requested start date for a Term Time/Breakfast After School Club place.

In some circumstances we may be able to contact the parent/guardian earlier than the periods stated above and reserve the right to require a decision from the parent/guardian based on this early notification.

As soon as we have knowledge of a place becoming available we will contact the parent/guardian by telephone or email to offer the place.

We will endeavour to offer the days/sessions requested by the parent/guardian. However, if we are unable to offer what is requested, we will offer days/sessions that we do have, with the option to increase or swap when the requested days/sessions become available.

If places are not available by the requested start date

If the requested start date has passed then the child will remain on the waiting list until a place becomes available unless the parent/guardian explicitly requests that the child is to be removed from the waiting list.

Offer of a place

We will attempt to contact the parent/guardian by email/telephone over a period of 3 working days in order to offer them a place. If we are unable to contact the parent/guardian during the 3 working days then we will assume that a place is no longer required for their child and we shall change their status to 'Inactive' on the waiting list.

It is the parent's/guardian's responsibility to inform our head office of changes to contact details or alternative contact details if they are away for a period of time.

Offer and acceptance of a full day care place without a start date

At certain times of the year we may be able to guarantee a new child a place at the nursery without a confirmed start date.

The start date will be confirmed at a later date - usually with 8 weeks' notice or more.

It may be an offer of multiple days in which case the start dates for those days may not coincide (i.e. they may not fall within the same week) and may be staggered across multiple weeks.



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The start date(s) will be confirmed to the parent/guardian formally via email.

We will do our best in all instances to match the parent/guardian's ideal start date(s) as closely as possible but cannot guarantee it.

The parents/guardian will be required to sign an Agreement form and return it to the nursery with a deposit in order to reserve the place.

By signing and returning the Agreement form the parents/guardians confirm that they are accepting the start date(s) in advance.

Once the start date(s) have been confirmed it/they cannot be brought forward or put back and at least 8 weeks' notice is required in order to cancel each or all of the days.

Once the child's initial start date has been confirmed the parent/guardian will be required to pay one full month and applicable part month fees in advance for the total amount of days that the child will be attending the nursery.

The invoice for the fees is likely to be issued 8 weeks prior to the initial start date but may be earlier if we are able to confirm the start date more than 8 weeks in advance. The invoice must be paid within 5 working days of the parents/guardian receiving it.

Considering a place

From the date that the offer is made, the parent/guardian will have a maximum of 5 working days to decide whether to accept the place or not. If the parent/guardian fails to contact us or confirm acceptance of the place within 5 working days, then the place will be offered to the next child on the waiting list. If we receive no contact from the parent once a place has been offered their child will become 'Inactive' on our waiting list.

Refusal of a place

The parent/guardian has the right to refuse any places offered for their child by up to 5 times. After the 5th refusal the child will have their status changed to 'Inactive' on the waiting list.

A child with an 'Inactive' status on the waiting list

If a child is 'Inactive' they will not be offered a place in the nursery or receive contact from the nursery unless the parent/guardian requests that the child is 'reactivated' on the waiting list and they have confirmed that they are ready to accept a place.

The child will then be placed back on the waiting list in the order that they originally registered.

Places will be subject to availability.

Securing a place

For a Full Day Care place; a Child Entry Form (The Agreement) completed online / paper form, a deposit (details of the current deposit are set out in the Fees List) and 1 full month and applicable part-month fees in advance will be payable upon acceptance of the offer of a place. For Term Time/Breakfast & After School Club place; a completed and signed Confirmation of Acceptance form (The Agreement), deposit (details of the current deposit are set out in the Fees List) and 1 full term's fees in advance will be payable upon acceptance of the offer of a place. When the child leaves the nursery the deposit will be repaid without interest to the parent/guardian by means of Bacs online payment and any outstanding fees will be deducted from this sum.

Cancelling or deferring a child's place prior to the child's start date

A child's place is deemed accepted upon Dicky Birds receipt of the Agreement form signed by the parent/guardian.

The deposit is non-refundable if a child's place is cancelled.

The one full month's and applicable part month fees/full terms fees in advance are refundable if eight weeks' notice is given for a full day care place and one full term's notice for a Term Time/Breakfast & After School Club place.



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If a parent/guardian decides to defer their child's start date they will need to re-join the waiting list and a later start date cannot be guaranteed. The deposit of £250.00 is non-refundable should a parent/guardian decide to defer their child's start date and re-join the waiting list.

Cases of serious illness or genuine hardship may receive special consideration upon written request.

Events requiring notice

Notice to leave the nursery, reducing days/sessions: A minimum of 8 weeks written notice for a Full Day Care child and 1 full term's written notice for a Term Time/Breakfast & After School Club place is required to reduce days/sessions. Notice must be made in writing to our Head office by email/post to admissions@dickybirds.co.uk/ Dicky Birds Head Office, Dicky Birds Pre School Nurseries Ltd, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU. In lieu of notice, fees charged will be 2 full months' fees for a full day care place, 1 full term's fees for a Term Time/Breakfast & After School Club place, or at the rate that would have applied had the child attended the nursery. Once written notice has been received the notice date is final and cannot be brought forward or put back. Receipt of notice will be sent to the parent/guardian within 5 working days. If a receipt is not received within this time period the parent/guardian must contact Dicky Birds Head office immediately as the notice may not have been received. The notice is not deemed accepted until a parent/guardian has been sent a receipt. Once all fees are settled the deposit will be refunded. Dicky Birds nursery reserves the right to deduct outstanding fees from nursery funding and deposits.

Cases of serious illness or genuine hardship may receive special consideration upon written request.

f) Activities

The activities that we offer

We offer a variety of activities at Dicky Birds.

We currently offer Dance, Tennis Club, Teddy Tennis, Swimming, Sports and Forest School.

These activities take place on the same day and time each week. The day and time of the activities is subject to review.

Further activities/sessions may be added subject to demand or may be cancelled due to lack of demand.

Dance and Swimming are available for 38 weeks of the year.

Tennis Club, Teddy Tennis, Sports and Forest School take place for 50 weeks of the year.

Each activity has a limit of children that can attend dependant on the nature of the activity, staffing and the space in which the activity takes place.

Further details of the activities their fees can be found on our website.

Criteria for taking part in these activities:

A child must be the correct age and be developmentally able to take part in the activity.

Suitability of the activity for the child may be discussed with the child's parent/guardian and the Nursery Manager before a child is offered a place to take part.

A child must attend the nursery on the day that the activity takes place. Exceptions may be made subject to availability and by arrangement with the Admissions Manager.

A child can attend more than one activity.

Places are subject to availability.

We do not run a waiting list for these activities. Places are offered in the following order of priority from the nursery's register of children attending the nursery:-

- 1) Children who attend the nursery on a full day care basis for 5 days per week



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- 2) Children who attend the nursery on a full day care basis for 4 days per week
- 3) Chronologically (oldest to youngest)

Offer and acceptance of an Activities place:

The parent /guardian of children suitable for the activity will be contacted via email for their child to be invited to take part in the activity.

Parents will be given 5 working days to accept a place. Places must be accepted in writing in response to the email invite.

Once a place is accepted the parent/guardian will receive email confirmation of their child's place.

If the parent/guardian does not respond to the email within 5 working days, the place will be offered to the next child on the register.

Declining an Activities place:

If a parent/guardian declines a place they can either opt to be offered a place the next time one becomes available or request that their child be made 'inactive' on the register.

If a child is 'inactive' on the register the parents will not be offered a future place for their child. However the parent/guardian can request that their child be 'reactivated' on the register at any time.

Activities Payment and Fees:

Fees for Activities include the cost of hiring a teacher, staffing and where applicable venue and travel costs.

Dance and Swimming (Term time activities):

Fees are payable monthly in advance for ten months of the year (not including July and August).

Our Dance and Swimming fees are based on 38 weeks of the year (excluding any bank holidays) spread equally over 10 calendar months. We review our fees each September.

'Teddy Tennis' and 'Tennis Lessons':

Fees are payable monthly in advance for twelve months of the year.

Our Teddy Tennis and Tennis Club fees are based on 50 weeks of the year (excluding any Bank Holidays) spread equally over 12 calendar months.

Payment of these activities is the responsibility of the child's parent/guardian.

The right is reserved to charge interest for late payment at a rate of 5%. Interest will be accrued on a daily basis for each day of late payment.

Activities fees are reviewed each September.

Please see the following links for full fees and information of our Activities.

Notice to cancel an activity:

Dance, Teddy Tennis and Tennis Club: Once a place has been accepted, a minimum of 8 weeks written notice is required to cancel a child's place. Notice must be made in writing to our Head office by email/post to activities@dickybirds.co.uk / Dicky Birds Head Office, Dicky Birds Pre School Nurseries Ltd, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU. In lieu of notice fees charged will be 2 full months' fees for Dance, Teddy Tennis or Tennis Club, or at the rate that would have applied had the child attended the activity.

Swimming: Once a place has been accepted a minimum of 1 full term's notice is required to cancel a child's place. Notice must be made in writing to our Head office by email/post to activities@dickybirds.co.uk / Dicky Birds Head Office, Dicky Birds Pre School Nurseries Ltd, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-



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Upon-Thames, Surrey, KT1 4EU. In lieu of notice fees charged will be 1 full term's fees for Swimming, or at the rate that would have applied had the child attended the swimming lessons.

Once written notice has been received the notice date for the activity is final and cannot be brought forward or put back. Receipt of notice will be sent to the parent/guardian within 5 working days. If a receipt is not received within this time period the parent/guardian must contact Dicky Birds Head office immediately as the notice may not have been received. The notice is not deemed accepted until a parent/guardian has been sent a receipt. Dicky Birds nursery reserves the right to deduct outstanding fees from nursery funding and deposits.

Forest school: Once a place has been accepted, we ask that you give three weeks notice via email so that we can offer the place to another little explorer.

Automatic cancellation of an activity:

A child's Activities place will be automatically cancelled should the parent/guardian give notice for the child to stop attending the nursery on the week day that the activity takes place. Exceptions may be made subject to availability and by arrangement with the Admissions Manager.

Instances where a child's Activities place may be cancelled

Failure to make payment for an activity:

If the child is no longer attending the nursery at the time of day that the session takes place (i.e. if they move to an opposing term time session, or are away from the nursery during the day because they are attending the classic of a community school nursery.)

If, once the activity has started, the activity no longer appears suitable for the child then a refund of any unattended but paid for future sessions may be made, subject to discussion with the Admissions Manager.

Events where a single Activities session may be cancelled:

In the event of severe weather the activity may be cancelled. A refund will not be made in the instance of severe weather cancellation.

If an Activities teacher is unwell or unable to conduct the session and a cover teacher has not been available. In this instance the child's account will be credited for the cost of the session. In the event that the child is leaving the nursery a refund of the session fee will be made.

Unforeseen circumstances that prevent the session taking place. Depending on the circumstances a credit to the child's account or a refund may be made.

Parents/guardians will be informed as soon as possible if an Activities session is cancelled. This may be before or after the cancellation has taken place.

Refunds for Activities sessions:

Fees for Activities sessions will not be refunded or waived for absence from the nursery due to sickness, family holiday or any other reason that a child does not attend the nursery on their allocated days.

g) Useful Information

There are no guarantees that we will have a place for your child when you need it

It is important for you to know first of all that joining our waiting list does not guarantee your child a place from the date that you want or on the days that you need. But rest assured that you will be offered a place with us eventually.

Why can't we guarantee you a place when you need it?

Our nurseries usually operate at full capacity and places usually become available only when children leave. Therefore we are reliant on children leaving and also sometimes on room capacity to be able to offer you a place.



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Some nurseries may be able to guarantee you a place for your child and this may be because they are not at full capacity.

How can we guarantee your child a place when you need it?

The long and short of it is that we can't. The earlier that you register the higher you will be on the waiting list and that is as much as you can do.

Dicky Birds crystal ball – predicting when places will become available

Our Admissions Team are always on hand to discuss likelihood of places with you. We can tell you how many other families are waiting for a place above yours (but this is not necessarily a good indicator of when you will be able to get a place with us) and we can also let you know how much movement there has been in the nurseries so far. However what we can't do is predict what will happen and when you will definitely get a place for your child.

Top tip – be flexible

If you can be flexible and accept any days that we have available, then you are more likely to get your ideal days more quickly. Accepting less days (i.e. if we only have one day to offer you) will also help as more often than not we have only one or two days to offer you initially.

Why is being flexible a good way to go – our Internal Waiting List

Once you have a place in the nursery your child will be added to our Internal Waiting List. Children on our Internal Waiting List are offered places ahead of those on the External Waiting List. The Internal Waiting List consists of children who already attend the nursery and their new siblings.

When we have a place to offer to you for your child

You will have chosen an earliest acceptable and an ideal start date for your child to join the nursery. When we have a place to offer you for your child you will usually hear from us 8 weeks prior to your to that start date. However there may be instances where we can contact you at short notice (a matter of weeks) or well in advance (a matter of 8 weeks or more).

If we are unable to get hold of you by telephone we will also send an email. We will then give you some time to decide whether the place is right for you. We can give you up to 5 working days to decide upon taking a place.

What if we don't have a place to offer you for your earliest or ideal start date?

Your child will remain on our External List until we have a place to offer you unless you decide you no longer require a place with us. A place will become available for your child eventually we just cannot guarantee when it will be.

Getting an update about our waiting list and places coming up

You are more than welcome to contact our us at any time and as many times as you like to discuss your child's place on the waiting list.

Accepting a place for your child

Once you have decided to accept a place with us you will be sent an offer pack and will be asked to secure your child's place with a deposit of £250.00 and a full month and any applicable part month fees in advance. This means that if your child is starting with us mid-month you will be required to pay fees in advance for the amount of days in the first month and full month's fees for the second month.

You will be given a deadline of 5 working days to secure your child's place with forms and fees.

What if we offer you a place and you feel it is too soon or that the days don't suit you?

This is no problem at all and is not unusual. We can move your child to a later month and/or adjust your requirements on our files. Your child can remain on our waiting list for as long as you need.

Will your child be moved to the bottom of the waiting list if you decline a place?

No they will not. You have a specific date and time that you registered your child (this can be found at the top of your registration form). When we come to offer you a place in the future - any child that was registered before yours will be offered a place first and any child that was registered after yours will be offered a place after you have been offered.



Admissions Policy

In anticipation of being offered a place

Please ensure that you have viewed your chosen nurseries. Once a place is offered to you, you will need to make a decision quickly as to whether you wish to take the place or not. If you haven't seen us for a while or last visited before your child was born, you may wish to book a refresher appointment.

Make sure that you are contactable - Do we have your correct contact details?

We would certainly not want you to miss out on a place so please make sure we have your correct contact details. Consider that you may have registered your child with your work email address and therefore if you are now on maternity leave you may need to give us a different email address.

Your requirements – if anything changes

Don't forget to let us know if your requirements have changed, if you are now flexible with your days or require an earlier or later start date. If you no longer require a place or wish to make changes to your requested start date please update us immediately as this will speed up our admissions process.

Your preferred nursery and your second choice

If you have registered your child for more than one of our nurseries we ask that you carefully consider whether you are happy to take a place at your second/third choice site. If you plan to transfer to your preferred site eventually, please consider that moving a child from one nursery to another can be very disruptive and that they will need to resettle all over again. We would suggest that a child changes nursery at the point when they are due to move up into the next room as this would be the natural time for a transition anyway.

Attending 2 nurseries – food for thought

We strongly recommend that children do not attend more than one nursery setting at a time. Children need to form a bond with their carers and other children and if they are attending multiple settings this can be difficult and confusing for them. We suggest that rather than two nurseries you look at using child-minders or nannies on the days that your child is not at nursery and when you need childcare.

Keeping us updated on your child's needs

Please let us know of any medical conditions or special circumstances in your child's life i.e. a new baby coming, bereavement or parent separation. It is important that we are aware of your child's needs when we offer you a place in the nursery as we want to make sure that we meet these needs appropriately.

If you have not yet seen the nursery(ies) you have registered for

Your registration fee is refundable within 24 hours of your visit to view the nursery if your viewing takes place after you have registered.

If once you have seen the nursery you feel that Dicky Birds is not for you, then please contact us to be removed from the waiting list and your registration fee refunded. You must contact us within the 24 hours after your visit or your registration fee will be non-refundable.

If you are unable to make the appointment please contact us to reschedule. If you do not reschedule then the original viewing date will apply.

We are unable to refund your registration fee under any other circumstances. Your registration fee is non-refundable 24 hours after you have viewed the nursery.

For more detailed information

Please take some time to read our Terms & Conditions and Admissions Policy which will fully explain our admissions procedure.

And finally.....

We understand that the very thought of your child starting nursery can be daunting and the experience of waiting to find out whether you have a place for your child can be frustrating. Feel free to give us a call with any questions big or small and we will be more than happy to help.

You can contact us by telephone 020 8942 5779 or email admissions@dickybirds.co.uk.



Admissions Policy

h) Terms & Conditions

This Admissions Policy and Procedure should be viewed in conjunction with our Terms & Conditions which can be found at www.dickybirds.co.uk/terms-and-conditions.

Review of the Admissions Policy and Procedure and Terms & Conditions

We reserve the right to alter our terms and conditions at any time. Written notification of all revised Terms and Conditions will be given.

Acceptance of Terms & Condition

Our Terms & Conditions are deemed accepted by the parent/guardian upon completion of the registration form to join our waiting list and once a child has been admitted to the nursery, upon a signed Agreement form having been received by our Head office.

i) Who to contact

Admission queries: Contact our Admissions Team on 020 8942 5779 or email admissions@dickybirds.co.uk

Accounts queries: Want to know more about funding and fees? Confused by child care vouchers and Tax Credits? Then contact our Accounts Team on 020 8336 2824 or email accounts@dickybirds.co.uk

Complaints: Please see our complaints procedure at [http://www.dickybirds.co.uk/South-London-Nursery-pdf?ct=t\(\)](http://www.dickybirds.co.uk/South-London-Nursery-pdf?ct=t())

This policy is to be used in conjunction with the following:-

Terms & Conditions <http://www.dickybirds.co.uk/South-London-Nursery-Terms-Conditions>

Waiting List registration forms <http://www.dickybirds.co.uk/South-London-Nursery-Enquiry-Form>

Reviewed	<i>10 March 2017</i>
Updated by	<i>Natali O'Farrell, Administration Manager</i>
Date to be Reviewed	<i>March 2018</i>