

Questions and Answers

March 2017

Do you accept childcare vouchers? – yes all vouchers are accepted

How do childcare vouchers work? – it is a scheme that you can join through your workplace

When do I need to pay my fees by? - Fees are due on the 1st day of each month, monthly in advance.

Will I pay the same amount each month or does this differ when there's a bank holiday? – you can set up a monthly standing order so that you are paying a fixed amount each month.

What should I do if I need to change my regular booking pattern, or cancel my child's place? – one month's notice is required to cancel or change your child's sessions

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What should I do if I need an extra session? - extra sessions can be booked through the office subject to availability

Do you keep a learning journey? - We use online learning journals that you can access that track your child's learning

How will you keep me informed about my child's development and daily activities? – all information about your child's development can be accessed through their journal. Daily information is passed on through daily diary books or sheets

When my child turns 3 how does FEEE work? – the government funding is deducted from your monthly invoice, we will need you to sign a form and bring in your child's birth certificate.

Do you provide 2-year-old funding? – yes

When are you closed for holidays? – we are only closed on bank holidays

How can I pay my nursery fees? – by bank transfer, cash or cheque

Do you offer sibling discount? – yes 15%

Do you offer just morning or afternoon sessions? - Yes

Do I need to pay if my child is off sick or on holiday? - Yes nursery fees are due in full for all absences

If my child is ill can they still attend nursery? - Please refer to the nursery for advice on our infection control policy's

Can I bring in medication? – yes we can administer medication but we need written permission from yourself to do this.

Do I need to provide nappies, pull-ups or wipes? – parents are asked to provide the nappies and wipes that suit their child best.

Do I need to provide food for my child? – all snacks and food are provided and cooked on site by our chefs

Do I need to provide bedding for my child? – your child will have their own set of bedding that is washed here weekly or as required

How many settling in sessions can my child have? – we provide as many settling in session that your child's needs for free, for them to be 100% settled before they start.

Can I leave my buggy and car seat at nursery during the day? - Yes you can, we have a storage area for these items

Can I phone the nursery during the day to see if my child is ok? – we operate an open door policy here, you can come and talk to us about your concerns at any time and you are welcome to call the nursery through the day to speak to your child's key person that will keep you updated on their day.

When should I book my nursery place? – please start looking as soon as possible to secure a place for your child, nursery places get booked up quickly.

Will my child be given a qualified key worker? – all children have a key person to take care of their and your every need.

Can I visit the nursery to view the setting before signing up? – we do recommend that you visit the nursery first to see if its meets all your and your child’s needs, show-rounds are available on request.

Where is Watermead located? - see the [contact page](#)

What is the staff to child ratio? - The staff ratios differ from room to room, we always ensure high levels of staffing

Do you have a prospectus? – yes we can send one out or you can pick one up when you look around the setting

Do you hold parent’s evenings? - We have termly parents meeting but you are welcome to book one at any time with your child’s key person.

Do you cater for children with special needs? – yes all children's individual needs are catered for

Do you cater for vegan or vegetarian diets? – we cater for all dietary requirements

What hours is the nursery open? – 7.45am untill 6 pm, additional hours can be arranged to suit your needs

Do you offer school days? - Yes school days are 8-2 or 9-3

Do you have a breakfast club/ afterschool club? – we have a variety of sessions available to suit your needs

Do you have a holiday club?- we run a holiday club for children from 4-11yrs

Can I park safely outside the nursery? – parking for drop off and pick up is available outside the nursery door and we have a large car park

What holiday activities do you run? – we have art, sports, dance, forest school and much more on offer