




Shooting Stars
Nurseries

Shooting Stars Nurseries - Sample Menus



We strongly believe that healthy eating in the early years helps to form a good foundation to support a healthy lifestyle and positive attitudes towards food as we grow up. Our 4 weekly rotating menus are updated regularly to ensure plenty of variety. All menus are carefully planned incorporating feedback from the children and parents, which helps us to provide a healthy and balanced diet that the children enjoy. All meals and snacks are freshly prepared by our onsite nursery cook taking into account weaning stages and special dietary requirements. We adhere strictly to food hygiene standards at all times.

Please speak to the Nursery Manager to discuss your child's individual requirements and to find out more about allergen information.

Spring/Summer Sample Menu

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast	Cereals & toast served with fresh fruit juice or a choice of fresh fruit	Cereals & toast served with fresh fruit juice or a choice of fresh fruit	Cereals & toast served with fresh fruit juice or a choice of fresh fruit	Cereals & toast served with fresh fruit juice or a choice of fresh fruit	Cereals & toast served with fresh fruit juice or a choice of fresh fruit
Snack	Breadsticks, satsuma & melon	Crackers, red pepper & pear	Oatcakes, cucumber & carrot	Rice cakes, grapes & apple	Breadsticks, banana & pear
Lunch	Pork stir fry with noodles	Chicken & mushroom stroganoff with brown rice	Lamb pasticcio served with salad & garlic bread	Smoked haddock & potato pie served with seasonal vegetables	Sausage, mash & peas with gravy
Vegetarian option	Vegetable stir fry with noodles	Vegetable stroganoff with brown rice	Quorn pasticcio served with salad & garlic bread	Cheese & leek pie with seasonal vegetables	Vegetarian sausage, mash & peas with gravy
Dessert	Banana split	Fruit upside down cake	Fruit yoghurt	Fresh fruit platter	Fresh fruit & ice cream
Tea	Assorted wraps with salad	Tuna pasta salad	Mackerel pate on toast with salad sticks	A selection of sandwiches	DIY summer couscous salad bar

Autumn/Winter Sample Menu

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast	Cereals & toast served with fresh fruit juice or a choice of fresh fruit	Cereals & toast served with fresh fruit juice or a choice of fresh fruit	Cereals & toast served with fresh fruit juice or a choice of fresh fruit	Cereals & toast served with fresh fruit juice or a choice of fresh fruit	Cereals & toast served with fresh fruit juice or a choice of fresh fruit
Snack	Pitta bread fingers, cucumber & pear	Oatcakes, red pepper & hummus	Oatcakes, cucumber & carrot	Breadsticks, banana & melon	Rice cakes, carrot & satsuma
Lunch	Homemade chicken korma with brown rice	Roast beef, Yorkshire pudding, roast potatoes, seasonal vegetables & gravy	Sausage & bean casserole with potatoes & broccoli	Creamy salmon & broccoli pasta bake	Lamb casserole with new potatoes
Vegetarian option	Chickpea & vegetable curry with brown rice	Quorn, Yorkshire pudding, roast potatoes, seasonal vegetables & gravy	Lentil & bean casserole with potatoes & broccoli	Broccoli & cauliflower pasta bake	Vegetable casserole with new potatoes
Dessert	Chocolate sponge with strawberry custard	Fresh fruit salad	Fruit jelly	Fruit yoghurt	Homemade blueberry muffin
Tea	Hearty pasta soup with bread Fresh Fruit	Sardines on toast Fresh Fruit	Spicy parsnip soup with bread Fresh Fruit	Jacket potatoes with a variety of fillings Fresh Fruit	Sandwiches with a variety of fillings Fresh Fruit



“

Couldn't speak more highly of this nursery! It's a little home from home and the staff are just fantastic in every way!

”



Shooting Stars Nurseries

Shooting Stars Nurseries provides the ultimate in care and education for children aged 3 months to 5 years. We pride ourselves on providing the highest quality of childcare in a rich, stimulating environment with caring, highly trained staff and excellent modern facilities, equipment and resources.

The business was founded in 2009 in Stourbridge by father-of-2 Jon Higgins. Driven by the demand for better quality childcare, Shooting Stars has since expanded geographically to form a small chain. We believe Shooting Stars meets this demand by providing caring, passionate staff, **Parentcam CCTV system**, excellent indoor and outdoor equipment and resources, a variety of extra-curricular activities and home-cooked, nutritious food. Our CCTV and physical security systems, Safeguarding Procedures, Safer Recruitment and Safer Employment Procedures underpin our **commitment to ensuring your child is safe and secure at all times.**

As an employer, **we value our hardworking staff** every day and we demonstrate this by providing ongoing training and support, career progression and time-out during the working day for planning and preparation of activities to support each child's development.

We hope you will explore our brochure to find out more about **the Shooting Stars difference**. We understand that choosing the right childcare provider for your child is a very important decision, so please contact your local setting if you require any further information to assist you. We look forward to welcoming you and your child to Shooting Stars soon.



“

Highly recommend!
Amazing staff and
resources and both
my children love
going! Makes going to
work a lot easier.

”

Working With You

Starting and Settling

At Shooting Stars we understand that starting nursery or moving from another setting can sometimes be an unsettling time for young children and parents alike. We therefore offer a bespoke, gentle and sensitive 'settling in' programme for your child, usually consisting of at least two complimentary visits, that are pre-arranged during the month before your child's official start date with us.

On the first visit we encourage you to join your child in their base room to give them reassurance when they meet their Key Person and the other children for the first time. On the second visit we encourage you to step out of the room to enable your

child to explore their new environment and resources independently. As we understand this can be difficult for some parents, you will be able to view your child's settling session on the CCTV screen for reassurance.

We offer full support during this transitional time and we hope that joining us at Shooting Stars will be a positive and exciting experience for you and your child.

Working Together - Parent Partnership

At Shooting Stars, we strongly believe that parents and carers are a child's first and most enduring educators. We also understand that when parents and

practitioners work together in Early Years settings, the results have an immensely positive impact on each individual child's development and learning.

Key Person

Each child is assigned a Key Person who has special responsibilities for a small group of children. These responsibilities include;

- Helping your baby or child to find the confidence to settle into the Nursery as well as to feel safe and secure in their environment
- Developing a unique bond with your child in order to enable them to develop their independence



- Meeting the individual needs of your child and responding sensitively to their ideas, feelings and behaviour
 - Developing a partnership with parents to ensure a smooth transition between nursery and home
 - Providing daily feedback on your child's day
 - Monitoring and sharing the progress of your child with you through careful planning, observations, record keeping and communication
- Handover conversation with your child's carer upon collection of your child
 - Access to your child's online learning journey
 - E-mail updates
 - Working in Partnership meetings
 - Health advice notices by email
 - Nursery Newsletters
 - A regularly updated, user-friendly website which features an exciting 'News' page where we post short articles giving an insight into the wonderful variety of activities the children take part in at nursery.
 - Closely monitored and controlled social media accounts

In order to achieve this partnership, we aim to provide a relaxed and welcoming environment for children and their parents/carers.

Parents are encouraged to communicate with their child's Key Person regularly to ensure the changing needs of the child are continuously being met. This regular communication will enable the nursery staff to plan for and record your child's progress and help them flourish. If you would like to arrange a Working in Partnership meeting with your child's Key Person, please let us know.

Communication

We communicate with you as parents on a regular basis in a variety of ways.

Room Transitions

When your child is ready to move up to the next base room, we will let you know so that we can begin planning for their transition. With a small group of their peers, your child will start to spend time playing in their new room to enable them to gradually get used to the new staff, environment, resources and children.

Before your child's room transition, we encourage parents to meet with their existing and new Key Person to share information about their child in a Working in Partnership meeting. This helps us to

ensure a smooth transition for your child into the care of their new Key Person, much like when they first settled with us at nursery. We hope that your child enjoys the excitement of taking their next developmental steps into their new room.

School Readiness

Our staff team works closely with parents, the local Early Years team and local schools in order to ensure our Pre-schoolers graduate feeling ready to spread their wings and flourish at 'Big School'.

The nursery is planned to emulate the home environment and as the children progress through our rooms the balance moves gently, but increasingly, towards that of a classroom environment in preparation for school.

The Early Years Foundation Stage framework facilitates our staff team to lay the foundations on which a solid Primary education can be built. This is achieved through offering a wide variety of imaginative, creative, physical and social activities, where the children enjoy learning through play every day.

We foster strong links with local primary schools and where possible we try to arrange for your child's Reception teacher to visit the nursery to introduce themselves, or for your child to visit their teacher at school, ahead of their school transition.





“

The best decision my husband and I ever made was choosing Shooting Stars nursery for our son. He absolutely loves it and he cannot wait for his nursery days.

”



“

I am eternally grateful for what you have achieved with my son in the first part of his life. He worships you all!

”

What To Expect

Quality assurance

Shooting Stars are registered with the Office For Standards in Education (Ofsted). Ofsted inspect and regulate childcare providers to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. Because we work closely with Ofsted to ensure compliance and constantly strive to improve, we see the inspection process as a positive experience. Our most recent Ofsted inspection reports are available on the Ofsted website.

We are members of the National Day Nurseries Association (NDNA), a national charity which aims to enhance the development and education of children in their early years. It seeks to develop,

encourage and maintain high standards in education and care for the benefit of children, their families and their local communities. We work very closely with local Early Years teams to ensure the highest quality of childcare is provided for your child.

Opening Hours

Shooting Stars nurseries are open from 7.30am until 6.00pm Monday to Friday, with a 6.30pm collection available at an extra charge and by prior arrangement. Breakfast is served from 8am. We are open all year round with the exception of Bank Holidays. Half day, full day and full time booking patterns are offered, subject to availability.

Finance

We are pleased to accept Childcare Vouchers from most providers/Tax-Free Childcare - please speak to your local nursery manager when booking to put the arrangements in place.

We are pleased to accept government funded hours at Shooting Stars to help towards the cost of childcare.

Delicious and Nutritious Food

We aim to provide healthy, nutritionally balanced and enjoyable meals and snacks for the children in our care. We thoroughly believe that healthy eating in the early



years helps to form good eating habits to support a healthy lifestyle as we grow up.

Meals prepared and served at nursery each day include breakfast, morning snack, lunch and afternoon tea. All meals are produced by our onsite cook using locally sourced produce where possible to create nutritious meals and snacks to fuel each child's active day. The nursery cook prepares all meals and snacks taking into account weaning stages and special dietary requirements including allergies, intolerances, and preferences on religious grounds.

We use good quality, fresh and wholesome ingredients, minimising the use of refined and processed food, saturated fats, colourings, artificial preservatives, salt and sugar. We strive to include seasonal and local produce where possible, and have

good links with local butchers and green grocers to ensure fresh supplies.

All menus are carefully planned and reviewed regularly to include feedback from the children and parents, which helps us to provide a healthy and balanced diet that the children enjoy. Menus are updated seasonally with our spring/summer and autumn/winter menus being rotated on a 4 weekly basis to ensure plenty of variety.

Meal and snack times are an opportunity for the children to enjoy their food in a relaxed environment around the table with friends and staff, and many parents are surprised at how adventurous their 'fussy eater' is when at nursery! We also try to integrate healthy food education for the children as part of their normal

nursery day. This is achieved by involving them in the exploration of different foods, discovering new textures and tastes, discussing foods with their peers and staff and in cooking/food preparation activities.

Security

The areas both inside and outside the nursery are covered by high definition CCTV. Access to the building is controlled by a secure entry system.

Our CCTV system provides encrypted secure access to on-line visibility of your child during attendance hours for your complete peace of mind. The system uses the same technologies and processes as online banking and military organisations. (For further information please see the



“

All the staff are fantastic, very friendly and they're brilliant with catering for specific health/allergy requirements.

”

NurseryCam section of the website). We also have the latest fire detection systems and emergency lighting.

To gain access to the nursery during opening hours, please ring the bell and wait for a member of staff to admit you.

In order to ensure maximum security for the children, parents are requested not to admit anyone into the nursery.

Extra activities

Shooting Stars Nurseries offer extra activities to enhance our provision.

Extra activities are delivered within the nursery by professional local providers. We carefully select activities taking into consideration the age and developmental stage of the children to ensure they are appropriate.

Activities offered vary between settings and may change based on feedback or local availability. Please enquire with us for details of what activities are available at your local setting and on which days. Extra activities are often free of charge.

Trips

Shooting Stars aims to organise local excursions for the children to enable them to enjoy their local community and benefit from the learning experience. This may be a trip to the local park, the bakery, fire station or library. We obtain parental consent, conduct risk assessments and work to different Staff: Child ratios when conducting such excursions to ensure the safety and security of the children is maintained.

Each setting also aims to organise larger

scale trips such as to the safari park, petting zoo or theatre. Parents are invited to attend should they wish to enjoy the experience with their child and meet other parents.

Our Community

The staff teams at Shooting Stars Nurseries very much enjoy planning and hosting nursery events throughout the year. These may include fetes, stay and play sessions, seasonal events and charity fundraisers such as fancy dress days and bake sales.

All of these events offer parents, carers and children a chance to get together, have fun and get involved with their nursery and staff. They help to create a true community atmosphere and often raise lots of money for charity too!



About Us

Our People

We understand that any nursery, indeed any organisation, is only as good as the people within it. Shooting Stars Nurseries are committed to ensuring that all our staff share our ethos and are passionate about their role.

Safer Recruitment and Employment

The safety and wellbeing of each child is our number one priority and through our robust Safer Recruitment Procedures we ensure that we recruit a team of appropriately qualified and dedicated staff to deliver the highest level of service you expect for your child.

Each room is supervised by appropriately qualified and dedicated staff based on the required Staff: Child ratio for each age group. Each staff member, including those in catering and administrative roles, are required to be checked by the Disclosure and Barring Service (DBS), formerly Criminal Records Bureau (CRB) check. We also require 2 satisfactory references and all staff receive a full induction upon commencing employment.

Our Safer Employment Procedures also ensure that we encourage and support all staff to advance their professional qualifications to the fullest extent. As an employer, we value our hardworking staff every day and we demonstrate this by providing training, career progression and time-out during the working day for

planning and preparation of activities. We have successfully launched the Shooting Stars Nurseries Apprenticeship Programme, offering Apprenticeships to students who can demonstrate their commitment to a career in childcare with us.

Shooting Stars Nurseries are committed to safeguarding and promoting the welfare of the children within our care and expect all those we employ to share this commitment. All posts involve working with children and are therefore exempt from the Rehabilitation of Offenders Act 1974. Applicants are therefore required to declare any convictions that they may have, including those that would otherwise be regarded as 'spent' under this Act.





“

Thank you so much for all you have done in making our daughter feel comfortable, cared for and safe.

”

We Care

We believe that ensuring our staff are cared for helps to support them in caring deeply for the children. All Shooting Stars staff therefore have access to an Employee Assistance Program (EAP) which is a 24/7 confidential support and advice service. This is in addition to the support of their setting Manager and Area Manager.

We invest heavily in our staff, both through training courses and celebrations. We arrange and fund events to bring together our teams, and to recognise and celebrate the hard work and commitment they show every day. Previous training has explored the themes of well-being and involvement, teamwork and personal responsibility in delivering excellence.

We also subsidise social events such as the staff Christmas meal, and recognise and reward staff who go the extra mile in their role.

We Raise the Bar

We are proud to uphold the highest standards across all aspects of the service we provide and this includes our non-childcare support roles such as the in-house catering and cleaning teams and building/garden maintenance. These support roles play a vital role in the delivery of our childcare services.

- Our buildings and equipment are well-maintained, safe and secure
- Our cooks and kitchen assistants adhere strictly to Food Hygiene standards and dietary requirements including allergies, intolerances, and preferences on religious grounds
- Our cleaning teams ensure the highest standards of cleanliness are upheld daily throughout our nurseries, which enables our childcare staff to focus on the children in their care.

Our attention to detail and emphasis on maintaining high standards ensures a safe, clean, environment for the children.

Our toys, play materials, educational resources and equipment conform to British Safety Standards. We strive to ensure that toys and equipment are of the highest quality and that they are appropriate for each section of the nursery. All equipment, toys and play areas are regularly cleaned and an exceptionally high standard of hygiene is maintained at all times.

Children are encouraged to take controlled risks whilst at nursery to support their development. With this in mind, activities, as well as the environment, are risk assessed to ensure maximum safety for the children.

Regular fire evacuations are also conducted to ensure the staff and children are confident and aware of what to do in the event of an emergency. Staff trained in Paediatric First Aid and a Designated Safeguarding Lead are available on site at all times.

Our Commitment

Shooting Stars Nurseries provide an inclusive, positive and welcoming environment where children are supported according to their individual needs. We recognise that some children may have additional needs that may require particular help, intervention and support. We work alongside each child's parents and any relevant professionals to share information, identify needs and help the child and their family access the support they need.

Parent Testimonials

"It's a great nursery, highly recommended!"

"If you're thinking of booking a spot I'd get in there as early as possible. I put my name down whilst I was pregnant."

"The best decision my husband and I ever made was choosing Shooting Stars nursery for our son. He absolutely loves it and he cannot wait for his nursery days. He has become so much more confident in himself and has learnt so much. The staff are amazing and fabulous with the children!"

"I couldn't ask for a better nursery, I would definitely recommend to anyone. The staff are brilliant, caring and always put the children first."

"I'm so proud of my little boy graduating nursery today! The staff here have done an absolutely fantastic job, I could not fault them in the slightest!"

You taught my son to write his name, corrected his speech on so many words, you taught him to be kind, to share and to respect others. Sending him to you was the best choice we ever made.

I am eternally grateful for what you have achieved with my son in the first part of his life. He worships you all, I realised only today just how much love, dedication and commitment you put into each and every child. You should all be very, very proud of yourselves!"

"I would like to take this time to thank you on behalf of my family, myself and most importantly my daughter for all the care and fun you have provided over the last 3 years. She has been very lucky to go to such a great nursery, and I am sure she will miss everyone."

"Highly recommend this nursery!! My daughter has gone for two years now and is leaving for school soon. I know she's going to miss the place and the staff and so will I!"

"My daughter has enjoyed her time at your nursery very much and we have been incredibly impressed with your nurturing, caring and professional approach to childcare. Thank you so much for all you have done in making our daughter feel comfortable, cared for and safe."





Contact Us

If you have any further questions or would like to arrange to view the nursery, we would be happy to help.

We look forward to welcoming you and your child to Shooting Stars Nurseries soon.

www.myshootingstars.com

NurseryCam



What is NurseryCam?

Shooting Stars Nurseries are proud to use NurseryCam software in all of our settings. We firmly believe it helps to develop a stronger trust relationship between parents and staff, and helps us to maintain the highest standards in the care we provide.

NurseryCam is a secure parental CCTV facility which allows parents to view live video images of their children at nursery securely over the Internet. The images captured by unobtrusive digital video cameras in each room are converted by a video server and transmitted over a secure high speed internet connection, where they can be accessed by the authorised user (the parent).

view their child enjoying their day at nursery, from their desk at work or whilst on the move. Once the primary account has been activated, a secondary account can be requested.

Setting up parental access

1. When each child joins us at Shooting Stars, the nursery manager will provide the parents with an information sheet and unique setting code. Parents need to use this code in order to register for an account via the 'Parent Sign up' button on the NurseryCam website (nurserycam.co.uk) and/or app. A link is also available on the NurseryCam tab of the Shooting Stars Nurseries website (myshootingstars.com/nursery-cam).
2. Once registered, the nursery manager is automatically notified by NurseryCam that access has been requested. The manager verifies the parent's details and e-mail address against our records, confirms the child's base room and booking pattern and when all is in order, approves the application.
3. Parents are notified by e-mail when their primary accounts application has been successful and will then be able to log in via the 'Parent Login' button on the NurseryCam website and/or app. When authorised parents have successfully logged in using their unique username and password, they will see a user-friendly viewing screen. From here parents are able

Controls operated by Shooting Stars Nurseries

- Each parent has an individual password protected account. No account sharing is allowed, not even between mum and dad. This enables close monitoring of each account in case of any suspicious activity. Only 2 accounts are permitted per child (primary and secondary).
- NurseryCam access is granted by nursery management only. Nursery managers have full control of all parent accounts and cameras.
- Parents are only given access to the room in which their child is based during the sessions they attend (e.g Baby room, Monday and Wednesday afternoons only) and viewing time is limited to 30 minutes per day per account.
- Parents will see the history of their 20 previous logins, so it is easy to monitor activity on their own account. Parents are automatically logged out after 5 minutes of inactivity for security.
- When children transition between rooms or change their sessions, NurseryCam access is updated by the manager accordingly, with the account being deleted upon a child leaving Shooting Stars.

NurseryCam



NurseryCam Security

- Firewalls are used to prevent unauthorised internet users from accessing NurseryCam servers. Each message entering or leaving the NurseryCam servers are examined and those that do not meet specified security criteria are automatically blocked.
- VPN is a technology that makes a secure tunnel for the transmission of data. Although each image is encrypted, this secure tunnel provides an extra layer for added security.
- All information sent out from the NurseryCam Parental Webcam is encrypted using the military-graded 128-bit SSL protocol. Every single image is encrypted before it leaves the nursery.
- Watchdogs are programmed to routinely check all gateways and detect any suspicious activity or multiple failed attempts. Security staff are immediately alerted in the event of anything being detected.
- The NurseryCam team operates 24/7 security monitoring to ensure that the highest security standard is maintained at all times. A suspicious account would be suspended immediately and dealt with by security personnel directly.

NurseryCam reviews

"I purposely chose a nursery that had a web cam. I think it is a really good idea, as it puts my mind at ease when I see my daughter happily playing."

"I am very happy when I can see my child is happy."

"Having the use of this facility gives a boosted sense of security and reassurance that my son is happy and contented at nursery."

"This is a brilliant idea, great for peace of mind and security and knowing you can check on your child anytime of the day."

"The fact that the nursery is prepared to be completely visible is a sign in itself that it has complete confidence in its conduct. A very attractive policy."

"It brings a smile to my face every time I see my daughter and helps to make the time apart that little bit easier."

"NurseryCam gives peace of mind that my child is safe and secure at all times. It shows the staff work to a high quality at all times and that their standards never fall."

Further information

If you would like to discuss NurseryCam further, please do not hesitate to contact the nursery manager for reassurance. We will be pleased to take you through how it works within the nursery and can also provide assistance with setting up your account.

Alternatively, if you have any queries or concerns about the NurseryCam software, please do not hesitate to contact NurseryCam for reassurance. NurseryCam aim to provide the most comfortable viewing experience for parents and are constantly improving and upgrading their service.

NurseryCam Ltd, 2 Stanhope Gate, Stanhope Road, Camberley GU15 3DW, United Kingdom

email: sales@nurserycam.co.uk

web: www.nurserycam.co.uk

If you have any specific security questions, please do not hesitate to email the security department at security@nurserycam.co.uk

NURSERY CONTRACT

CHILD DETAILS			
Legal Surname:		Legal Forenames:	
Date of Birth:		Sex: MALE	FEMALE
Child's first language:		Ethnic origin & religion:	
Sibling at nursery:	YES	NO	If YES, name sibling:

LEGAL PARENT/ GUARDIAN DETAILS (1)		LEGAL PARENT/ GUARDIAN DETAILS (2)	
Forename (Mr/Mrs/Miss/Ms)		Forename (Mr/Mrs/Miss/Ms)	
Surname		Surname	
Address		Address	
Postcode		Postcode	
Home telephone number		Home telephone number	
Mobile telephone number		Mobile telephone number	
Work telephone number		Work telephone number	
E-mail		E-mail	
Name of employer		Name of employer	
Parent/ guardian work address		Parent/ guardian work address	

BOOKING DETAILS				PAYMENT METHODS	
Booking required from: Day Month Year				Will you be using childcare vouchers?	
Day Session				Voucher amount: £	
Monday	Full day	AM	PM	Voucher provider:	
Tuesday	Full day	AM	PM	All remaining fees should be paid by Direct Debit. Please complete the attached Direct Debit mandate. Please note fees are due for payment on 1 st of each month, late payments will incur a £25.00 charge.	
Wednesday	Full day	AM	PM		
Thursday	Full day	AM	PM		
Friday	Full day	AM	PM		
Are you likely to require regular extra sessions Y/N					

<p>FOR OFFICE USE ONLY Date booking fee and deposit received: Payment method: Promotional incentives:</p>
--

SHOOTING STARS NURSERIES TERMS AND CONDITIONS

These terms and conditions govern the basis on which we agree to provide childcare services to you. By 'we', we mean Shooting Stars Nurseries. By 'you', we refer to the parent(s) and/or carers as declared on this form. These are standard terms and conditions of Shooting Stars Nurseries, once signed by you, they create a binding agreement. Please read the terms and conditions carefully before entering into a childcare agreement with us. We will issue you with a copy of these terms and conditions, please retain for your future reference.

These terms and conditions/ obligations on shooting stars

1. Until terminated in accordance with these conditions, we will provide childcare facilities from the date stipulated overleaf.
2. YOUR STATUTORY RIGHTS ARE NOT AFFECTED BY THESE TERMS AND CONDITIONS.
3. We may change these terms and conditions with 1 months' notice to you. If you do not want to accept the changes then in the month following our giving you notice of such change, you may end your agreement with us by giving 1 months' written notice (such period to be subject to existing terms).
4. We will provide you with at least 1 months' notice of any of any increase to fees.
5. We will keep you informed of any changes surrounding the policies and procedures implemented by Shooting Stars Nurseries.

Obligations on you

6. Prior to commencement of the service as provided under these terms and conditions you must provide us with full and correct legal details regarding your child. You will:
 - a. Complete and return to us our 'Child Details' pack
 - b. Provide evidence of your child's full birth certificate and agree for Shooting Stars Nurseries to retain a copy of this on your child's file.
 - c. Complete relevant care plans, and fully appraise us of any medical condition or allergy which your child may suffer from, this will include full and correct details of any medication that your child requires, the name of the medication; the dosage to be taken; the frequency of medication to be taken; the reason for the medication. You will provide the medication in its original container with the prescription label clearly visible stating the above details, the date it was prescribed and your child's name.
 - d. Immediately inform us of any change to the information provided. This will include change of address, contact number(s), GP, Health Visitor, emergency contacts and persons authorised to collect your child, parental responsibility, the nature of a medical condition or allergy etc. (Please note that this list is not exhaustive).
 - e. Disclose details of any infectious or contagious disease (including HIV/ AIDS).
 - f. Disclose details of any special diet.
 - g. Disclose any additional needs your child may have e.g. developmental delay or visual impairment etc.
7. We may need to seek additional training for our staff to fully care for a child with specific medical or additional needs, in certain cases we may need to delay the start date of your child to ensure this training has taken place.
8. At our discretion, we may refuse to provide childcare to children with certain medical conditions if we feel we cannot safeguard their wellbeing.
9. You will inform the Nursery Manager if your child is subject to any court order or legal proceedings.
10. Ensure that you familiarise yourself with Shooting Stars Nurseries' Policies and Procedures. A selection of these are available on request to the nursery manager.
11. Inform nursery, in writing, in as far advance as possible, of any dates that your child will not be attending nursery. We reserve the right to refuse admission, if you suddenly decide to attend, after giving prior notice of non-attendance.
12. Ensure that you give prior notification should someone other than their parent be collecting your child from nursery. We will verify that a password is in place, and that we have all of the required details for this to take place. If we are not reasonably satisfied that an individual is authorised to collect your child, we will not release them into their care.
13. With the support of the parents we aim to keep the nursery 'nut-free'. Parents are requested not to send food, creams or oils etc, into the nursery which contain or are derived from nuts. Parents are also requested not to use creams or oils etc, on their child at home that contain nut products, as this may have severe consequences to another child, parent or member of staff.

Data Protection

14. We are committed to ensuring that you and your child's privacy is protected, and that we have put in place safeguards to ensure that such information and data is protected.
15. The NurseryCam facility allows authorised users to view live images of their child. This usage is limited to 30 minutes per day. In the interests of safeguarding, privacy and data protection, parents will not be granted permission to view recorded images.

Safeguarding

16. We have an obligation to report any instances where we consider that your child may have been neglected or abused to the relevant authorities. We may do so without your consent and/ or informing you.
17. Photographs must only be taken on nursery camera(s). Parents and staff are not permitted to use their own camera(s) for photography in and around nursery. In the event of a special occasion, parents may request copies of photographs from the nursery manager.

Liability

18. Shooting Stars Nurseries will not accept responsibility for loss or damage to personal items such as toys, clothing or jewellery etc, that are brought into nursery, unless specifically requested.
19. We will use all reasonable endeavours to provide the agreed childcare services but do not accept responsibility for any failure or delay caused by circumstances beyond our control (including, but not limited to, staff disputes, failure of public or utility services and acts of God). If the nursery has to close or we take the decision to close due to circumstances or events out of our control, we shall be under no obligation to provide alternative childcare facilities to you. If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed in excess of 3 days, and in relation to your normal booked sessions.

Registration fee, deposit and payment terms

20. Upon confirmation of a childcare reservation you must pay £40.00 non refundable booking fee, and £100.00 deposit which is refundable on your final invoice (providing the correct notice period is provided and that your account is settled in full).
21. You are liable for childcare fees at the rates in force at the date of your signature below.
22. Fee increases will be advised at least 1 month in advance. If you do not want to accept the revised charges then in the month following our giving you notice of such a fee increase, you may end your agreement with us by giving 1 months' written notice (such notice to be subject to the existing terms and charging rates).
23. Fees are calculated annually and divided into 12 equal payments.
24. If the regular booking changes in accordance with article 38 and the change occurs part way through a calendar month, the fee for that month will be calculated by reference to the sessional fees applicable.
25. Fee's are payable monthly, in advance, on the first working day.
26. Payment must be made by nursery voucher, or direct debit.
27. If any payment is returned by the bank, a £20 administration fee will be applied to your child's account. This charge will cover any fees that we will incur from our bank.
28. Direct debit payments will be calculated on or around the 15th of the month for collection on the first working day of the following month. Any amendments to your direct debit (for example, due to an increase in voucher payment) must be notified to the nursery before the 15th of the month. Any amendments notified after this date will not be considered until the following month. No refunds will be made to parents that give notification outside of these terms.
29. In the event of late payment, a charge of £25.00 will be applied to your child's account. Further, in such event, we reserve the right to suspend/ terminate your child's place. Late payment charges will be billed monthly in arrears.
30. Please note that non-payment or late payment will constitute a breach of this contract and we reserve the right to take action to recover all fees due and our reasonable costs incurred in taking such action.
31. Extra 'one off' sessions may be booked depending on availability and will be charged at our then current rates. These will be billed monthly in arrears.
32. Should parents wish to cancel a confirmed extra session, 72 hours notice must be provided. Failure to provide the required notice, will result in the session being charged at the current rate.
33. Late pick-ups may be charged at the discretion of Shooting Stars Nurseries.
34. No refunds will be given for periods that your child does not attend their booked session due to sickness, or the occurrence of bank or public holidays.
35. After 1 years service, you will be granted a 2 week holiday at a 50% reduced rate. In order to take advantage of this, you must provide 2 months written notice. You may take 2 weeks on one occasion or take two separate weeks. This retainer has limited availability and is offered on a first-come, first-served basis. All holiday periods falling outside of these terms will be billed at the standard rate, and are payable in full.
36. Shooting Stars Nurseries offer a reduced fee rate for children over 3 years of age. This reduction will take place on the day your child turns 3.
37. Booked sessions are not interchangeable and cannot be changed without 1 months' prior notice.
38. Where you have 2 or more children attending the nursery a sibling discount is applicable, this will be deducted from the elder child's fees if attending equal or fewer sessions.
39. Government funding for free nursery education for 3 and 4 year olds will be deducted from your invoice at point of delivery where applicable. This will apply for a maximum of 15 hours per week, over a maximum of 38 weeks per year, from the term after your child's third birthday. The amount of funding you are eligible to claim will depend on your child's booking pattern and attendance at other settings.

40. Where your child is eligible for such funding at 2 years old, due to circumstances identified by the local authority against their criteria for 2 year old funding, this will also be deducted from your invoice at point of delivery where applicable. This will apply for a maximum of 15 hours per week, over a maximum of 38 weeks per year, from the term after your child's second birthday until the end of the term where you child has their third birthday. The amount of funding you are eligible to claim will depend on your child's booking pattern and attendance at other settings.
41. When in receipt of Government funding for nursery education for 2, 3 and 4 year olds, your bill will be calculated on a sessional basis each month, and will cease to be calculated annually and divided into 12 equal payments as per all other billing detailed in clause 23.
42. Where funding for a childcare place is supplied by a third party, regardless of their agreement with you, you remain liable for payment of your child's nursery fees to Shooting Stars Nurseries LLP. A third party funding retainer of £200.00 must be paid where funding is supplied by a third party. This is in addition to the deposit (see clause 20.) The third party funding retainer is refundable on your final invoice (providing the correct notice period is provided and that your account is settled in full).

Your changes to reservations and notice periods

43. You must give us 1 months' notice in writing if you wish to delay the start of any childcare arrangements.
44. Subject to availability, regular sessions may be increased without notice. You must give 1 months' notice in writing if you wish to decrease your childcare arrangements with Shooting Stars Nurseries. This requirement applies both before and after we have begun providing childcare services.
45. You must give 1 MONTHS NOTICE IN WRITING if you wish to end your childcare arrangements with Shooting Stars Nurseries.
46. Failure to provide 1 months notice in writing, and/or if your account is not settled in full, your deposit will be retained by the nursery.
47. If you do not give us the required notice of any change or withdrawal, then you will be required to pay in full for each session for which adequate notice has not been given.
48. You may immediately suspend or terminate your child's place if we breach any of our obligations and are unable to put right that breach within a reasonable period after you have drawn it to our attention.

Our suspension or ending of this agreement

49. We reserve the right to end this agreement immediately and cease providing childcare services in the following circumstances:
 - a) You are in breach of the policies and procedures implemented by Shooting Stars Nurseries.
 - b) You are in breach of the NurseryCam Policy and Procedure.
 - c) You are in breach of the obligations as outlined to you by Shooting Stars Nurseries.
 - d) You have failed to pay your fees.
 - e) You behave unacceptably. Physical or verbal abuse will not be tolerated.
 - f) Your child's behaviour is deemed unacceptable and endangers the safety and wellbeing of any other child or member of staff at Shooting Stars Nurseries.
50. Subject to these terms and conditions, your child may attend our childcare facility until:
 - a) he/ she attains school admission age; or
 - b) we give not less than 1 months notice in writing to end this agreement; or
 - c) we request the withdrawal or your child from the nursery on a temporary or permanent basis because:
 - i. he/she requires special medical care or attention which is not available from Shooting Stars Nurseries or which is refused by the parent; or
 - ii. we have reasonable cause to believe that he/she may be suffering from a contagious or infectious illness, and there remains a risk that other children or staff at the nursery could contract such illness; or
 - iii. We consider our childcare facility to be inappropriate to his/ her needs.

I/ We agree to the terms and conditions set out above

Child's Name:	
Parent/ Guardian (1) sign and print:	Date:
Parent/ Guardian (2) sign and print:	Date:



Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

Shooting Stars Nurseries
 168 Lower High Street
 Stourbridge
 West Midlands
 DY8 1TT

Service user number

2	5	3	2	2	1
---	---	---	---	---	---

Name(s) of account holder(s)

Bank/building society account number

--	--	--	--	--	--	--	--	--	--

Branch sort code

--	--	--	--	--	--

Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

FOR SHOOTING STARS NURSERIES OFFICIAL USE ONLY
 This is not part of the instruction to your bank or building society.

Instruction to your bank or building society

Please pay Shooting Stars Nurseries Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Shooting Stars Nurseries and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Reference

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Banks and building societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Shooting Stars Nurseries will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Shooting Stars Nurseries to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Shooting Stars Nurseries or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Shooting Stars Nurseries asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.