



Hours

Standard day: Monday - Friday, 8am - 6pm.
 Open 7am - 7pm, for pay-as-you-go early drop-offs and late pick-ups.
 We're open 51 weeks per year, excluding bank holidays and inset days.
 The nursery closes for one week between Christmas and New Year.



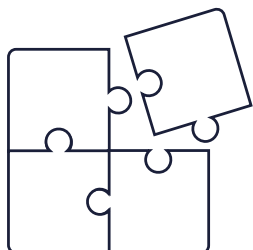
Fees

3 years +: £82.50 per standard day
 Under 3 years: £92.50 per standard day

Fees include all meals, snacks, formula for infants, nappies and trips.

Fees are due in advance, and we issue invoices mid-month for the following month. Unfortunately there can be no refunds for sickness or holidays.

Fee increases are calculated in April and are based on the previous year's running costs. These are then applied in the following September's invoice.



Standard plans

Minimum 3 full days, inc a Monday or Friday

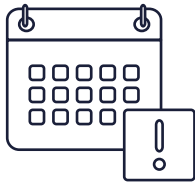
Days	3 days	4 days	Full time
Standard fees			
Under 3 years	£1,179.38	£1,493.88*	£1,818.20*
3 years +	£1,051.88	£1,332.38*	£1,621.64*
3 years + with funding			
Cost of additional hours per month with EYFE (15 hours)	£835.21	£1126.54*	£1421.22*
Cost of additional hours per month with extended funding (30 hours)	£618.93	£920.89*	£1220.98*

*Multi-day discount applied 4 days = 5% Full time = 7.5%

- Fees are calculated based on the 51 weeks of the year that N is open, averaged into 12 monthly payments i.e. each invoice is for 4.25 weeks. Monthly payments will include bank and public holidays as well as inset days, which are payable in full in spite of closure, as our monthly staffing costs remain the same
- Any places outside of the standard plans are offered at the Manager's sole discretion

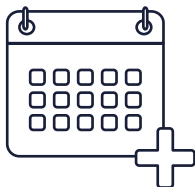
Flexibility

You can extend the standard day (8-6pm) by up to an hour each way at the same hourly rate on a pay as you go basis - i.e. £9.25/hr for under 3s or £8.25/hr for 3 years+; equivalent to £2.31/15mins or £2.06/15mins.



Emergency day swaps

Subject to availability, in cases of sickness or unforeseen absence, we can offer 1 day swap per month, to be used in the same calendar month.



Ad hoc days

Subject to availability, you can purchase extra ad hoc days at the standard daily rate. Ad hoc days can be booked a maximum of two weeks before the requested date.



Plan swaps

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

Funding

Funding for children aged 2 & 3 is available – please enquire for more information or read the funding information on the Fees page of our website.

Registration

In order to register your child for N Family Club please send an enquiry form via the 'Get in touch' button on our site. One of our team will then book you in for an introductory call.

To join the waiting list at N, parents are required to pay a registration fee of £100. On accepting a place, this fee will become a non-refundable joining fee, and you'll be asked to pay a £400 place acceptance fee, which will be deducted from your first invoice when you start. If you decide to leave the waiting list, your £100 will be refunded. Once your payment has been received you will be sent an email confirming that you are on the waiting list.

We will need to know your child's date of birth, your preferred start date and days per week.



Plan conditions

Unless you are taking a place in a newly launching nursery, intake happens at the beginning of every month. Minimum attendance is 3 full days. If you are flexible we might be able to offer fewer sessions on less popular days, however this is at the Manager's discretion. All conditions are subject to availability.



Waiting list

Availability is assessed on a quarterly basis, taking in to account any leavers or room moves. We will inform you if a place comes available. If your child does not receive a place to start at the requested time, they will remain on the waiting list until a place becomes available. If you wish to be removed from our waiting list at any time we will refund your registration fee.



Closed waiting list

If our waiting lists are closed, we will invite you to join our N Updates mailing list, via which we'll let you know of any new nursery openings and waiting list changes.



Allocation of places

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

- A child who is currently at N, wishing to increase sessions
- A child with a sibling already at the nursery
- The date of waiting list registration

Even though N offers a sibling priority on the waiting list, we still require parents to register their younger siblings as early as possible. We cannot always guarantee a place, though try our best to accommodate everyone.

Place offers

If you are top of the waiting list, we will automatically offer you any places that become available, even if the days match your first preference. If you don't take the offered sessions, your child will be placed back at the top of the waitlist until those sessions are available.

Acceptance deadline

When you are offered a place, you will be given 48 hours to accept the place. At this point it will be offered to the next family on the waiting list.

Accepting a place

In order to accept a place, you are required to pay a place acceptance fee of £400 which will be deducted from your first month's invoice. At the point you accept a place, your £100 refundable waiting list registration fee will become a non-refundable £100 joining fee. Upon receipt of your acceptance fee we will confirm your sessions are secure.

As our nursery services are bought by you either over the telephone, through exchange of emails or our online portal, you have a legal right to change your mind within 14 days and receive a refund. However, once we have started the nursery services, whilst you will still have a right to cancel during the 14 day period, you must pay us for the services provided up until the time you tell us that you have changed your mind. After the 14 day period our standard cancellation policy will apply.

Decreasing days or cancelling your place

Should you wish to decrease the number of sessions your child attends/is due to attend, or cancel your place, two calendar months notice is required. Notice must be submitted in writing which must then be confirmed by email by N.

Cancelling a confirmed place (prior to starting)

Should you wish to cancel your child's place prior to starting, we ask that you inform us as soon as possible in writing. We will not be able to refund your £400 acceptance fee or your £100 joining fee if you cancel your child's place with less than 2 calendar months of your child starting nursery with us.

Updates

Please let us know of any changes that you wish to make to your waiting list requests. Any updates should be made in writing to kat@nfamilyclub.com

The registration fee and deposit will need to be paid directly into our bank account via our online payment portal. Please get in touch with Kat for more information.