

### 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.



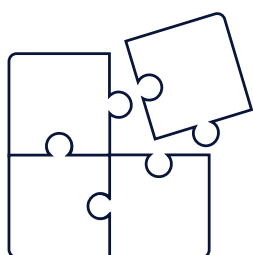
### Fees

3 years +: £80 per standard day  
 Under 3 years: £90 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 January and are based on the previous year's running costs. These are then applied in the following March's invoice.



### Standard plans

Minimum 3 full days, inc a Monday or Friday

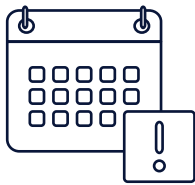
Days	3 days	4 days	Full time
<b>Standard fees</b>			
Under 3 years	£1,147.50	£1,453.40*	£1,769.06*
3 years +	£1,020.00	£1,292.00*	£1,572.50*
<b>3 years + with funding</b>			
Cost of additional hours per month with EYFE (15 hours)	£803.33	£1086.16*	£1372.08*
Cost of additional hours per month with extended funding (30 hours)	£586.84	£880.50*	£1171.83*

\*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

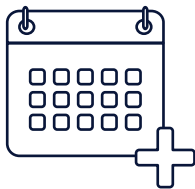
### Flexibility

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/hr for under 3s or £8/hr for 3 years+; equivalent to £2.25/15mins or £2/15mins.



### 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 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 website. 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, including a Friday or a Monday. All conditions are subject to availability.



### Waiting list

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



### Tours

For newly launching nurseries, all registered families will be invited to an open day as soon as the new nursery is ready to view. For existing nurseries, our managers have a set amount of slots for tours throughout each month and will invite families on the waiting list to view in the order that they registered.



### Allocation of places

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

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

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 don't 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.

## Making changes to your plan

Should you wish to decrease the number of sessions your child attends/is due to attend, or cancel your place, 2 months written notice is required, which must then be confirmed by email by N. This is applicable prior to starting and during your time with us. Should you wish to increase your plan, additional days are based on availability and are not guaranteed. Decreases in your child's plan are also subject to availability and we cannot guarantee that we'll be able to offer your requested days, as we have to balance our staffing and attendance evenly across the week.

## Cancelling a confirmed place

Cancelling your place, both prior to starting and during your time with us, requires 2 months written notice:

**Cancelling more than 2 months prior to starting:** We will refund your £400 acceptance fee if you cancel your child's place more than 2 calendar months ahead of your child starting nursery with us. Your £100 joining fee will remain non-refundable.

**Cancelling less than 2 months prior to starting:** We ask that you inform us as soon as possible. We will not be able to refund either your £400 acceptance fee or your £100 joining fee, and you will be liable for any fees over and above the value of the £400 acceptance fee, that are payable during the 2 month notice period.

**Cancelling during term:** We require 2 months notice, which means that your contract with the nursery will not end until 2 calendar months after the day on which you contact us to cancel your child's place. You will be responsible for paying the fees during that time. All outstanding fees remaining will need to be paid in full.

## Updates

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