



### Hours

Standard day: Monday - Friday, 8am - 6pm.  
 Open 7:30am - 6:30pm, 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.

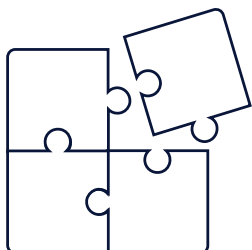


### Fees

Under 3 years: £108 per standard day  
 3 years +: £95 per standard day

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

Fees are due in advance, and we issue invoices at the beginning of the month with Direct Debits taken on the 18th of each month. For payment via BACS, Tax-Free Childcare or Childcare Vouchers; fees are due by the 5th of each month for the current month. Unfortunately there can be no refunds for sickness or holidays. Any fee increases will be communicated 2 months before affecting your invoice and are based on the nursery's running costs.



### Standard plans

Minimum 2 full days including a Monday or Friday

| Days  | 2 days  | 3 days    | 4 days    | Full time  |
|---|---------|-----------|-----------|------------|
| <b>Standard fees</b>  |         |           |           |            |
| Under 3 years   | £918.00 | £1,377.00 | £1,836.00 | £2,088.45* |
| 3 years +   | £807.50 | £1,211.25 | £1,615.00 | £1,837.06* |
| <b>3 years + with funding</b>   |         |           |           |            |
| Cost of additional hours per month with EYFE (15 hours)               | £576.10 | £979.85   | £1,383.60 | £1,626.49* |
| Cost of additional hours per month with extended funding (30 hours)** | £499.11 | £748.66   | £1,152.41 | £1,416.11* |

\*Multi-day discount applied

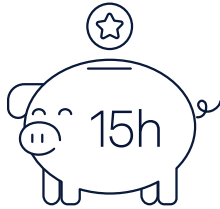
\*\* Please note, for 2 day plans, your entitlement is capped at 20 hours in line with your actual attendance

### Discounts

Multi-day discount: full time plans (9% discount).

Sibling discount: We offer a discount if you have two or more siblings in nursery at the same time (7%). The discount is applied to the child with fewer sessions, or to the oldest child if they have an equal number of sessions.

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.



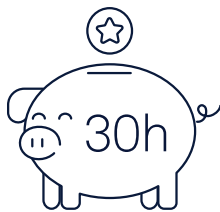
### 15 hours funding

All children in England are eligible for 15 hours of funding for 38 weeks of term time, following their third birthday. Term start dates are typically 1st January, 1st April and 1st September each year. There may be variations at specific nurseries, so to confirm, please speak to your nursery manager.

Depending on your plan you may still receive a monthly charge even when claiming funding. This will be a combination of:

- The additional weeks that your child attends at N that is not covered by the 38 weeks of funding
- Additional hours that your child attends each week

A limited number of fully funded spaces are available through our Bursary Scheme. See below for more information.



### 30 hours funding

Depending on your personal circumstances, your child may also be eligible for an additional 15 hours of funding per week, making a total of 30 hours per week. Full eligibility criteria and information on how to apply can be found [here](#). Please ensure that you are eligible before applying.



### Tax free childcare

Tax free childcare is a method of paying childcare costs (including your nursery invoice) which provides a significant saving each month. It can be used alongside both 15 and 30 hours of funding. The eligibility criteria closely follows that of 30 hours funding. However, unlike 30 hours funding, it is available to all nursery age children. Full details of eligibility can be found [here](#). To apply for tax free childcare please follow the instructions [here](#).



### Bursaries

In 2022 we launched our bursary scheme, which will see us provide places for a number of qualifying 2-5 year olds across our established nurseries. We hope that by removing the challenges of accessing affordable, high quality early years education for these families, we can positively impact the futures of these children. For more information, please speak to your nursery manager.

Whilst the Government funding is structured for 38 weeks of the year (term time), our places are for 51 weeks of the year and so the funded hours are stretched over the 51 weeks that we're open. Applied over 51 weeks, the funding equates to 11.18 hours per week.

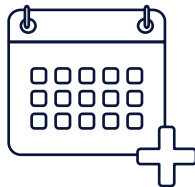
### Flexibility

You can extend the standard day (8-6pm) by up to half an hour each way at the same hourly rate on a pay as you go basis - i.e. £5.40/half hour for under 3s or £4.75/half hr for 3 years+; equivalent to £2.70/15mins or £2.38/15mins.



### Emergency day swaps

In cases of healthcare or childcare emergencies we can offer up to a maximum of 5 emergency day swaps per year, subject to availability. An agreed emergency day swap is to be used in the same calendar month as the absence. Bank holidays and nursery closures are exempt.



### 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 exchanges

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

### 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. You'll receive an email from our admissions team which will advise you to book in an introductory call with one of our team.

To join the waiting list at N, parents are required to pay a waiting list registration fee of £300. 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 final invoice. If you decide to leave the waiting list, your £300 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

Minimum attendance is 2 full days, including a Friday or a Monday. All conditions are subject to availability.



### Waiting list

Availability is assessed on an ongoing basis, taking into account any leavers or room moves. We will inform you if a place becomes 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 or until you request for them to be removed and your waiting list registration fee refunded.



### Tours

When you are offered a place at a nursery which is yet to open, you will be invited to our nursery open day. When you are offered a place at an open nursery, you will be invited to tour and following your visit will be given 24 hours to accept the place. To minimise disruption for our children we are currently only offering tours at this stage.



### Allocation of places

Places are offered based on the following order of priority:

- Existing children looking to increase sessions
- Siblings of existing children
- Existing children transferring to another location
- The date of registration to the waiting list, in conjunction with whether your stated preference matches the available space.

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

You will be contacted based on whether there is a match between the days available and your stated preferences.

If you don't take the offered days, please note that your child will remain on the waiting list until your preferred days are available.

## Acceptance deadline

When you are offered a place at a nursery which is yet to open, you will be given 48 hours to accept the place.

When you are offered a place at an open nursery, you will be invited to tour and following your visit will be given 24 hours to accept the place. Please note that tours must be booked to take place the same week and will be offered depending on the nursery teams availability. If you do not accept within 24 hours we will offer the place to the next family on our 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 final invoice. At the point you accept a place, your £300 refundable waiting list registration fee will become a non-refundable £300 joining fee. Upon receipt of your acceptance fee, we will confirm your sessions are secure.

## Requesting changes to your plan

All of our availability is pre-packaged to balance attendance across the week and create the best experience. With this in mind, should you wish to change your plan you will need to request a 'plan swap'. Please note both increases and decreases to your plan are not guaranteed as they are dependent on another plan being available for you to 'swap' on to. Where a plan swap is possible to increase your attendance we will honour this as early as possible, but for plan swaps to decrease your attendance we request 2 months written notice.

## Cancelling a confirmed place

**Cancelling more than 3 months prior to starting:** We will refund your £400 acceptance fee if you cancel your child's place more than 3 calendar months ahead of your child starting nursery with us. Your £300 joining fee will remain non-refundable.

**Cancelling less than 3 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 £300 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 3 month notice period.

**Serving notice once your child has started N:** 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.