



## Introduction

Whilst we try to keep our terms and conditions as brief as possible, nonetheless, because we are caring for very young children, we are naturally obligated to many rules, regulations and also a good deal of legislation. We take our responsibilities very seriously and we have to be very clear to our parents and carers about the framework within which we operate. Please take the time to read the following pages as it will help us provide and maintain the highest standards of care.

The terms and conditions detailed in this document represent the key elements of our booking agreement. However, as you can appreciate there is a significant number of day-to-day details which cannot be reasonably contained in one document. Consequently, you are also provided with supplementary information on our website as well as the day-to-day exchange and communication of documentation policies, procedures, and reports. Your acceptance of our terms is initiated at the booking and registration stage. Whilst this agreement naturally has legal implications, we always act with fairness and transparency when making decisions. The success of your child's time here at Kids Around the Clock Ltd is dependent on the partnership between the nursery and our parents and carers. Please don't hesitate to let us know if you wish to discuss the terms further.

## Terms

- "Terms and Conditions" means our standard terms and conditions relating to the running of our private nursery providing full day care. Nothing within these terms and conditions affects your statutory rights. To enable us to provide and maintain the highest of standards of care, we require all parents and carers to be aware of and abide by the terms and conditions.
- "We / Us / Our / The Nursery/ Manager / The Management" means Kids Around the Clock Ltd
- "Customer / Parents / Carers / You / Your" means anyone who requests and is registered for services from us and enters into an agreement or contract.
- "Service" means the provision of childcare as specified under the terms of our Ofsted registration and as laid out in our policies, procedures, handbooks, and agreements.
- "Booking, Contract or Agreement" means the contract between us and the customer covering the supply of services by us to the customer. The agreement includes the booking form, nursery policies, fee schedule, consent forms, care plans and all relevant data held or used in the performance of Nursery services.

## Booking your child's place

- 1.1 The booking is not complete until the relevant booking form has been signed by the nursery along with the agreed deposit of £50.00. This one-off payment secures your child's place for 12 months and covers the cost of the registration process, please be advised that this is not refundable. Where a registration gets booked straight after a show around, the price will be £25.00. However, if your child has a funded place, you do not have a deposit to pay.
- 1.2 **Changes to your booking before the start date** - This needs to be done at least a month in advance of the start date as the staffing ratios will have



already been completed; if this is not possible, we can look at this on a case-by-case basis. We reserve the right to cancel your booking and withhold all of the deposit if the decrease is greater than one full day or two half sessions or there is an unreasonable delay to the start date.

- 1.3 **Changes to your booking after the start date** - Change of hours can be considered, as detailed in the previous point, we would need to know a month in advance of the changes. If this is not possible, we will look at this on a case-by-case basis. If we cannot accommodate your request to increase or change sessions, then we can put you on our waiting list or. You may wish to terminate the booking giving 4-weeks' notice. All changes in hours need to be emailed to [accounts@kidsaroundtheclock.co.uk](mailto:accounts@kidsaroundtheclock.co.uk) with a 4-week notice period. We reserve the right to cancel your booking and withhold all or part of the deposit if the decrease is greater than one full day or two half sessions. *It is not possible to swap days or change hours without first giving 4 weeks' notice. However, under the discretion of the Manager, an emergency extra session can be booked without notice if the nursery has space, and payment is made at the time of booking.*
- 1.4 Prior to making your booking we can provide settling in sessions free of charge - the parent/carer will need to remain in the setting, and these will be the hours of 10am-11am.
- 1.5 Once a place has been taken up, the Nursery required one calendar months' notice of any changes

#### Fees, Funding and Financial

- 2.1 All on-going fees are payable in advance by Direct Debit, Tax-Free Childcare or Childcare voucher on the date agreed upon registration of the previous month. Responsibility for paying fees resides with the parents or legal guardians of the child, i.e., those named on the Nursery booking form. Other forms of payment can be accepted for the first month's fees and the initial booking deposit. In exceptional circumstances, the nursery can also accept payment by cash, credit card and / or debit card. This should be agreed at the beginning of your booking with the Accounts Manager.
- 2.2 Fees are calculated weekly and payable on a calendar month basis. An invoice will be sent to you by email unless requested otherwise. We can also provide statements or invoices where charges to your booking have occurred, extra sessions have been booked or there is a fee increase.
- 2.3 The nursery is closed at weekend, Bank Holidays, Training Days and between Christmas and New Year.
- 2.4 For new starters to the nursery, the first month's fees can be paid by cred/debit card/cash to allow time for the Direct Debit mandate to be initiated by the collection company and / or childcare vouchers and Tax-Free Childcare arrangements to commence.
- 2.5 If your child's start date is part way through the month, then we will invoice for the actual sessions taken and begin the calendar month the following month.
- 2.6 Fees are reviewed once per year; any changes to the fee rates will be notified to you at least 8 weeks in advance.



- 2.7 Extra sessions are payable in advance, preferable to be paid for on the day of booking by cash or card.
- 2.8 There is no VAT to be paid on any of our charges.
- 2.9 We are unable to refund fees for sessions not taken due to illness, absence or where the nursery is forced to close due to circumstances beyond our control.
- 2.10 The nursery reserves the right to charge interest on late fees.
- 2.11 Bookings must be for the same session(s) each week. It is not possible to swap days, so that for example, a normally booked Thursday is swapped for a Friday on a one off or temporary basis. Additional days can be accepted as a chargeable extra and subject to availability.
- 2.12 Because of the staffing and resource requirements as laid down by Ofsted, children who are collected after the agreed time may incur a late collection charge.
- 2.13 Discounts are available for siblings at the nursery. The discount remains in place until the other sibling leaves. The rate of this discount will be 10% for the additional child. Discounts of 10% are also available for employees of the NHS and Fire Services. The maximum discount available under any circumstance is 10%. Discount rates are subject to change with 4 weeks' notice.
- 2.14 It is the nursery policy to support parents / carers by offering access wherever possible to funding schemes aimed at children ages 0-5 years. Current, we support a range of funding options, including the Early Years Free Entitlements (EYFE) This scheme is aimed at three- and four-year-olds and eligible two-year-old, and they are entitled to free part-time early years learning until the school term in which they have their fifth birthday. The funding does not cover extras such as food, drinks, outing, nappies, and extra hours. Children of the eligible age or offered a free early year's place (15 hours offer) or (30 hours offer - subject to eligibility), but not the right to a free place with a particular early year's provider or a particular time or session. The nursery prioritises funded places according to availability, type of booking and whether the enquirer is an existing parent/carer or new enquirer. Please refer to our website or contact the. Office for further details regarding our funding policy.

#### Termination and Suspension of Childcare Services

- 3.1 You may end this agreement by giving one calendar months written notice. No specific reason for ending the agreement needs to be given, although naturally we would wish to understand the reason.
- 3.2 Specifically, you may end this agreement with immediate effect if (1) we have breached any of our obligations under this agreement and we have not or cannot put right that breach within a reasonable period of being requested to do so (2) we change any of the terms and conditions unreasonably.
- 3.3 Specifically, we reserve the right to end this agreement with immediate effect if (1) you have not paid the agreed fees (2) you have breached your obligations under this agreement and you have or cannot put right that breach within a reasonable period of being requested to do so (3) your child's behaviour is



unacceptable or endangers the safety and well-being of any of the other children in the nursery (4) financial, business or commercial reasons compel us to radically change the nature of the nursery's operations, including but not limited to permanent closure of the nursery, change of childcare service provider, re-registration of child numbers and age groups, changes to the registration and booking policy. Naturally, we will provide as much notice as given any of these events.

- 3.4 We may suspend the provision of childcare for any of the above reasons and in addition (1) if your child is suffering from an infectious or contagious disease or illness which may easily be passed onto others in the nursery, The suspension will continue whilst we try to resolve the problem in conjunction with the parent / carer. (2) where forces beyond our control compel us to either close the nursery or reduce the available hours, such as an outbreak of disease that involves the intervention of outside agencies such as Environmental Health, severe weather such as snow or ice which significantly impairs safe travel to and from the nursery, industrial action affecting travel to and from the nursery, an Ofsted investigation, or any other reasonable incident not in our control. In the event that the nursery is compelled to close in reasonable circumstances beyond our control we aren't able to refund fees or organise alternative childcare, nor can we accept any consequential liability sustained by parents / carers due for example to loss of earning or costs associated with alternative childcare. Dependent on the nature of the closure we may be able to seek compensation through our insurance policy and every effort will be made to minimise the disruption to service and cost to our parents or carers. None of the above compromises your statutory rights if the nursery has been negligent.

#### Staffing

- 4.1 Staff are checked on commencement with the nursery through the Disclosure and Barring Service to ensure there are no safeguarding issues of which we need to be aware. Suitable person checks also include not are not limited to identity verification, qualification checks, personal and employment references, medical checks, and where applicable visas or permits to work in the UK.
- 4.2 The nursery observes the Ofsted regulation to staff and children ratios, current 0-2 years 1:3, 2-3 years 1:4 and 3 to 5 years 1:8. In practice, our ratios exceed the minima.

#### Health, Safety and Absences

- 5.1 It is understood that the nursery is under an obligation to report to the appropriate authorities any incident where we consider a child may have been abused, neglected or in some other way harmed either physically or emotionally. This may be done without informing the parent or carer, in accordance with our Safeguarding Children Policy.
- 5.2 Intimate care can be provided by a male or female member of our staff and can include, feeding, washing, dressing, toileting and nappy changing.



- 5.3 The nursery is committed to the identification of and provision for children with Special Education Needs. We believe that the potential of every child in our care is maximised, irrespective of ability, disability, race, gender, and social background and to enable equal access to the curriculum in an environment where every child is valued and respected. Parents and carers must ensure we have all the relevant information regarding special needs to enable us to appropriately care for your child.
- 5.4 In fairness to all our staff and to the clients and children that use our facilities we expect reasonable standards of behaviour at all times. Kids Around the Clock will endeavour to support any kinds of behaviour and promote positive behaviour throughout our settings. If, however, we are unable to help manage behaviour, we will have to look at terminating the child's contract. Naturally every effort will be made to avoid this action and may include special needs assessment or one to one care if funding allows. We ask all parents / carers to appreciate this and to understand that, in the event of having to exclude any child, all fees to that date are non-refundable.
- 5.5 All nursery meals are prepared by our chefs in the nursery kitchen with consideration to provide a well-balanced diet. Vegetarians and special dietary requirements are catered for. A copy of the weekly menu is on the website and is displayed on the notice board. Please ensure you keep us notified about your child's dietary needs and preferences.
- 5.6 We reserve the right to administer basic first aid and treatment, when necessary, we gain permission of administering first aid upon registration. Parents/carers will be informed of all accidents and will be required to acknowledge on Family an accident form. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by the nursery to contact the parents/carers but failing this, we are hereby authorised to act on behalf of parents/carers to consent to necessary treatment from a suitable qualified medical source, We will administer prescribed medicines if parents complete a 'Medicine Consent' form; however, the first dose of medicine must be given at home and parents must take all medicines home at the end of each day unless otherwise agreed.
- 5.7 We may ask parents/carers to withdraw their child from nursery, if we have reasonable cause to believe that they are unwell or maybe suffering from or have suffered from any contagious disease/infection and there remains a danger that other children at the nursery may contract such a disease/infection. We accept no responsibility for children contracting contagious diseases/infections whilst at nursery; however, we will publish infection notices in the nursery and on Family to keep you informed. Parents/carers are requested to inform, nursery if their child is suffering from any illness or sickness before attending nursery. Children who have suffered from sickness or diarrhoea will not be admitted back to nursery within 48 hours after the last bout. If children fall ill during the day, parents/carers will be contacted to arrange to collect them. If the parents/carers are unavailable other authorised contacts will be called.



- 5.8 Parents/Carers are requested to inform the nursery of any food, medicine, activity, or any other circumstances that may cause the child to have an allergic reaction/allergy. Parents/carers must provide details, in writing, of the severity of the reaction/allergy and must continue to inform the nursery of any changes/progress to the condition in writing, when they become aware. Parents/Carers are requested to inform the nursery of any changes to key information.
- 5.9 We request that all personal toys, books, or other equipment are left at home as we cannot guarantee they won't be damaged or lost. Comforters can be brought into the nursery.
- 5.10 The nursery provides a car park when dropped and collecting your child. Please ensure your child is supervised at all times in the car park. Do not park close to the building and be aware of your speed. The nursery is not liable for any accidents or injury whilst customers are using the car park.
- 5.11 Children should attend nursery in normal day clothes. Please avoid 'designer' clothes as accidents can happen. Two changes of clothes should be provided, in a labelled bag. Please label your child's clothes to help avoid items going missing or being misplaced. The nursery does not accept responsibility for accidental injury or loss of property, although, we take very good care of child property whilst in the nursery.
- 5.12 The nursery maintains all those insurances required by law. Details are posted in the reception area.
- 5.13 The nursery acknowledges its duty of care to uphold the Statutory Guidance issued under section 29 of the Counter Terrorism and Security Act 2015, the central function of which is to take due regard to our role in assisting the prevention of adults and children in our care from being drawn into terrorism or radicalisation.

#### Publicity and Images of Children

- 6.1 As part of the nursery's fulfilment of the early Years Foundation Stage, we regularly photograph and sometimes video the children taking part in their activities. Imagery is never published without the consent of the parent or carer. Our guidelines are as follows (1) Photographs in the Nursery are only taken with Nursery cameras or authorised devices such as tablet computers. (2) Staff mobile phones with or without cameras are not allowed in the playrooms, around children, on trips or in the garden. (3) Photographs taken of the children are stored on the nursery computer and are password protected. (4) Photographs are vetted for suitability before being printed or published. (5) All children are dressed appropriately before pictures are taken. (6) No photographs are taken in sensitive areas such as toilets or nappy changing rooms. We observe the GDPR regulation protecting privacy and confidentiality.
- 6.2 Parents are requested not to use their mobile phones within the nursery premises, any outing, or performances.
- 6.3 If you do not wish your child to be photographed or recorded, please inform the nursery on registration.



### Drop Off and Collection

- 7.1 You must collect your child in person. If you arrange for someone else to collect your child, then you must contact the Nursery team prior to collection and let the person authorised to collect your child know your password. Collection needs to be by a person over the age of 16.
- 7.2 You must ensure that your child is collected at the scheduled time of collection. If you are not able to collect your child at the scheduled time, you should make every effort to inform the Nursery Management as soon as possible. Late charges of £10 for each 10 minutes may be charged. The nursery is under obligation to the local authority safeguarding board to inform the relevant agencies should a child remain with us 30 minutes beyond the collection time where that has been no notice and mutual agreement between the parent/carer and nursery management, and we cannot contact yourself.
- 7.3 The nursery operates a CCTV system which is for security purposes only and is not connected to any exterior network other than the remote maintenance by the Proprietor or authorised CCTV engineer.
- 7.4 It is the responsibility of parents/carers to keep us informed of any changes in contact details.
- 7.5 Under no circumstances will the child be allowed to leave nursery with anyone unknown to nursery staff unless the parent or carer has previously arranged this. If the parent/carer has made alternative arrangements by telephone, the nursery will require the name of the person permitted to collect the child. A list of responsible adult who are authorised to collect the child should be given to the nursery manager. The nursery does also use a password system for entry to the building.
- 7.6 The nursery has absolutely no obligation to accommodate a child that will be collected late if we are not able to do so. If a child remains uncollected with no notification for more than 30 minutes after normal collection timelines, we are required by law to contact the local authority.
- 7.7 The nursery will not release a child for collection if it is reasonably believed or has reason to suspect that the collecting person is under the influence of alcohol and/or intoxicated by drugs. The nursery will contact the other persons named on the collection and contact list to come and collect your child.

### Complaints, Changes and Acceptance

- 8.1 If you have any complaints about the service that we are offering, can you please in the first instance contact your child's keyworker, then the nursery manager or management team, and in the final instance, Ofsted.
- 8.2 We may change the terms and conditions from time to time especially where such change arises from regulatory issues or changes in legislation affecting us, changes that affect the way we provide our nursery service, or in our reasonable opinion it is in the interests of children attending the nursery. We will give you at least one month's written notice of such change.
- 8.3 We will not be in breach of these terms or otherwise liable to you by reason of any delay in performance or non-performance of our obligations due to an event



outside our reasonable control including 'acts of god' fire, flood, snow, lightning, war, act of terrorism strikes or other industrial action.

- 8.4 Acceptance of this agreement is implicit when you agree to the terms and conditions on our Family app upon registration and applies to all parties that are noted on the child's booking form, irrespective of whether the secondary parties have signed the form. We would respectfully request that if parents/carers experience difficulty in fulfilling any of the conditions of this agreement, that they contact the Nursery Manager or Management Team as soon as possible. We will do our very best to resolve the issue.

#### Kids Around the Clock Data Processing Notice (GDPR)

- 9.1 We observe the General Data Protection Regulation (GDPR) as it applies in the UK, tailored by the Data Protection Act 2018. The Act defines what types of data is allowed to be collected, how they should be stored and what can and cannot be done with that information. In particular The Act states that personal data relating to individuals must be stored securely and only used for legitimate purposes.
- 9.2 When you initially book our services and in the course of providing those services, we collect the following personal information when you provide it to us:
- Your details, including your name, marital status, date of birth, photographs, home address, contactable telephone numbers, email address, and employment details; and
  - Your child's details, including name, date of birth, home address, photographs, videos, contactable telephone numbers, email address, and GP details.
- 9.3 We also collect and process what is terms as 'Sensitive Personal Information.' This maybe information about you or your child's gender identification, race and ethnicity, nationality, cultural or religious beliefs, genetic or biometric data, disability or medical records, sexual orientation or criminal records or cautions and court orders, along with any ID that was provided upon registration.
- 9.4 From time to time, we may also collect information from other sources such as other nursery settings, other children's learning profiles, the police, Safeguarding, Ofsted or Local Authority. We may enhance personal information we collect from you with information we obtain from third parties that are entitled to share that information, but in each case as permitted by applicable laws.
- 9.5 From time to time, you might give us information about third parties such as your next of kin allowed to collect or alternative emergency contacts. If you intend giving us personal information about someone else, you are responsible for ensuring that you comply with any permissions and consent obligation under the data protections laws. In so far as required by applicable data protection laws, you must ensure that you have their explicitly consent to do so and that you explain to them how we collect, use, disclose and retains their personal information or direct them to read this policy.
- We gather information directly form you in a number of ways:
- Paper and hard copies of forms
  - Computer networks and connections





- Web based software and platforms
- Web and tablet-based applications
- Communications systems
- Survey platforms
- Email and instant messaging systems
- Telephones, voicemail, mobile phone records
- Other hardware and software owned, used, or provided by or on behalf of us.

#### CCTV - GDPR

10.1 Some limited personal data may be collected from monitoring devices and systems such as CCTV.

We use your personal information for:

- Performance of our contractual obligations.
- Equal opportunities monitoring.
- Diversity reporting requirements.
- Social Security Laws.
- Statistical analysis
- Contacting service users in an emergency situation.
- Communication with service users.
- Compliance with legal, regulatory, and corporate governance obligations and good practice.
- Gathering information as part of investigations by regulatory bodies or in connection with legal proceedings or requests.
- Operations reasons such as recording transactions, training, and quality control.
- Security vetting
- Preventing unauthorised access to the nursery setting and the children.
- Checking references.
- Administration, assessments, and monitoring.
- Marketing our business our additional services and those of our group companies, for the purpose of our legitimate interest and so long as that interest does not infringe on your rights and freedoms.
- Analysing purchasing preferences of our product and services and making improvements
- Improving our customer services provisions.
- Operation reasons, such as recording transactions, training, and quality control.
- Insurance purposes
- Ensuring business policies are accurate and relevant.

10.2 We will share personal information with law enforcement or other authorities if required by applicable law. We will not share your personal information with any other third party without your consent. For complete details of our GDPR policy please contact the office in regard to the policy.

#### COVID-19 Addendum

Since March 2020, the nursery operation has been affected by COVID-19 and as a result we have had to make some modifications and additions to our terms and conditions, which over-ride or be applied alongside the terms and conditions in sections



1-10. We are constantly reviewing these addenda to ensure they still have current relevance.

**11.1 - Legislation and Guidance** - Our nursery is advised and guided by current Coronavirus legislation as well as Public Health England and the Department of Education. Information and directives can change quickly, and we will update these terms on a regular basis as needed.

**11.2 - What happens if there is a confirmed case of COVID-19 in our nursery?** - If a child or staff member tests positive for COVID-19, they will need to self-isolate for 10 days from when the symptoms began or 10 days from the test if asymptomatic. Dependent on the circumstances we may have to ask staff or children who have been in contact with the infection to self-isolate for 10 days. We may also need to close part or all of the nursery, should the government advise us to take those precautions again. We will be guided by the Local Authority and a decision will be made as quickly as possible.

**11.3 - What happens if these nursery is forced to fully close due to national or local lockdown?** - If you wish your child's place to be secure for when restrictions list, KATC requires a retainer fee that we can provide once requested. However, If the closure lasts for more than 4 weeks, dependent on the circumstances and support from the government, we will suspend fees altogether and revert to a voluntary retention fee as we have arranged previously. Whatever charges are requested, in the event of closure, our response will be reasonable and proportionate.

**11.4 - My child has tested positive for COVID-19** - If your child has tested positive for COVID-19 then they will need to be away from nursery for at least 10 days from when the symptoms first began. Even at the end of 10 days, if symptoms persist, please keep your child at home until they are symptom free.

**11.5 - My child has been in contact with someone outside the nursery with a confirmed case of COVID-19** - If your child has been in close contact with someone who has tested positive for COVID-19, of that is someone you live with, you and your child will need to follow government advice and self-isolate. Government guidance now also says that you no longer need to self-isolate just because you have been in contact with someone with coronavirus - unless you are told to by the NHS.

**11.6 - My child has been in contact with another child/adult who has COVID symptoms** - The child/adult displaying the original symptoms should remain at home and arrange for a test. If your child has been in close contact with someone who has tested positive for COVID-19, Government guidance now says that you no longer need to self-isolate just because you have been in contact with someone with coronavirus - unless you are told to by the NHS.

**11.7 - My child who is currently self-isolating due to being in contact with someone with COVID-19, has been tested within the 10-day isolation period and it has come back negative. Can my child attend nursery?** - If your child has been asked to self-isolate due to being in close contact with someone testing positive, then your child will need to self-isolate for the full 10 days. Evidence shows that symptoms can arise even after a test.

**11-8 - If my child is compelled to stay at home because of having to self-isolate, either because they have the symptoms/infection or they have been in contact**



**with someone with symptoms/infection, what happens to fees?-**

Unfortunately, we have to treat ongoing COVID infections in the same way we manage other contagious diseases and that fees are payable if your child is away. If your child's absence is likely to be more than 2 weeks due to COVID, then please contact the nursery, where dependent on circumstances, we might be able to arrange some assistance with fees by the way of a concession.

**11.9 - We have made a booking with your nursery but choose to delay the start date because of concerns over COVID** - Please give the nursery at least one calendar months' notice, as we will have already arranged staffing to welcome your child. We can normally delay a start by 1 month with no charge. Delays longer than 1 months may require a retention fee, or we may request that you rebook your child at a time that best suits your circumstances.

**11.10 - Our child is current attending your nursery. And we wish to suspend their attendance because of concerns about the risk of being exposed to COVID at nursery. For example, a member of my child's household is especially medically vulnerable, or a member of our household is pregnant** - The evidence of infection within early years settings indicates that the risk infection is very low. Nonetheless, we respect the parent/carer decisions to temporarily withdraw a child given domestic circumstances. We will require one calendar months' notice of this request, delays longer than 1 months may require a retention fee, or we may request that you rebook your child at a time that best suits your circumstances. (If there is a child who would like to register and start within this one-month period, you will be contacted to be let known of your options.)

**11.11 - If the nursery is allowed to remain open during a local or national lockdown or other COVID restriction, how will this affect our childcare arrangement with you?** - The nursery will only open if we believe it is safe to do so. The main changes to our service include but are not limited to: (1) slightly shorter sessions (2) staggered arrival and collection times (3) no parent/carer access to the nursery building without a mask (4) keeping your children in specific bubble / cohort groups to minimise cross contact (5) reducing your child handover times with staff so that daily debriefs are provided using our Famly app rather than face to face. We respectfully request that even though session times might be slightly shorter, that the normal fee is paid due to the fact staff are working longer updating the Famly app and are also assistant with the enhanced cleaning and preparation for the following day.

**11.12 - What happens to EYFE funding in the event of closure or mu child's absence from the nursery?** - Your child is allowed to retain funding in any one term provided that absence for any reason does not exceed 4 weeks. Absence for any longer than this will be negotiated with the local authority dependent on circumstances.

**11.13 - Liability for COVID-19 infection at nursery** - Just as with any other infection or contagious disease, the nursery cannot accept responsibility for children or members of staff or the public contracting COVID-19 or being forced to self-isolate, due to suspected or actual infection at our premises. However, the nursery has implemented rigorous and comprehensive safe operating procedures to minimise the possibility of infections, and we will continue to review our procedures to keep everyone as safe as possible.