

# Welcome



## 2026

**West Byfleet Nursery Ltd, Camphill Road, West Byfleet, Surrey KT14 6EF**

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[www.westbyfleetnursery.co.uk](http://www.westbyfleetnursery.co.uk)

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# Welcome to West Byfleet Nursery

All about us...

West Byfleet Nursery is an independent pre-school which provides high quality care and education for children, from 2 years and 4 months to school age, in a secure and stimulating environment. We promote positive partnerships with all parents and carers to support individual learning.

West Byfleet Nursery is registered and approved by the Office for Standards in Education (Ofsted) who set care and educational standards. West Byfleet Nursery is regularly inspected by Ofsted. Our latest Ofsted report is available upon request or on Ofsted's website at: [www.ofsted.gov.uk/inspection-reports/find-inspection-report](http://www.ofsted.gov.uk/inspection-reports/find-inspection-report).

West Byfleet Nursery was established in 2010 and is located on the West Byfleet Infant School site. In November 2014 we moved to new purpose-built premises, consisting of three classrooms, a nurture room, a garden, and a playground area, adjacent to the school. We have strong links with the infant school and are able to access many of the school's facilities.

We are registered to care for up to 76 children per session.

We are a term time only setting and are open from 8am until 6pm, Monday to Friday, for 38 weeks per year.

We run two sessions a day, the morning session runs from 9am to 12pm, and the afternoon session is from 12pm to 3pm, these are our core hours.

Our extended hours include Breakfast Club, which runs from 8am to 9am and Penguins Club, which runs from 3pm to 6pm. Extended hours are all non-funded sessions. Funding can **only** be used for our core hours.

These sessions may be taken as detailed on our registration form and are subject to availability.

The Early Years Foundation Stage (EYFS) 2025 welfare and safeguarding requirements set out the minimum numbers of staff that must be present with the children at any time. For children aged 2 years, there must be a minimum of one member of staff for every five children. For children aged 3 years and over there must be a minimum of one member of staff for every eight children.

At West Byfleet Nursery we believe in valuing and celebrating the diversity within our community. Equality of opportunity applies to every child, staff member, student, volunteer, parent, and carer. Each person is valued as an individual, with differing social, intellectual, and cultural backgrounds. Our Inclusion Policy (including SEND and Equality of Opportunity) is available on our website or in paper form on request.

## Directors and staff

The directors of the nursery are Shirley James and Ruth Claydon. Shirley James was the Headmistress of West Byfleet Infant School, retired in December 2019 and Ruth Claydon has been manager of the Nursery since 2012.

The Nursery is co-managed by Ruth Claydon and Nicky Welland.

Details of members of staff, including their qualifications and areas of responsibility can be found on the notice board in the nursery reception area and on our website.

We are committed to supporting all staff in their continuous professional development and have in place a training and development plan. We recognise the importance of having a highly qualified and skilled workforce to support all children in achieving positive outcomes. Therefore, our staff are trained, in line with EYFS statutory requirements, in Safeguarding, Paediatric First Aid, Food Hygiene as well as other relevant early years courses and workshops.

## Our Mission Statement:

West Byfleet Nursery is a ....

**C**aring  
**H**appy  
**I**nclusive  
**L**ively  
**D**iverse  
**R**espectful  
**E**nthusiastic  
**N**urturing Environment

... where your children can learn and achieve

The staff at the nursery devised this mission statement in April 2016.

*'Play is essential for children's development, building their confidence as they learn to explore, relate to others, set their own goals and solve problems. Children learn by leading their own play, and by taking part in play which is guided by adults.'* (EYFS 2025, pg16 1.16)

## The Early Years Foundation Stage (EYFS) 2025

The Early Years Foundation Stage is a comprehensive statutory framework which sets the standards for the learning, development, and care of children from birth to five years of age. All registered early years providers and schools are required to use the version of EYFS which became effective in September 2025. Copies of the EYFS Framework and further information can be found at:

<https://d.docs.live.net/40dc5a69fd208c5a/Documents/Forms/Induction%20packs/Brochure%20July%202025.docx>

The purpose and aim of the EYFS is to support every child to have the best possible start in life and the support that enables them to develop their full potential. A child's experiences between birth and aged five have a major impact on their future life chances.

*'The EYFS sets the standards that all early year's providers must meet to ensure that children learn and develop well and are kept healthy and safe. It promotes teaching and learning to ensure children's 'school readiness' and gives children the broad range of knowledge and skills that provide the right foundation for good future progress through school and life' (EYFS 2025 pg7 point 2).*

The level of development children should be expected to have attained by the end of the EYFS (end of reception year) is defined by the Early Learning Goals as set out in the EYFS document.

We believe that children that attend the setting should start school in good health; this includes oral health. We aim for each child to be happy, communicative, curious, active, and ready to best benefit from the future learning opportunities available to them.

The overarching aims of the EYFS should shape practice in early years settings.

The four guiding principles are:

- Every child is a unique child, who is constantly learning and can be resilient, capable, confident, and self-assured.
- Children learn to be strong and independent through positive relationships.
- Children learn and develop well in enabling environments with teaching and support from adults, who respond to their individual interests and needs and help them to build their learning over time. Children benefit from a strong partnership between practitioners and parents and/or carers.
- Importance of learning and development. Children develop and learn at different rates. The framework covers the education and care of all children in early years provision, including children with special educational needs and disabilities (SEND).

The EYFS seeks to provide:

- **Quality and consistency** in all early years settings, so that every child makes good progress and no child gets left behind.
- **A secure foundation** through planning for the learning and development of each individual child and assessing and reviewing what they have learned regularly.
- **Partnership working** between practitioners and with parents and/or carers.
- **Equality of opportunity** and anti-discriminatory practice, ensuring that every child is included and supported.

# The Areas of Learning and Development

There are seven areas of learning and development that are all equally important and interconnected.

**Three areas** are particularly important for building a foundation for igniting children's curiosity and enthusiasm for learning, forming relationships, and thriving.

## These are the Prime Areas:

- Communication and Language (CL)
- Physical Development (PD)
- Personal, social and Emotional Development (PSED)

We also support children in **Four Specific Areas**, through which the three prime areas are strengthened and applied. The specific areas are:

- Literacy (Lit)
- Mathematics (Maths)
- Understanding the World (UW)
- Expressive Arts and Design (EAD)

In planning and guiding what children learn, we reflect on the different rates at which children are developing and adjust our practice appropriately. The **Characteristics of Effective Teaching and Learning** are:

- **Playing and exploring**- children investigate and experience things and 'have a go'.
- **Active Learning**-children concentrate and keep on trying if they encounter difficulties and enjoy achievements.
- **Creating and Thinking Critically**- children have and develop their own ideas, make links between ideas and develop strategies for doing things.

## Assessment:

*'Practitioners must consider the individual needs, interests, and development of each child in their care, and must use this information to plan a challenging and enjoyable experience for each child in all areas of learning and development'* (EYFS p16 1.12).

Each of these areas must be implemented through adult interactions, a range of purposeful play activities both inside and out, both child-initiated, and adult guided to meet the needs of the unique child. This is particularly important in developing children's language and extending vocabulary.

Observations play an integral part of the learning and development process, in supporting parents and practitioners to recognise children's levels of achievements and interests, shaping teaching, and learning experiences for each child, reflecting that knowledge. Observation is an on-going daily process and should be shared regularly with parents and carers.

## Profiles:

Each child will have an online profile to record their time at the nursery, providing a record of their achievements and the activities that they have engaged in. We use Tapestry, an early years profile software with secure server storage, to produce these.

Parents and carers are able to access these records via secure personal log-ins.

We recognise that parents/carers are their child's first and foremost educators. We aim to work in partnership with you to promote learning and development.

To achieve this every child will be assigned a **key person**.

## The Key Person

*'Each child must be assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents and/or carers'. (EYFS pg30 3.41)*

The key person must:

- develop and maintain secure, trusting, warm relationships with key children and families, providing a secure base for those children, enabling them to feel safe to explore the environment.
- understand, acknowledge, and support children's feelings through responding in sensitive and appropriate ways to them.
- provide plenty of regular opportunities to talk with and listen to and frequently observe the child supporting the child's interests (engaging in 'sustained shared thinking').
- maintain records of each child's development and progress and share these with children and parents as necessary.
- work with professionals from external agencies as and when required to support the child's needs.

## A typical session at West Byfleet Nursery

We provide a range of structured, open ended and free choice activities for each session.

*'Young children learn and develop best when they are in a stimulating environment that is carefully organised and equipped to meet their needs, interests and stages of development' The Nursery Year in Action. Anna Ephgrave. 2015.*

On arrival at nursery children "self-register" by finding their name card and placing it above a coat peg. Using 'in the moment planning' children are able choose from a variety of activities, managed, and enhanced by adults, throughout the session.

*'Children are born with a natural desire to explore and learn and practitioners can support them in this. We do this by creating an enabling environment (both physically and emotionally) and through the relationships and interactions that the children experience. **We do not plan ahead**, rather we remain 'in the moment' with the children as they explore and learn. We observe carefully and enhance the learning whenever we spot a 'teachable moment'. Our observations, interactions and the outcomes are recorded afterwards'. The Nursery Year in Action. Anna Ephgrave.*

Each session varies but will always include:

A carefully selected range of resources, self-selection free play, some small group work, rolling snack, outdoor play, songs, ring games and stories.

Free play covers all seven areas of learning and development and includes role play, craft, construction, small world, maths and much, much more.

All activities are supported by our highly qualified and experienced staff.

# Starting Nursery

## Settling in

West Byfleet Nursery aims for all its children to feel safe and happy in the absence of their parents and to recognise other adults as a source of help and friendship. We also aim for parents and carers to feel welcome and involved in their child's learning and development from the beginning. Please refer to our Settling in Policy for further information.

It takes longer for some children than others to feel confident and secure within the group and our experienced staff will take great care of your child and work together with you to help them settle.

On arrival, please wait outside until our staff open the doors to welcome you. To encourage children's independence parents are requested not to enter the classrooms. Each room has its own coat pegs, toilet facilities, wellington boot, and lunch box storage. Parents are requested to hand over their children, along with their belongings, to the member of staff on duty at the classroom door.

The door to Seahorses Class is under the porch, Whales Class use the main entrance, and the Starfish Class door is at the far end of the building.

The staff understand that the settling in process can take several days and will support you and your child sensitively. If you wish to bring your child in a little later than the start of the session, please discuss this at your induction.

**If for any reason your child cannot attend a session, please advise us by telephoning or emailing before their session starts. The phone numbers for the nursery are 01932 353288 or 07934 232581. The email address is Westbyfleetnursery@hotmail.co.uk**

For health and safety reasons buggies are not allowed into the building. Please park them tidily to one side of the path as space is limited. To help ease the congestion please leave the site as quickly as possible once you have dropped off or picked up your child.

For safeguarding reasons, parents and siblings are not allowed access to the classroom toilets.

## Collecting your child

When you collect your child from nursery, please wait outside until staff open the doors. Staff will greet each parent and carer individually and provide brief feedback on the session. In this way we can ensure that children only leave the nursery with the person designated to collect them.

If for any reason you cannot collect your child from nursery, please give the staff details of the adult who will be collecting them. It is not possible for children to be collected by anyone under the age of eighteen.

Please notify the manager if there are any family circumstances or issues that affect who is able to collect your child.

Please ensure your child is picked up promptly. Your lateness may cause your child distress; it also prevents staff from continuing with their duties. You will be charged a late collection fee, which is charged at £15.00 per 15 minutes or part of. Please refer to our late collection policy for more details.

## Breakfast club: 8am – 9am

At our breakfast club we provide the children with a healthy breakfast to start the day consisting of a choice of wholemeal toast, crumpets, (plant-based spread), sugar free jam, cereals such as shreddies, cornflakes, wheat biscuits and crisped rice with semi-skimmed milk.

## **Penguins Club: 3pm – 6pm**

At our Penguins session the children have a variety and choice of healthy snacks, consisting of crackers, pitta bread, wholemeal toast, (plant-based spread) rice cakes, bread sticks, carrot, cucumber and pepper sticks, a range of fresh fruit (bananas, apples, oranges and pears), low sugar baked beans, spaghetti hoops, tomato soup, cheddar cheese, Greek yogurt and canned tuna and cottage cheese.

All staff members supervising Breakfast Club and Penguins Club will have completed training in basic food hygiene.

Please note Penguins Club does not run on the last day of the three terms – Autumn, Spring and Summer.

NB: Due to staffing ratios, there is limited availability for two-year-olds starting with us to attend Penguins Club.

## **Lunch and Snack Times**

Parents with children attending the afternoon session at nursery will need to provide a healthy packed lunch. If your child is staying for lunch, please hand your child's lunchbox to the member of staff at the classroom door on arrival. It can then be stored in the fridge until lunchtime. Food should be packed in a clearly named container that your child can easily open. Unfortunately, novelty lunch boxes are normally bulky and as we have limited fridge space it is advisable to pack lunches in small, sealed containers.

We regret that we do not have the facilities to reheat meals however should your child require a hot lunch a thermos food flask will keep food warm until lunchtime. Please let us know if your child's lunch includes one of these and we will ensure it is not placed in the fridge.

Any uneaten food will be sent home with your child so that you are aware of how much your child has consumed.

Please ensure that your child has a healthy and balanced lunch which includes **no more than one** high sugar or chocolate item.

As part of the consumables charge, a healthy variety of snacks will be provided at both the morning and afternoon session for your child. More details about the consumables charge can be found on page 11.

**Please note that our nursery is an egg, sesame and nut-free zone.**

**(We have a number of children with severe allergies)**

**Nuts include peanuts, hazelnuts and tree nuts. Please check the ingredients of all shop bought cereal bars, pesto, cakes and spreads.**

**Sesame seeded bread, breadsticks and crackers need to be avoided. Please check the ingredients of shop bought houmous, any items containing tahini are not to be brought into nursery.**

**Brioche and cake do contain egg but when cooked with other ingredients this does not seem to present a problem to most children with this allergy. Items containing high concentrations of egg, such as egg sandwiches, quiche, scotch eggs and hard-boiled eggs need to be avoided.**

Here are some healthy suggestions to make a change from sandwiches:

### **Carbohydrates**

Mini breadsticks, cold cooked pasta, mini rice cakes, wraps (turned into filled pinwheels by cutting them into thin slices), brioche pieces, cheese twists (although these can be high in salt), toasted pitta fingers.

### **Protein**

Pieces of cooked chicken, strips of ham, cold cooked sausage pieces.

### **Calcium**

Cheese sticks, yoghurt tubes, plain yoghurt mixed with fruit.

### **Fruit & Vegetables**

Blueberries, cherry tomatoes (cut in half), cucumber strips, carrot sticks, pieces of mango, raspberries, strawberries, peas, or broccoli pieces (can be mixed into cold pasta), grapes (cut in half lengthways), dried fruit, satsuma segments.

### **Treats**

A few chocolate buttons, a piece of fruit leather or fruit string, a biscuit, flapjack pieces, cake pieces, kids crisps.

## **Health**

If your child has a contagious illness please call the office, as soon as a diagnosis is made, so that we may inform other parents. The identity of your child will be kept confidential.

If your child has sickness, diarrhoea, or fever you **must** keep them away from nursery for a minimum of 48 hours after the last episode, to minimise the risk to others. This is in line with the Health Protection Agency recommendations; please refer to our Illness and Injury policy for further details of exclusion periods.

In accordance with the Early Years Foundation Stage safeguarding and welfare requirements we have a specific protocol in place for children needing medication to be administered during the session. (Please see Administration of Medicines Policy.) Staff cannot administer medicines that have not been prescribed by a doctor.

Paediatric medicines such as Calpol and Nurofen are not kept on site.

Non-prescribed medicine will only be administered where a child's temperature reaches 40 degrees C and if, in the absence of a parent, we have been instructed to do so by a medical professional.

We request that children with head lice do not attend Nursery until they have been treated. The nature of head lice means that it can rapidly spread among a class. Further advice about treating head lice can be obtained from any high street chemist, the internet, or your GP.

Please inform the nursery as soon as possible if your child has severe allergies. Advance notice gives us time to formulate a care plan and access any necessary training for staff. Admission may have to be delayed until all appropriate arrangements can be put in place.

We promote good oral health at the nursery through age-appropriate activities and discussions.

## **Clothing**

Please dress your child in clothes that are easily managed. Dungarees, skinny jeans, belts and lots of layers can cause children to struggle when developing independence skills. Please provide a change of named clothes in a named bag.

If your child is not toilet trained, please discuss their needs with their key person.

Please put your child in old clothes, as messy play is an essential and daily part of nursery education. We do provide aprons, however paint and glue can magically appear under these.

Optional West Byfleet Nursery uniform tops are available to purchase from the office priced at £7.50 for the polo shirt and £9.50 for the sweatshirt. We also have a selection of second hand uniform available at less than half price.

Please label **all** personal items, particularly coats, hats, gloves, shoes, wellington boots, water bottles and lunch boxes. For name labels try <https://www.mynametags.com/> and use ID code **78036** at the checkout.

During sunny weather please send your child in with protective clothing and a named sun hat.

Sunscreen **must** be applied before nursery.

For children that stay all day sunscreen will be reapplied by staff during the day if written permission has been given. Please inform staff of any allergies to sunscreen.

## **Communication**

We work in partnership with all parents to ensure that their child's needs are met.

We are very aware that the key to a successful and a happy relationship between the nursery and families is effective and open communication. We want all parents to feel involved in their child's development at nursery as well as being kept informed of nursery matters.

The nursery issues newsletters via email, this is our main method of keeping parents up to date with current issues, activities, events and more. Paper copies are available on request.

Useful information such as early years notices, health advice and parent activities sheets are also sent out via email and displayed on our notice boards.

Equally, we want to hear any suggestions or issues you may have. Please feel free to speak to our office staff at any time or put your comments in writing and email them to us or write them in the Parents Suggestion Book located in the office. We take all comments, positive or negative, seriously and welcome any feedback.

We have two parents' evenings a year, one in the Autumn Term and the second in the Summer Term. This is an opportunity for you to discuss your child's progress with their Key Person. In the Spring term we hold an informal open evening giving parents, and other family members, the opportunity to visit the setting together with their children and to share the children's learning experiences.

However, should you have any concerns, you are welcome to make an appointment to talk to your child's Key Person at any stage during the year. Please arrange this in advance as this will enable the staff to ensure that time is set aside to talk to you in private. All records are confidential and are kept securely.

We hope that you will never have cause to make a formal complaint, but should you wish to do so, please speak to Ruth Claydon or Nicky Welland who will begin implementing the process as laid out in our Complaints Policy.

## Photographs

Parents and visitors are not permitted to take photographs on site, the use of phones and other mobile devices for this purpose is strictly forbidden. However, photographs are taken by the nursery as part of the process of recording observations of the children. Photographs taken for this purpose are stored securely on Tapestry's (our online learning journal software) remote servers. No digital files are stored on nursery computers or within the setting.

Please make your wishes regarding photographs known on the photographic consent section of the Admission Form.

## Fees and Funded Childcare

Children are eligible for 38 weeks of 15 (Universal) from the term following their third birthday or 2-, 3- and 4-year-olds 30 hours (Working Families) funded entitlement, (i.e., from September, January, or April) depending on their parents' eligibility. Full information on eligibility can be found on the government's website <https://www.beststartinlife.gov.uk/childcare-early-years-education/15-and-30-hours-support>.

When completing the SCC declaration form for the funded entitlements you will be asked to confirm your child's full name and date of birth by bringing in either their birth certificate or passport. Other details such as your National Insurance number and 30 Hours eligibility code (where applicable) will also be required. Once completed and returned, the nursery will be able to claim funding on your behalf.

A further section of this form must be completed every term to confirm the continuation of your claim.

Information required includes the number of hours that they will attend nursery, including those claimed at other providers.

Hours not covered by funding will be charged for at the rate in place at the time. Current fee rates are published on our website. Due to staffing ratios, we charge a different amount for 2 and 3-year-olds. Children will be charged the 3-year-old rate from the term following their third birthday.

Our Breakfast Club and Penguins Club are not covered by government funding and therefore incur a separate charge. We please request 48hrs notice of any cancellation of wraparound care sessions. We are unable to refund any wraparound care fees with less than 48hrs notice of cancellation.

Fees are invoiced per half term in advance. Invoices are issued in the first week of each half term and due for settlement in 30 days. Invoices unpaid after 30 days will incur a late fee of £25.00. All invoices are issued by email.

Any extra sessions agreed will be added to the next invoice due. We accept childcare vouchers or tax-free childcare payments. If you have any queries, please speak to Ruth Claydon.

Fees remain payable during all periods of absence including family holidays and sickness. In the case of prolonged absence, a child's place will be kept open for them if the fees are paid.

Poor attendance and holiday absences more than two weeks could result in the loss of funding by the local authority, in which case full fees would become payable. To comply with funding entitlement rules and to ensure that you do not lose this, notification of holiday absence must be made in writing by email. Notification should be sent in advance, and a return date **must** be given.

A minimum of one term notice, in writing, must be given when withdrawing a child.

Notice will be accepted for the end of the current term if notice is received before half term.

Your child **will not be** funded if they move to another setting within the same funded period, unless there are exceptional circumstances. The new setting will be entitled to charge their normal fees.

A full terms fees may be payable should less notice be given.

## Consumables Charge

Please note that government funding is not intended to cover the full cost of childcare. For those accessing funded sessions, there is an additional consumables charge contribution\*. The consumables contribution is £5 per full day (9am – 3pm) and £2.50 per half day (9am – 12pm or 12pm – 3pm) per child. The consumables contribution will be applied at the beginning of each half term and included on your half termly invoice.

The consumables charge contribution includes, but is not limited to:

**Personal care** – nappies, wipes, nappy cream, toiletries, handwash, tissues, paper towels, clinical waste, sunscreen, first aid supplies

**Food** – morning and afternoon session snack of fruit, vegetables, crackers, breadsticks

**IT** – access to the online child development journal, Tapestry

**Extra-curricular activities** – visits from a therapy pony, duck hatching, caterpillar/butterfly kits, food tasting, biscuit decorating, end of term games and gifts

You are entitled to opt out of the additional consumables charge contribution, if you would like to do so, we can provide a list of items your child will need to bring with them to nursery every day. Please make sure you let a member of the office know if you would like to opt out before the end of the current half term, and changes will be in effect from the next half term.

*\*Families claiming Early Learning for 2-Year-Olds Funding (previously known as FEET) or Early Years Pupil Premium (EYPP) will not be asked to pay a consumables charge contribution.*

## Frequently asked questions

### What happens if my child is ill whilst at nursery?

If your child is ill or has a raised temperature of over 38 degrees C whilst at nursery, we will contact you and ask you to collect them as soon as possible. In these circumstances your emergency contacts will be used if we are unable to contact you. A member of staff will sit with your child until you arrive to ensure their safety and provide comfort and reassurance.

### What should I do if my child is not attending nursery for any reason?

If your child is unable to attend nursery for any reason, please contact the office to inform us of the reason for absence and date of return as soon as possible. Holidays should be notified in writing by email.

We can be contacted by phone, on 01932 353288 or 07934 232581, or email at [westbyfleetnursery@hotmail.co.uk](mailto:westbyfleetnursery@hotmail.co.uk), ideally before 9am on the first day of absence.

### How long should I keep my child at home if they are unwell?

The aim of the following exclusion periods is to minimize the spread of the illness to other children and staff:

- **Vomiting and diarrhoea** - off for 48 hours after last episode.
- **Chicken pox** - a minimum of 5 days or after the last spot has healed over.
- **Conjunctivitis** - 24 hours after medication has started.
- **Children prescribed antibiotics** - 48 hours after the course has started.
- **Children sent home with a temperature** – should be kept at home until their temperature has been normal, without the administration of drugs for a minimum of 24 hours.

### What should I do if I believe my child has head lice?

We request that parents make staff aware if their child has or has had head lice. If any child does have head lice, they must be treated prior to attending the nursery.

If a member of staff observes head lice, parents will be contacted and will be asked to collect their child. Once treatment has been administered the child is welcome to return to the nursery.

### **What will happen if my child has a toileting accident at nursery?**

If your child has an accident at nursery, it is not a problem. You can be assured that your child will be treated sensitively and calmly, without undermining their confidence or self-esteem in any way. Although we do have spare clothes at nursery, it is a good idea to keep named, spare clothes (especially pants, socks, and trousers) in their bags.

We do not have laundry facilities at the nursery, so all items of wet and soiled clothing will be placed in a plastic bag for you to take home. Items that are too heavily soiled to be hygienically cleaned will be disposed of via the nursery's hazardous waste collection to minimise cross contamination.

### **What will happen to my child if there is an emergency at the nursery?**

If there is an emergency at the nursery that requires us to vacate the building, we will contact you and ask that you collect your child as soon as possible.

If your child has an accident requiring more than a cold compress or minor first aid, you will be contacted immediately and may be asked to collect your child.

If your child requires medical treatment or a trip to hospital you will be contacted either to collect your child or to meet a member of staff at the hospital. If we are unable to contact you, we will then refer to your child's emergency contact form.

We carry out fire drills every term to ensure that we can all get out of the building safely and calmly if the need arises. Should this happen when you are collecting or dropping off your child then please join in and line up with us in the infant school playground. -

### **What happens if my child leaves nursery?**

We regret that we are unable to offer rebates for absence for any reasons. A minimum of one term notice, in writing, must be given when withdrawing a child.

Notice will be accepted for the end of the current term if notice is received before half term.

If a child leaves nursery prior to the end of term, funding will be kept by nursery until the end of that term as stated on the Surrey County Council Funding Declaration Form.

### **Will fees be refunded if the nursery is unable to open?**

Regrettably, the nursery is unable to offer refunds for any closures due to unforeseen circumstances, please see our Emergency Closure Policy.

### **My child attends West Byfleet Nursery. Is he/she guaranteed a place at West Byfleet Infants School?**

No. Attendance at the nursery does not influence admission to West Byfleet Infant School. This is administered by Surrey County Council's school admissions department. Children are admitted into Reception in the September following their 4th birthday. Applications for places should be made between the preceding October and January. Please see the Surrey County Council's website for further information.

### **What does my child need to bring each day?**

Your child will need:

A balanced packed lunch if attending an afternoon session between 12pm – 3pm

A named coat, jumper, hat, gloves, sun hat, sun cream applied, according to the weather.

Named spare clothes in a named bag.

A pair of named wellington boots (these can be left at nursery)

### **Can I send my child's older sibling to collect them from nursery?**

No, in line with our safeguarding policy the nursery will only release children to their parents or adults over eighteen, who have been named on the child's collection list. If it becomes necessary for someone not on the list to collect your child please notify the nursery of their name, in advance, and ensure the person knows your child's password.

### **How can I help the nursery keep my child safe in the sun?**

UV levels can be harmful throughout the warmer months even when it's cloudy so please remember to **apply sunscreen before** your child arrives at nursery.

We work hard to keep your children safe in the sun and it is important that all children:

- \* have a named sun hat and water bottle in nursery.
  - \* that shoulders are covered - think sleeves rather than straps.
  - \* wear appropriate supportive shoes, no open toes, flip flops or other flimsy footwear.
- Please label all items brought from home clearly.  
As we are a nut-free nursery please ensure your suncream does not contain nut oils.

### **Can my child bring toys from home to nursery?**

Please do not allow your child to bring toys from home, especially ones that are precious. Making sure that these toys are not lost or broken takes staff away from interacting with and supporting your child's learning.

It can be hard to explain to other children that these are not nursery toys for everyone to play with or share and some children can become distressed and cross if this involves their special toy.

We do understand that some children have comforters to help them settle; these will be kept in the children's tray or bag to keep them safe when not needed.

Items brought in for show and tell, no more than one at a time, will be kept safely out of all children's reach and saved for circle time.

## **Policies and Procedures**

Many of these issues are dealt with in further detail in our policies and procedures. These are available in full on the nursery website and can also be viewed in reception. Paper copies are available on request. Prior to your child starting at the nursery, you will be required to sign to say you have read and understood these policies and agree to abide by them.

### **Contact details:**

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KT14 6EF  
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Manager – Ruth Claydon  
Manager – Nicky Welland

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