



TreeTops

Day care for children

Prospectus

2014

21 Langstone Road,
Havant, Hampshire PO9 1RA

Tel: 023 9234 6733

Email: ann@treetopscare.com

Website: www.treetopscare.com



Introduction

Tree Tops Day Care is a unique environment created for parents who want the service of a nursery but with a more personal and tailored approach. The children's care is situated in the family home and is run by Ann and a team of dedicated staff. No matter what age, all children are cared for with a ratio of one staff member to four children.

As the care is being given in the home it is possible to tailor make your childcare around the core day to support you more effectively.

Open 50 weeks a year the core day runs from 8am to 6pm with additional hours available from 7.30am to 8pm on request.

Tree Tops is situated in Langstone, just south of Havant and the A27. Within the family home there are dedicated childcare rooms; a spacious and airy general play room, a wet room and a sleep room.

The children also have a large, private, mature garden where they grow their own vegetables and watch the seasons change. The local area of Langstone also provides numerous opportunities for walks and adventures with ducks to feed and beautiful countryside.

Settling In

No matter how well a child is socialised starting day care is still a big step for both the child and parents. We will endeavour to do everything possible to settle your child in starting with a series of visits; first with a parent and then, when ready, on their own. This period should ideally start 2-3 months before the child begins. Visits, gradually increasing in duration, will be scheduled to make sure your child's start with us is a strong foundation to build on. Children are never left to cry while they are in our care.

Diaries

All children have their own daily diary to record details of the day for parents. The diary will be sent home at the end of each day and parents are encouraged to add their own comments.

Fees and Opening Times

Session	Cost	Comment
Under 2s		
8am-1pm	£26	Includes Breakfast, Lunch and Snack
1pm-6pm	£24	Includes Tea
Full Day (8am-6pm)	£49	Includes all Meals and Snacks
Full week	£225	Includes all Meals
Over 2s		
8am-1pm	£25	Includes Breakfast, Lunch and Snack
1pm-6pm	£23	Includes Tea
Full Day (8am-6pm)	£47	Includes all Meals and Snacks
Full week	£220	Includes all Meals

Additional hours to session (outside core hours) are £10 before 8am and £12 after 6pm. If you arrive to collect your child for whatever reason before 8am or after 6pm (unless prearranged, meaning that you will be charged the early or late tariff as shown on the web page) we will be happy to extend our hours, but there will be a charge of £5 for every 15 minutes or to the nearest late arrival time. Additional lunch is £4 if using core additional hours.

Unlike a nursery Tree Tops is able to be flexible with session timings. As a rule children should be collected promptly at the prearranged time and booked into any extra sessions and hours in advance. However life is not always predictable and if you are delayed we will care your child without fuss until you arrive as we are not restricted by a closing time.



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Meals and Refreshments

All food is home made by Ann who is an accomplished and dynamic cook. She uses free range and organic ingredients wherever possible and all food is GM free. From making home-made yoghurt with fruit picked from the garden to free range chicken breast goujons Ann makes sure the food is nutritionally balanced, varied and scrumptious!

Breakfast is from 8.00 to 8.30am. The children are offered a selection of cereals, fresh and dried fruit, toast and yoghurt.

Snacks are provided at 10am which always includes fresh fruit in addition to muffins, dried fruit, fruit toast or homemade pancakes.

Lunch is served at 12.00pm. There are many different lunches available; some examples are:

- Fish pie
- Chicken Casserole
- Tuna Pasta Bake
- Chicken Curry
- Sausage and mash
- Shepherd's Pie
- Lasagne
- Cottage pie

And Tea is at 4pm. A couple of possibilities are:

- French bread with lentil dip
- Make your own Muffin pizzas

Sample menus are available on request. Please advise us in advance of any nutritional requirements your child has.

Water is offered throughout the day. Please speak to Ann if you need an alternative.

Babies

You will need to bring a changing bag which should include:

- Nappies and wipes
- Barrier cream
- 2 sets of clothes
- Any comforters they need
- Formula milk for the day made up in bottles

Coming and Going

On arrival please ring both the front door bell and upstairs intercom buzzer in case we are in the garden!

When collecting your child please wait in the hall where we will bring them to you. If you would like to go to the play room to collect them, then we would respectfully ask you to remove your shoes before going upstairs.



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Regulations

Registration Deposit: A refundable deposit of £100 is required on reservation of your child's place. We also require a £35 admin fee which is non refundable.

Nursery Fees: Fees are invoiced up to and including the last Friday of each calendar month so invoices may be for 4 or 5 weeks. Please ensure your invoice is paid on the first of each month. There will be a £20 charge for accounts settled after this date.

Opening Hours: Our hours are from 8am-6pm. We are willing to open earlier or later if required. Please ask a member of staff. Any hours required outside of these core hours will be charged £8 per hour in the morning and £10 per hour in the evening.

Holidays: There is no longer two weeks at half fees for parents when they take their holidays outside of the dates that we are closed. There is no charge when we are closed. Any time off taken when we are open, will be charged for.

Tree Tops is closed Bank Holidays, Christmas (1 week) and one week at Easter. All dates will be confirmed at least 6 months in advance and these periods will not be charged for.

Cancellation: A calendar month's notice is required in writing if you wish to cancel your child's place or any sessions. Failure to do so will mean loss of deposit.

Absences and Sickness: If your child is absent please contact us on 023 92 346733. Please do not send your child in if they are sick. We can administer medication to your child as long as it is prescribed and/or we have written permission from you. If your child becomes very poorly while they are with us then we will contact you on your emergency contact number. If we are unable to contact you or the situation warrants it we will take your child to the hospital/doctor and continue to try to contact you. If your child is ill with sickness, there will be an exclusion period of 48 hours after the last bout of sickness.

If your child is ill with sickness, there will be a exclusion period of 48hrs. If the carpet cannot be cleaned satisfactory, for hygienic reasons we will call in a professional cleaner. There will be a £15 charge to cover some of the cost. If a child has diarrhoea (three consecutive nappies) there will be a 24hr exclusion.

Clothing: Your child should have a pair of slippers for indoor play which can be kept in nursery along with welly boots, sun cream, sun hat and a change of clothes.

Parking: Parking is limited at Tree Tops but there is parking on Southbrook Road, just around the corner from Tree Tops.

Collecting: As we are still providing care for other children it would be appreciated if you did not linger on the premises after you have collected your child.

Health & Safety and Security: We take the safety and security of our children very seriously and have the following measures in place.

Fire alarms are fitted and checked at regular intervals and fire drills are carried out termly. All staff have current DBS checks as required by Ofsted.

Behaviour: We strive to meet the emotional needs of each child and make sure they are properly stimulated, secure and happy. If we are worried about the behaviour or happiness of any child we will liaise with the parents and work with all parties to resolve the problem to everyone's satisfaction.

Child protection: By law we are obliged to inform Social Services if we have any concerns about a child's welfare. This includes a duty to share confidential information with others involved in child protection.

Complaints: If you have any concerns with the care your child is receiving please talk to Ann at the earliest opportunity. We are always delighted to receive feedback so we can improve the care we provide.

If you have any concerns that cannot be resolved in this manner then please see the National Child Minders Association website for guidance.



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Tree Tops Holidays 2014

New Years Day

Closed on

New Years Day - Wednesday 1st January

Spring/Easter

Closed from

Tuesday 22nd April - Wednesday 23rd April
(Re-open Thursday 24th)

Christmas

Closed from

Tuesday 23rd December 5pm - Friday 2nd January
(Re-open Monday 5th January 2015)

Bank Holidays

Closed on

Good Friday 18th April, Easter Monday 21st April, Monday 5th May,
Monday 26th May, Monday 25th August