



Frequently Asked Questions at KingsWellies Nursery

How do I find out more about KingsWellies Nursery?

Please request a copy of our Parent Prospectus and Nursery Handbook which will answer all of your questions about KingsWellies Nursery and what we stand for. Please also access our website at www.kingswelliesnursery.com or call 07595447596.

What public holidays is KingsWellies Nursery closed?

KingsWellies Nursery will be open for fifty weeks of the year including all public and local holidays. Non-chargeable 2 weeks holiday includes the Christmas and New Year fortnight when the nursery is closed for two weeks. No need to adjust payments for holidays as fees are calculated over a 50 week year and payable over 12 months.

How do I book extra nursery sessions at KingsWellies Nursery?

Additional nursery sessions may be booked through discussion with the Nursery Manager or the Nursery Director. We would always strive to accommodate short-notice requests but these will be subject to staffing ratios. Any additional fees incurred, for example any extra sessions, will be invoiced separately on an ad-hoc basis which we would ask to be paid within ten days of date of invoice.

What hours is KingsWellies Nursery open?

The Nursery is open Monday to Friday from 7.30am to 6pm. Children who attend all day will have preference for an 'early start' place from 7.30am. The morning session is from 8am-1pm although there will be additional 'early start' places available for those children who only attend in the morning. The afternoon session is 1pm to 6pm. Please note that entry before 7.30am or 1pm sessions is not possible due to ratio management in accordance with the Care Inspectorate policies. All children must also be collected by 1pm and 6pm accordingly.

How do we pay our KingsWellies Nursery fees?

Payment of fees is monthly in advance based on a 50 week year. This will be divided over a 12 month period with equal payments taken by Direct Debit at the beginning of every month. Failure to pay may result in your place at KingsWellies Nursery being forfeited. A £20 surcharge will be charged for late payments received.

What do I do if I have a query on my KingsWellies Nursery invoice?

Please contact our Nursery Administrator or Nursery Manager who will be happy to assist you immediately.

How do I request a change of attendance pattern at KingsWellies Nursery?

At least one months notification is required for leaving, reducing days of attendance or amending start date. Written notice should be given by letter or emailed to our Nursery Manager / Nursery Director. If you need to add to your booking pattern , please discuss your requirements with our Nursery Manager / Nursery Director.



What are the KingsWellies Nursery Policies?

The KingsWellies Nursery Policies are fully documented and available in our Welcome Zone, in each of our Playrooms and in our Parent Room. Our Vision, Values and Aims are outlined in our Prospectus and all Policies can be found on our website www.kingswelliesnursery.com. Please provide us with feedback on our Policies and Procedures as we are a very reflective nursery and are looking to improve at all times.

How do I know who the KingsWellies staff and Nursery Supervisors are for my child's playroom?

In each playroom, there is a Welcome notice with photos, names of staff and their job title. Staff also wear name badges on their uniforms. New staff will be introduced to parents within their first few days at KingsWellies Nursery.

What happens if the person picking up my child changes throughout the day?

The person who dropped off and signed the child in, is required to notify the nursery office of the name of the new person picking up and the relationship to the child. The new person picking up must bring photographic identification if they are not already known to the KingsWellies Nursery staff. We must maintain very high levels of security and therefore we will not allow any child to leave the nursery with an unauthorised person.

What food does my child get to eat at KingsWellies Nursery?

KingsWellies Nursery will provide a very high standard of healthy meals using only the highest quality ingredients. KingsWellies Nursery have selected Entier to provide catering for the nursery. Entier are the official caterer for Robert Gordon's College, St Margaret's School for Girls and several other nurseries in the area. Your child will receive a breakfast, morning snack, two-course hot lunch and 'mighty' afternoon snack depending on the sessions attended. Menus will change on a four weekly rotation and we will provide fresh food to suit all diets.

What does my child need to bring to KingsWellies Nursery?

Depending on your child's age and stage of development, you will need to provide:

- Expressed breast milk or pre-measured formula and bottles ready to make up as and when your child requires a bottle
- a comforter (if required)
- a suitable pair of indoor shoes (slippers, gym shoes or soft shoes)
- wellies for all year round outdoor play
- change of clothes (in their nursery bag) - suitable to the time of year
- waterproof warm jacket for all year round use
- warm outdoor clothes for playing outside in colder weather
- sun cream and sun hat for playing outside in Summer
- If staying for lunch, a toothbrush in a named airtight container



All articles of clothing including hats and shoes, should be clearly labelled. This will ensure that your child's property does not get lost. Trays, coat hooks and a shoe / wellie box is provided for each individual child. KingsWellies will also provide suitable overalls or bibs for 'messy play' and at meal times.

What will my child do during the course of the day at KingsWellies Nursery?

Each child is involved in a broad, balanced curriculum suited to their individual needs, interest and stage of development. At some activity areas they will work on their own, at others in a small group or larger group, sometimes with an adult and sometimes without.

The children choose what they want to do and the adult supports their learning, ensuring that they have breadth and balance. By observing your child at free play and in a group situation, we are able to plan and provide appropriate models of play for each child's development, regardless of age and stage.

How can I become involved in the life of KingsWellies Nursery?

Throughout the course of your child's time in nursery, you will be asked, on a fairly regular basis, for your comments and suggestions on the education and care provided in KingsWellies Nursery. Feedback from parents and carers is essential if we are to provide the best service we can for your child. Parents can also be involved in the life of the nursery in a variety of ways:-

- Suggestion Box – contributing your comments and suggestions
- Helping Hands – spending a morning/afternoon in the nursery
- Parents and Books – come and read to the children
- Outdoor fun - come along on our trips and visits
- Workshops and events - come to one of our extra-curricular activities to meet the other parents and their children

How will I tell you about my child's individual needs and requirements?

When you bring your child for their first visit to KingsWellies Nursery, you will be given an Admissions Pack which will contain several documents, some of which require you to complete and return. These will include a Parent Notification of Additional Needs Form which will ask you to detail any medical or additional support needs that your child may have. Please ensure that you read the contents of this pack carefully and that you sign and return the appropriate documents to the KingsWellies Nursery office as a matter of priority.

How will I know how well my child is progressing at KingsWellies Nursery?

Each child at KingsWellies Nursery, will have their own individual Learning Journey which staff complete regularly to record your child's milestones and achievements. These will be shared with you and your child on an ongoing basis. Regular parent events will also be held in order for you to speak to the KingsWellies team about your child's progress. Annually we have reports and a parents evening where you can come and meet your child's Key Person and receive a more detailed update.



At the end of each session, you will also receive a recorded written update eg. activities, food, nappy changes etc. Our older children will also each have a Home / Link jotter which will be used as a means of two-way communication between nursery and home.

What happens if my child becomes ill?

In the event that your child is ill, we ask that you contact us to advise us that your child will not be attending that day. Please also contact us immediately if your child catches an infectious illness (e.g. chicken pox), even if they are not attending that day. This will allow us to communicate contagious illnesses to other parents. We have trained First Aiders at KingsWellies Nursery. If your child becomes ill during a nursery session, we will contact you immediately to discuss an agreed course of action

Parental permission is required for all medication to be administered at KingsWellies Nursery. Parents will be asked to complete medication consent forms as appropriate.

What happens if my child has an accident?

If your child has an accident at KingsWellies Nursery, the qualified First Aiders will attend to him or her. All accidents are formally recorded and advised to parents / carers and if symptoms are more serious or persist, we will contact you directly.

What happens if my child has an allergy or an intolerance?

If your child has an allergy or an intolerance, please make this known on the Admissions Forms. Signs, symptoms and medication must be notified to the Nursery Manager. Any new allergies or medical changes must be notified in writing by completing a new Medical Information form. We will ensure that we inform both Entier and our kitchen staff on any specific food allergies and this will be highlighted on your child's records. Should the staff observe a potential allergy, they will inform you immediately and update your child's records.

What happens if I am unhappy about any aspect of KingsWellies Nursery?

We are committed to delivering a quality service to all our users. We aim to take effective action to ensure standards are upheld and welcome being informed where they have not been met satisfactorily.

We believe a complaints procedure can contribute to the quality and effectiveness of our service. Our Complaints Policy sets out a procedure for parents and carers to complain about any aspect of the service. Complaints should be made constructively and every effort will be made to resolve them at an early stage. It is in the best interests of parents, carers, children and staff that complaints are dealt with fairly and confidentially.