

Terms and Conditions

Registration

There is a £50 start up fee required for all children who pay additional fees on top of government funded hours.

Flying Start will only be able to confirm a customer's place a term ahead of the start date. If you wish to book more than 1 month in advance you will also be required to pay £200 at the time of securing your booking, to ensure the setting holds your child's place. You must provide specific booking information including days and times of sessions required.

When your child starts, £200 will be removed from their first invoice (as this has already been paid), however if you decide not to start your child at Flying Start Nurseries, then you will lose your £200 prepayment. This is to protect loss of income for holding this space.

Customers may join a nursery holding list in advance of our term window, however, no places will be confirmed and booked.

Collection and Drop-off

There will be no drop-off after 9:30am or 1:00pm.

Collection should be at 12 noon, 1:00pm or after 3:00pm. All collections and drop-offs should be booked on the half hour.

There will be a £10 late collection fee for anything over 10 minutes and then further £10 after every 30 minutes.

If a member of staff does not recognise the person collecting the child, then ID will be requested. Only valid forms of ID will be accepted – Driving Licence or Passport.

Fees

The Nursery Fees sheet for your centre will apply.

There is a meals, snacks and consumable charge applied to all funding. This charge covers the associated costs of delivering our high-quality Flying Start curriculum and daily offer, which is inclusive of all consumables both food related, and non-food related. To opt out of our meals, snacks and consumable charge please refer to our 'Opt-Out policy'. By opting out of meals, snacks and consumables you commit to providing meals, snacks and consumables for all sessions, both funded and private.

Flying Start offer a free funded place to all children in receipt of 2-year disadvantaged funding or a designated child in need.

Fees are to be paid in advance, within the first week of the month, either by BACS or by using the governments Tax Free Childcare initiative. Payment by Debit/Credit Card can be made via our website in the 'fee' section.

If your fees are not paid by the 7th of the month, then you will incur a £20 administration fee and Flying Start reserves the right to cancel your child's place until the



debt is cleared. Flying Start reserves the right to sell this place during this period. You will need to pay the registration fee again for your child when they are re-instated, as this will incur extra administration.

Additional sessions, outside the agreed booking pattern, should be paid for in advance or on the day. Missed sessions, due to sickness or holiday are not refunded as we have already arranged staffing. Meals, Snacks and Consumable charges will be waived when children are on holiday providing 3 months written notice is emailed to your setting direct. Verbal notice will not be taken into consideration, and the charge will still apply. The nursery closes for all Bank Holidays, a training day, and a published period (usually a week) at Christmas. Flying Start will try to keep nurseries open at all other times but will offer refunds of 50% to cover direct and unavoidable costs due to the closure of the nursery as a result of third-party action e.g. infectious diseases, extreme weather, fire, flood or any other event that causes the nursery to close that is beyond our control.

Ending Your Contract

You must give one month's written notice to the setting manager, which applies to private fees only. You will be billed for the last month and be provided with childcare as usual; you will still be billed if you do not attend. You agree to give a months' notice and pay this final payment.

If any payment due is not made, then your contract can be immediately terminated, and we reserve the right to send a formal demand for the monies as agreed in this contract. In addition, interest and any additional costs incurred will be sought in recovering any sums due.

Flying Start reserves the right to cancel any child's contract immediately if the child's or parents' behaviour is deemed inappropriate or not appropriate for a nursery environment, or if the safety and well-being of others is threatened.

Infections and Illnesses

Flying Start cannot look after sick children. If your child is ill, please let us know as soon as possible and each case will be dealt with on an individual basis.

Personal Property

Flying Start are not liable for loss or damage of any item belonging to a member of public on the premises, including clothing, toys, prams, buggies and motor vehicles.

Policies and Procedures

By signing your Registration Form, you agree to abide by all Flying Start policies and procedures including these Terms and Conditions.

Revised 2026