

Child's non- attendance policy

It is made clear to the parents in that at the Rainbow nursery we expect to be told if a child is going to be absent from the nursery. The parents are asked to inform us as soon as possible, via phone call, e-mail on the morning of their child's absence due to illness or in advance if it is a planned, either an appointment or planned day out/holiday.

The absence is noted on a 'child absent from the nursery'. The duration of the absence will be noted along with the reason.

The child's absence will also be marked on the register using a letter key by their name (H- holiday, I- illness, A- appointment, o- other miscellaneous reason) children that are absent without an explanation at the time of absence will be marked on the register with an x-unexplained. The manager or deputy will ring/email parents/carers within 30 mins of the register taken to find out the reason for the absence and the register will be updated with appropriate key letter and the absence will then be included in the absence folder.

If the child is still absent on their next session, and the nursery has not received an explanation from the parents/carers. The nursery manager or deputy will continue to ring/email and ask the parents for clarity on the child absence and ask for the reason for the child's unexplained absence.

If the explanation is satisfactory no further action will be taken, if there is any concern for the welfare of the child the safeguarding children/child protection policy will be implemented.

Early Years free entitlement and a child's absence from nursery

If the child is absent from the nursery for more than two consecutive weeks, and the nursery is claiming for funding the EYFE team (Early Years Free Entitlement/FEET Funding) should be informed. The parents will be told of this action.

If the child is on a known absence due to holiday for more than two consecutive weeks, but the parents have given you the return date for the child, the funding can still be claimed. The parents will be informed of this action.

If the child is registered to attend the nursery on certain days, but is regularly absent, the absences will be noted and made accessible to an auditor if required by the EYFE if asked.

Child's non- attendance policy –Fees

Child's absence

If a child is absent from nursery due to illness, or taken out for a family holiday or day out within the term, the child's nursery fees are still to be paid, parents are made aware of this arrangement. The nursery has no obligation to refund/swap sessions missed. If the child is absent due to a regular appointment e.g. speech therapy the parent has been informed that fees for the time/session missed by the child are still to be paid.

Sessions missed due to regular appointments, will not be swapped if they are already allocated and the child has started the term with that session. If the parent informs the nursery of an impending appointment session clash before the start of term e.g. parents inform the nursery in the spring term of a clash in the summer term, the nursery will try to allocate another session, but only if one is available.

Nursery closure and fee refunds

If the nursery is closed due to unforeseen circumstances e.g. adverse weather (see emergency closure policy) or power failure etc. due to the short notice of the closure the nursery is not obliged to refund any paid sessions, however, this will be to the manager's discretion. If the nursery is closed for more than one day the child's paid fees will be reimbursed for the sessions that were missed.