

FAQS



What sort of activities will my child be involved in?

Good planning is the key to making children's learning effective, exciting, varied and progressive. Your child's Key Person will ensure that activities are made available that will support your child's development.

Will my child have a Key Person?

Yes your child would have a Key Person. It will be the Key Person's responsibility to develop a positive relationship with you and your child. Ensuring that they carry out regular observations and plan appropriate play and learning experiences based on your child's interests and needs.

What is your sickness policy?

Please refer to our illness exclusion policy.

What are the childcare fees?

Please see our downloadable fee structures.

Do you operate a Healthy Eating Plan and do you cater for special dietary requirements?

We will adhere to any special dietary requirement. All we ask is for parents to give a detailed report on what the child is or is not allowed to have – what their reaction is to the food and inform us of any changes throughout their time at Nursery, in writing.

We ensure that our children receive a healthy and varied diet while in our care from breakfast, snack, lunch and tea. You will always find a menu displayed outside your child's room. The staff at the end of the day will inform you of what the child has had and how they have eaten.

How do you calculate your fees?

We calculate your fees over 50 weeks of the year this takes into account Bank Holidays and the closure over the Xmas period.

For example:

$\text{£}49.00 \times 2 \text{ days} = \text{£}98.00$
 $\text{£}98.00 \times 50 \text{ (weeks)} = \text{£}4,900$
 $\text{£}4,900 \div 12 = \text{£}408.33 = \text{your monthly fee.}$

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What are your Ofsted numbers?

Newnham Court (between Maidstone and Bearsted) Ofsted Number: EY284697

Hockers Lane (on the edge of Bearsted) Ofsted Number: EY127442

Mark Cross (near Tunbridge Wells and Crowborough) Ofsted Number: EY498253

What is your notice period?

Please see our downloadable Terms and Conditions for notice periods required to withdrawal/change your sessions.

Christmas Closing

All Nurseries close at 4.30pm on Christmas Eve.

What After School Care do you provide?

After School Kids Clubs (PKC) run every day at our Newnham Court and Mark Cross sites from 3.15pm-6.30pm (last pick up at 6.15pm) during school term. We pick children up from range of local schools, bringing them to our well-equipped Pennies Kids Club areas which offer a wide variety of games and activities.

What should I do if I am running late?

If you are running late and unable to collect your child from Nursery or PKC at their usual time please contact the nursery to inform a member of staff as soon as you are aware of the problem. This will enable the manager to staff the rooms accordingly. There is a £10 charge for every five minutes late.