



**NORTH STAR NURSERY**  
**ALLOCATION POLICY FOR NURSERY PLACES & HOLIDAY CLUB**

**1. General Policy**

- 1.1 The allocation of nursery places will be the overall responsibility of the Nursery Manager, in consultation with the Management Committee where necessary.
- 1.2 The nursery policy is that all children attend nursery for a minimum of three sessions per week<sup>1</sup>.
- 1.3 All allocations will be made approximately 2-3 months prior to the intended start date, to minimise vacant spaces for considerable lengths of time.
- 1.4 The following priorities will be taken in to account when allocating a place (in order):-
- The child has a sibling or siblings already in the nursery
  - The client is a UKRI<sup>2</sup> or nursery employee
  - Intended start date of care required
  - The client is an immediate family relative<sup>3</sup> of a UKRI or nursery employee
  - Quantity of sessions required (the child requiring the highest number of sessions will be given priority)
  - Best match to available sessions following discussions with client
  - Date of initial enquiry
  - Payment of a non-refundable deposit to secure a nursery place
- 1.5 Once an allocation has been made, that place will not be re-allocated until the child leaves the nursery.
- 1.6 On acceptance of a place, a deposit of £100.00 is required to secure the place. This is non-refundable upon cancellation of the place. If the place is taken up, the deposit will be refunded when the child leaves the nursery (offset against the final invoice).
- 1.7 The nursery requires a minimum of 4 weeks' notice, prior to the agreed start date, for a client to make reductions in the number of sessions they require or to cancel their place without incurring any further charges. If such changes are made within 4 weeks of the

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<sup>1</sup> The nursery manager may waive this requirement in extenuating circumstances. However, the nursery will not allocate a place to a child for fewer than 3 sessions per week on an ongoing basis and any such arrangements are expected not to last for more than one month.

<sup>2</sup> UKRI employees include UK Research & Innovation, UK SBS and the UK Space Agency.

<sup>3</sup> defined as parent, child, sibling

agreed start date then client will remain responsible<sup>4</sup> for payment of fees at the following rates:

**1.8 Cancellation of place or reductions in sessions:**

The client will remain responsible for the payment of 1 month's fees in full from the agreed start date (pro-rated to the number of sessions booked).

**Deferral of start date:**

Once a contract is signed, should a client wish to defer the agreed start date then the client will remain responsible for the payment of fees at a reduced rate of 50% of the monthly fee due from the agreed date to the new start date. The deferred period can be for no longer than 3 months. Alternatively a client who is not in a position to pay deferral costs would need to cancel their place (note 1.7.) and their childcare requirements will be re-allocated on our potential client list taking in to account the priorities in 1.4.

**1.9 All financial transactions will be handled directly by the nursery with the client.**

**1.10 The Nursery Manager will report regularly to the Management Committee on allocation matters.**

**3. Holiday Club Places**

**3.1 UKRI employees and Nursery staff are given a two week priority booking period. Booking dates for UKRI, staff and external clients are available on the website.**

**3.2 Holiday Club places are reserved on a first come, first served basis both during the priority booking period and after, once bookings are opened to external clients.**

**3.3 All bookings must be made by calling the nursery office or by e-mailing [info@northstamnursery.co.uk](mailto:info@northstamnursery.co.uk). The nursery office will confirm whether or not a space is available and advise of the fees.**

**3.4 In order to reserve the space, full payment must be made within 5 working days from the date the booking is made. Invoices/receipts will be sent out at least ten working days before the club opens.**

**3.5 A waiting list is in operation, so should a space be cancelled we may be able to offer it to others on the waiting list on a first come, first served basis; clients should make it clear if they wish to be included on this and for what days.**

**3.6 Changes or cancellations:**

Any changes or cancellations will be charged in full if not received at least ten working days (two weeks) before the club opens and refunds may not be guaranteed should it not be possible to resell spaces booked.

**2. Appeals process**

**2.1. Any parent wishing to appeal the decision made regarding the allocation of a nursery or holiday club place for their child should follow the steps outlined in the Complaints Procedure which is available to view on the nursery website or on the noticeboard in the nursery.**

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<sup>4</sup> The nursery may waive this requirement in extenuating circumstances

**3. Policy on places for Nursery and Holiday Club staff**

- 3.1 Available places can be offered to the children of nursery staff and will attract a discount on UKRI rates, provided that the conditions set out below are satisfied.
- 3.2 This policy will apply equally to all permanent members of nursery and holiday club staff employed directly by North Star Nursery Ltd. who have successfully completed their probationary period.
- 3.3 The child will not normally be placed in a room which is directly supervised by the parent.
- 3.4 The commitment to a nursery placement is permanent until the child leaves the nursery.
- 3.5 Nursery or Holiday Club staff who leave the employment of North Star Nursery Ltd. will no longer be eligible for a discount.

This policy links to:	Equality, Diversity & Inclusion Policy Allergy Inclusion Policy Special Educational Needs and Disabilities Policy Consent Forms Complaints Procedure
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<b>Policy Review History</b>	
January 2013	v.1
January 2015	v.2
February 2017	v.3
January 2020	v.4

<b>This policy will be reviewed in January 2022 unless a review of events, legislation or guidance from health professionals or Ofsted indicates that a review should take place sooner.</b>
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**Signed** .....

**Dated** .....

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**Nursery Manager**

**Signed** .....

**Dated** .....

**Print** .....

**Reviewing Committee Member**