



Blackberry House

DAY NURSERY

The Caring Choice In Childcare

Information for Existing Parents

Payment and Admin

Fees are due in advance of childcare. Invoices are sent via email, if you do not receive your invoice please contact us on 01945 589867.

You can pay your invoice online using our nursery banking details, weekly or monthly or you can pay at the nursery via debit or credit card, **cash is not accepted**. We accept a wide range of childcare vouchers speak to a member of our Head Office team to find out more information.

What to do if?

We've provided some information for you with regards to our policies and the information we need from you in the event of any of the circumstances listed below. Please visit our website www.blackberryhousedaynursery.co.uk for up to date news. If you can't find the information you need please contact us by email at info@blackberrieskids.com or alternatively by telephone on 01945 589867.

Child Illness If your child is ill please refer to our Illness/Accident/Medication Policy. A quick reference guide is posted on our website.

Late collection

We understand that parents/carers can at times be delayed and would therefore ask that if you expect to be late collecting your child from nursery you contact us as soon as possible. Additional fees will be applied as per our terms & conditions.

Financial difficulties

If you are experiencing difficulties in meeting your fees, please contact our Head Office Team as soon as possible on 01945 589867.

Feedback or concerns

We always welcome any feedback or queries you may have regarding the care, safety, welfare or education of your child. Please speak to Heidi King or Polly Mallet (Senior Nursery Managers) or Raquel Oliveira (Director Of Childcare) Tel: 01945 589867.

Extra sessions / cancelling a place

If you would like to book an extra session for your child, please contact one of our Head Office Team on 01945 589867. Should you wish to cancel your child's place a written four weeks paid notice is accepted. If you wish to make a permanent change to your child's nursery place, please contact us on 01945 589867.