



## **DROP-IN SESSIONS INFORMATION**

Hopes and Dreams provides a tailor-made drop-in service for families. This service is available throughout the year on a first come, first served basis.

To join our drop-in service you are required to complete a registration form and pay the non-refundable registration fee. You must also commit to an Agreement for Care and pay a £400 refundable deposit for your drop-in place. Your deposit will be refunded to you six weeks after your child's actual leaving date.

A two-week free settling in period is recommended before you start using our drop-in service.

Written information concerning your child must be provided prior to your child's first settling in session by completing our *Get to Know Your Child* forms.

Drop-in children are assigned with a key person who will help you and your child to settle into the room. You will be able to liaise with your key person in relation to your child's individual needs. Observations will be made on your child's development and shared with you at our parent-teacher consultation evenings.

Please note that the drop-in session's service must be requested/booked in advance. Please do not just arrive with your child, as this service is strictly subject to availability. Whilst we do our best to meet all demands, for the purposes of capacity, we may have already reached the maximum limit of children we can care for at any one time.

We try to provide availability for drop-in sessions with at least five days' notice; but less notice may also be given, as spaces sometimes become available at short notice.

Hopes and Dreams also runs a Nanny and Babysitting Agency and if we have no availability in our Nursery School, we would be more than happy to assist you in organising a nanny/babysitter.

Our drop in session's service is billed by the hour at the ad-hoc hourly rate for half-day sessions, or at the ad-hoc daily rate for full days. A minimum of four hours charge applies for the half-day sessions. For our up to date rates please refer to Hopes and Dreams Fee Schedule, which is available on our website or on request from the office.

If you wish to cancel your booked drop in sessions, a notice period of a minimum of 24 hours is required. If notice of less than 24 hours is given for your cancellation, you will be charged in full for those bookings.