



# *Twisty Tails Nursery*

Dream • Believe • Create • Succeed

Exclusively  
for children  
from three  
months to  
pre school



# Welcome to Twisty Tails

**We thank you for taking the time out to view our brochure. It is with great pleasure that we are inviting you to our enchanted and friendly establishment. Twisty Tails is one of London's finest childcare providers, offering a year round nursery service accommodating children from three months to five years (pre-school).**

At Twisty Tails, we understand that your child's safety and development are of paramount importance, thus we facilitate a secure and harmonious environment. Our aim is to provide your little one with all the key attributes and necessities required to help him/her thrive in both personal and academic situations.

- We are open daily from 8am to 6pm, Monday to Friday (closed on bank holidays)
- Large garden and activity area
- Variety of different playing and learning rooms for various age groups
- Fresh meals offered to children daily
- CCTV security cameras are installed throughout the nursery for safety and protection

Our warm and hospitable nursery offers an extensive range of activities that will stimulate your child's mind and encourage them to use their imaginations. We recognise that each child is unique and learns in different ways. We therefore tailor activities based on their needs, rather than have a unitary structure; this enables each child to grow in a direction that is best for them.

## **Our Children**

The Children are split into three primary age groups:

### **Explorers (3 Months to 1 Year)**

Our staff help babies to explore and familiarise themselves with the surroundings that they are in. Enhancing emotional and social development by incorporating innovative methods to build the foundations for communication. 'Sign with your baby' is a new system that Twisty Tails uses, this entails hand gestures that enable pre-speech children to communicate their needs and observations.

### **Discoverers (1 to 2 Years)**

As babies grow, we aim to instigate an inquisitive nature to them, so that they can challenge boundaries and develop rapidly. Our staff members aid children in physical growth by actively encouraging: crawling, walking, running, jumping and climbing whilst learning.

### **Inventors (2 to 5 Years)**

As toddlers transform to pre-schoolers we consistently encourage self-managed activities, as part of their day-to-day plan. Some of these include: developing information and technology abilities via using the latest technology and software programmes (on computers and tablets). Further learning is encouraged by dressing up as different characters and studying them, messy play (finger/hand painting) 'cooking' in the play kitchen etc.



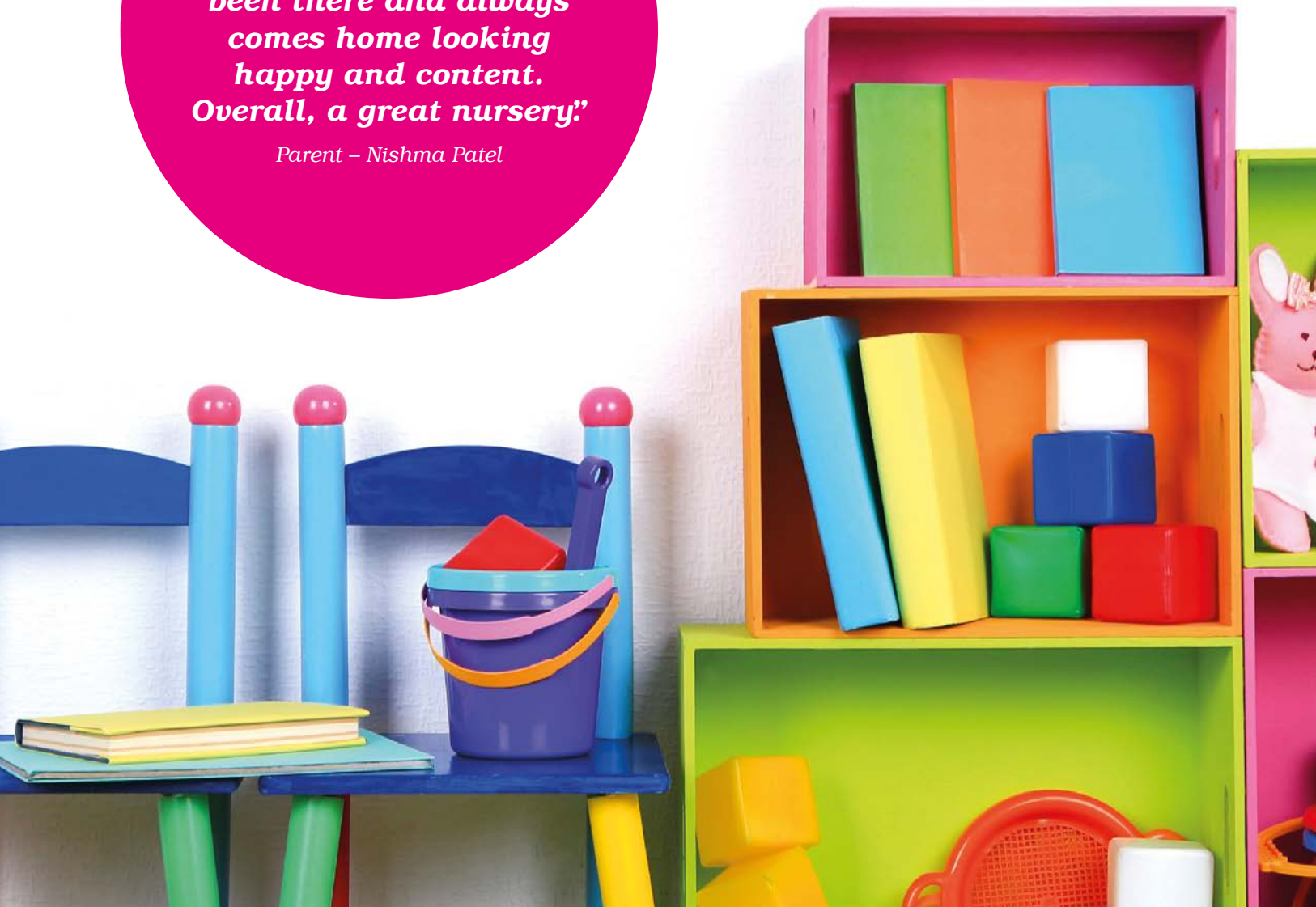


*“The staff are very friendly and informative... my son has a great relationship with all of them. I feel happy and relaxed knowing my son is with such a good team while I’m at work!”*

*Parent - Sasha Barrate*

*“Ashira has learnt a lot of new things while she’s been there and always comes home looking happy and content. Overall, a great nursery!”*

*Parent – Nishma Patel*



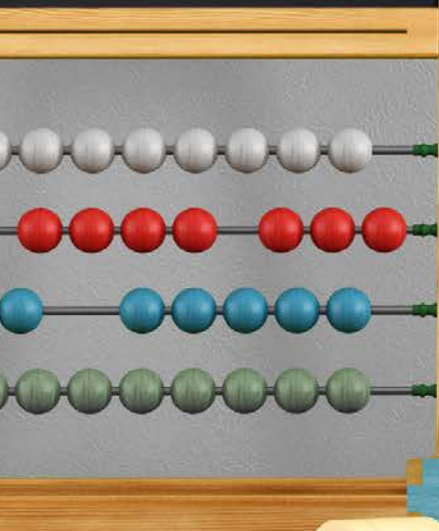


*“Staff are well trained, well behaved, professional, friendly towards parents and children. They respond quickly to parents need.”*

*Parent – Dr Reza*

# Learning and Development

2 3 4 5 6 7





*“Twisty Tails Nursery is a fabulous place for kids. My daughter is always happy going in there. A big variety of toys and fully renovated garden – it looks amazing!”*

*Parent – Resa Petrauskaite*

**We offer a large variety of highly stimulating but enjoyable activities that will empower growth of knowledge and social skills for your child. There are two primary methods of teaching utilised by the staff: teacher led tasks and independent learning. This creates scope for children to become advanced and achieve their optimal potential, which is always rewarding to see. We use a range of key approaches to satisfy your child’s development.**

**Communication:** designed to assess interactions with others and to encourage responses to surroundings

**Creativity:** experiment and exploration of sounds, shapes and colours to stimulate the imagination

**Elaboration:** encourage your child to be inquisitive and develop an urge to pose a range of question

**Engagement:** embedding verbal and non-verbal skills to aid social and personal growth

**Understanding:** initiating a sense of awareness and increasing confidence through learning by trial and error

## **The Team**

Our highly qualified and trustworthy team provide an outstanding level of education for all the children that attend the nursery. We truly believe that the staff at Twisty Tails do everything they can to make a positive impact on your child’s life both academically and socially. All staff members are extremely caring, compassionate and will go the extra mile to ensure that your child will receive the love, attention and care that they need on a daily basis. The team plans activities that the children undertake with regards to the Early Years Foundation Stage (EYFS) curriculum as appointed by OFSTED



# Aims

**Twisty Tails has a simple philosophy: to offer your child limitless development in a safe and friendly environment.**

Our aim is to provide the crucial foundation to developing your child in their most impressionable and early years. We will assist your little one in becoming more confident, intellectual and independent as you see them grow and flourish day-by-day. We want to help your child feel extremely proud of their accomplishments and accolades; we do this by regularly praising them. Promoting a happy, vibrant and exciting atmosphere facilitates your child to show their individual personalities and attain key skills that will augment future achievements.

We hope that this brochure has provided you with all the relevant information that you require. For more information please visit our website: [www.twistytails.com](http://www.twistytails.com). We would be delighted to welcome you to our lovely nursery and provide you with a guided tour. We are happy to assist with any enquiries and arrange viewing appointments. Please get in touch with the nursery manager by telephone: 020 8617 0422 or via email: [colindale@twistytails.co.uk](mailto:colindale@twistytails.co.uk)



***“Staff are very helpful and show a genuine concern for the happiness and welfare of children at the nursery!”***

*Parent – Nabeela*





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**Head Office:**

**T: 0844 850 8580**

**E: [Headoffice@twistytails.co.uk](mailto:Headoffice@twistytails.co.uk)**

**Colindale Nursery:**

**T: 020 8617 0422**

**E: [Colindale@twistytails.co.uk](mailto:Colindale@twistytails.co.uk)**

**Pinner Nursery:**

**T: 020 8866 9088**

**E: [Pinner@twistytails.co.uk](mailto:Pinner@twistytails.co.uk)**

**[www.twistytails.co.uk](http://www.twistytails.co.uk)**



## Application Form

### Child's Details:

Child's Full Name: \_\_\_\_\_ Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Full Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Boy / Girl: \_\_\_\_\_

Ethnicity: \_\_\_\_\_

Post Code: \_\_\_\_\_

Borough: \_\_\_\_\_

### Parent's or Guardian's Details:

*Parental Responsibility: Mother / Father / Guardian (Please delete as appropriate)*

Mother's Full Name: \_\_\_\_\_

Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

National Insurance No: \_\_\_\_\_

Contact No: \_\_\_\_\_

Father's Full Name: \_\_\_\_\_

Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

National Insurance No: \_\_\_\_\_

Contact No: \_\_\_\_\_

Full Address (If different from above):

\_\_\_\_\_  
\_\_\_\_\_

Post Code: \_\_\_\_\_

Full Address (If different from above):

\_\_\_\_\_  
\_\_\_\_\_

Post Code: \_\_\_\_\_

Email Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Guardian Name: \_\_\_\_\_

Mobile No: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_

Mobile No: \_\_\_\_\_

Please provide a password for a family member to collect: \_\_\_\_\_

*(Please note you must call the nursery to provide name of the person and ask them to bring a photo ID)*

### Meals:

Meals are provided by the nursery at a subsidised cost. Please list below any cultural needs, religious needs, allergies or any other information we should be aware before providing meals to your child:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Medical Needs:**

Name of General Practitioner (GP): \_\_\_\_\_

Address: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Post Code: \_\_\_\_\_

**Allergies:**

I \_\_\_\_\_ (agree/do not agree) to my child receiving medical treatment in an emergency The nursery will make every effort to contact you in an emergency or if your child is unwell.

**Sessions and Payment Method:**

	Full Time (8am to 6pm)			<input type="checkbox"/> AM	<input type="checkbox"/> PM		
	Monthly	Weekly	Daily	Monthly	Weekly	Daily	
Under 2 Years Old							
2 - 3 Years Old							
3 - 5 Years Old							

Payment Methods: Cash / Debit or Credit Card (bank charge applicable) / Direct Debit  
We do not accept cheques

Please note: Fees must be paid before 5th of each month. A late payment fee will be applied there after.

**Parent / Guardian Consent:**

I have read and agree to the terms and conditions herewith attached and have kept a copy for my records. I agree that the information given in this form is accurate and if there are any changes, I will inform the nursery. I have also reviewed the policy document.

Parent / Guardian Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Relationship to child: \_\_\_\_\_ Date: \_\_\_\_\_

## Twisty Tails Nursery Terms and Conditions

### Obligations to Twisty Tails nursery:

1. We will provide the agreed facilities for your child at the agreed times excluding any dates that the nursery is closed. If we change the opening hours of your Childs nursery we will give you as much notice as possible. Please note that we will remain closed 2 days a year for staff training.
2. We will try to accommodate any requests you make for any additional sessions or extended hours. This depends on availability
3. All children must be registered for minimum of two paid sessions per week.

### Obligations to you:

1. You will complete and return your child's personal record before the agreed start date and inform us of any changes via Parenta Portal
2. You will immediately inform us of any changes to your contact details
3. You will complete a medicine consent form if you require us to administer prescribed medicine to your child
4. You will immediately inform us if your child has any contagious disease and adhere to the Management's Unwell Child Policy
5. You will keep us informed as to who will be collecting your child from the nursery and they will provide proof of identity if they are not familiar to the nursery staff. If we are not satisfied that an individual is allowed to collect your child, we will not release your child into their care
6. You will immediately inform us if you will be collecting your child late by the agreed collection time. A late collection charge will be applied.
7. You will inform us one month in advance of any dates that your child will not be attending the nursery (fee is still payable).
8. The nursery carries out two training days a year. Fee is still payable.
9. CCTV footages are only available for 2 weeks. All complaints must be made immediately for us to inspect the complaint carefully.
10. You will provide us with a minimum of one month's written notice of your intention to decrease your child's sessions or to withdraw your child from the nursery and end this agreement. If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of any changes
11. Fees will be reviewed every year and the new prices will be applicable to all parents in January of each year. If you may not wish to pay the revised fee you may end this agreement by giving one months notice.
12. Once the child starts their settling period and than the parent decides not to continue. Deposit will be retained.

### Payments:

1. Registration fees is payable - Please see price list on our website. It may vary between TTN branches
2. Deposit fees is payable - Please see price list on our website. It may vary between Twisty Tails Nursery branches. This will be refunded once your child leaves the nursery based on all terms met. Deposit will be retained if a child does not start.
3. Fees are paid on an advance basis for monthly and weekly sessions via direct debit only.
4. If you have requested for an additional session or have a late fee applied we will charge you monthly in arrears.
5. If you fail to make payment in full by the 5th calendar day of the due month we will enforce a late payment fee of twenty five pounds, if payment is still not received by the 10th calendar day of the month we will freeze the space
7. No refund will be given for periods where your child's nursery place is unfilled due to illness, holidays, nursery training days, or public holidays.
8. 30 hour funding is only applicable to full time children. This means during non-term time full weekly fees must be payable.

### We may suspend the provision of childcare to your child and add on one months notice at anytime if:

1. You have failed to pay any fees or consistently are late on paying fees.
2. Your child's behaviour at the nursery is deemed unacceptable or endangers the safety and well being of other children at the nursery. The suspension will continue whilst we try to address these problems with you.
3. If your child is suspended part way through a month under the conditions above, we shall give you credit for sessions not attended.
4. If the period of suspension exceeds one month either of us may terminate by written notice.

### Termination:

1. You may end this agreement at any time by giving us at least one month's written notice.
2. We may immediately end this agreement if you fail to pay your fees
3. We may immediately end this agreement if you have breached any of your obligations under this agreement and you have not or cannot put right that breach within a reasonable period of time.
5. We may immediately end this agreement if you behave unacceptably as we will not tolerate any abuse towards our staff.
6. You may immediately end this contract if we have breached any of our obligations under this agreement and we have or cannot put right that breach within a reasonable period you have brought to our attention.
8. You may immediately end this contract if we suffer any event of insolvency.

### Employment of staff:

1. If during this employment and for a period of six months after the termination of this agreement you employ (directly or indirectly) a member of our staff, you will liable to I pay twenty five percent of that staff member's gross annual salary and any legal costs incurred to the nursery.

### General:

1. We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities with or without informing you.
2. If your child is on NEG funding, during school/term-time holidays your child MUST continue to attend the nursery throughout the year. Meals are payable.
3. All disputes or conflicts arising out of the present contract shall be settled according to rules of arbitration
4. If the nursery closes due to events or circumstances outside of our control we shall be under no obligation to provide alternative childcare facilities to you. If the closure exceeds three days in duration (excluding any days when the nursery would be closed) we will credit you with an amount that represents sessions lost in excess of three days.
5. If you have any concerns regarding the services we provide please discuss with the nursery manager. Customer satisfaction is paramount and concerns/ complaints will be reported to the directors.
6. We have a wide selection of toys and equipment at the nursery. Unless we specifically ask, your child should not bring any of their personal toys into the nursery. If personal belongings are brought into the nursery, it is done so at your own risk.
7. We may have photographs taken of children that attend the nursery. These photographs may be used for promotional purposes on Social Media. If you do not want your child's photo taken please write to the nursery manager.
8. The nursery may organise trips and visits outside the nursery premises. If you do not wish for your child to participate, please inform the nursery manager.
9. Simple information, such as your name, address, ethnicity, and the age of your children is stored in an electronic database. This data is shared only by authorised practitioners, who have all had enhanced DBS checks and controlled login to the database. Practitioners are governed by a strict protocol when entering and using the data, to keep your information safe.
10. No session can be swapped for another. Extra sessions will be charges for.
11. All bank holidays and in-house training days are payable for contracted sessions.

### GDPR Privacy Policy:

We have updated our Privacy Policy to clarify how we protect your personal information in keeping with the EU's new General Data Protection Regulation (GDPR).

### Your Rights:

1. You will have access on all the files and information we collect putting in writing to the nursery manager. We will provide you with access within GDPR guidelines
2. We store all personal data in a secured and locked filing cabinets. All information stored online are password protected. We collect and retain information according to Ofsted requirements.
3. It is the parents responsibility to ensure that we have correct information. Information can be updated at anytime by sending an email via Parenta Portal.
4. Personal data will be deleted on request.

Parent's Full Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_