

**LITTLE LEARNING LADDER PARENT’S/CARERS INFORMATION**

Welcome to Little Learning Ladder, please find below some useful information which we would be grateful if you could take a moment to read through.

OFSTED REGISTRATION NUMBER: EY4604912

NEW CONTACT EMAIL: nurserymanager@littlelearningladder.co.uk

**Terms & Conditions**

Little Learning Ladder T&C’s can be found in your parent welcome pack as well as on the website.

**Policies & Procedures**

It is a term of contract between you as parents/carers and Little Learning Ladder that you are fully aware of the nurseries policies and procedures. As this is quite a large document, we have placed it on the parent’s portal within the Little Learning Ladder website; the password for the portal is generic, as there is no personal or confidential information held here with regards to your children.

We are asking all parents/carers to access the policies & procedures and read through them carefully as you will be asked to sign to say you have read and understood them **two** weeks after your child has started with us.

**Parents Portal**

The parent portal is for parents/carers of children attending Little Learning Ladder. The area contains information for parents/carers only and the password should not be divulged. The password will change on a monthly basis and parents will be informed of the new password by a member of the team.

To access the portal you will need to visit [www.littlelearningladder.co.uk](http://www.littlelearningladder.co.uk) and click on parent’s login.

The password for September is listed below and is case sensitive.

PASSWORD: canal146

**Deposits & Fees**

On your child’s first day at Little Learning Ladder you will be required to pay the following:

* **Deposit of 1 weeks fees** (this is refundable when your child leaves\*)
* **1 months’ fees in advance** (Please speak to Adele or Laura if you require weekly)

Payment can be made by cheque (to Little Learning Ladder Ltd) or by standing order. **PLEASE NOTE THAT THE BANK DETAILS HAVE CHANGED** they are as follows:

* **Bank Account Name: Little Learning Ladder number 2 account**
* **Account Number: 93163113**
* **Sort Code: 20-54-58**
* **Reference: Childs Full Name**

**Vouchers**

For parents/carers who are a part of a childcare voucher scheme, the companies will pay the amount of the voucher direct to Little Learning Ladder.

Please advise the management team that you are part of a scheme and your fees will be adjusted accordingly.

At present we are registered with the following companies

* **EDENRED**
* **FIDELITI**
* **BUSY BEES**
* **KIDDIVOUCHER**
* **APPLE CHILDCARE**

**If you are registered with any other please inform us and we will register with the company immediately.**

**Child Tax Credits**

For Child Tax Credit purposes, our OFSTED number is **EY460492**. Please note that the HMRC will pay childcare monies direct to you and not Little Learning Ladder; therefore it is your responsibility to ensure payment of fees.

**Meal Times**

Please bear in mind the following meal times; if you arrive after this time we cannot guarantee your child will be served a meal.

* **Breakfast 7.45am – 8.30am**
* **Morning Snack 9.45am**
* **Lunch 12pm – 12.30pm**
* **Afternoon snack 2.45pm**
* **Evening Tea 4.30pm – 5.15pm**

If you have any further questions please do not hesitate to speak to one of the team who will be happy to help

Kind Regards

Little Learning Ladder Management Team