



PAYMENT TERMS & CONDITIONS

NIGHTINGALE COTTAGE

Payment for services, along with receipt of the Registration & Consent form, constitutes agreement to the policies on our website and the following terms and conditions:

Payment

Sessions are booked and paid for in half-termly blocks to support consistency within the group.

The length of each half-term may vary; dates will be communicated in advance.

Payment for each block must be made in full, via bank transfer, before the first session of that half-term (or before your child's first session if joining mid-term).

Missed Sessions & Cancellations

Missed sessions and cancellations are non-refundable, as part of half-termly bookings.

On the rare occasion that Nightingale Cottage needs to cancel a session, we will notify you as soon as reasonably practicable. The cost of the cancelled session will be deducted from the following half-term's invoice. If your child is not continuing into the next half-term, a full refund for that session will be issued.

Pre-planned Absences

We expect children to attend all sessions to maintain consistency within the group and support steady progress. However, we understand that occasional planned absences (e.g. family holidays) may arise.

We are able to deduct up to four pre-planned sessions per academic year, provided notification is given before the relevant half-term invoice is issued.

Any additional requests beyond these four sessions will be considered at our discretion, taking into account factors such as availability and waiting list demand.

Timekeeping

Children should be dropped off promptly at 10:00am and collected at 2:00pm.

Persistent late collections may result in a charge or, in some cases, your child's place being withdrawn at the discretion of Nightingale Cottage.



Amendments

Nightingale Cottage reserves the right to make changes to these terms and conditions at any time.