

# PARENTS GUIDE

## V7

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## Who are The Lime Trees?

### Bio

The Lime Trees story is rooted in helping and supporting each individual family. Our aim is to deliver a service that we, as parents, would be proud to use. Putting parents and families first, we realise that flexibility of childcare is essential for meeting the needs of modern family life. We allow parents to manage the care of their children around their schedule and not the other way around.

We have consistently worked closely with parents and schools to ensure we deliver an outstanding service at every point. Due to this we have grown to become one of the largest childcare providers in Nottinghamshire meeting the needs of local communities across 35+ sites. By going the extra mile, The Lime Trees have received 'Outstanding' grades from Ofsted and have been recognised as having "developed outstanding relationships with the school. The highly effective two-way exchange of information ensures all the children's needs are fully identified and met."

We strive to upkeep our outstanding levels of service whilst being one of the most affordable childcare providers in Nottinghamshire. Our nurseries, pre-schools, breakfast, after school and holiday clubs are there to support the children and provide them a safe space where they can grow, flourish, and develop as individuals. Combined with fantastic, varied activities to spark children's curiosity and engagement, children love their time in our clubs.

### Values

As a family-first business, our aims are simple: we support the community and families in it to make sure we are contributing at all levels, while giving children a brilliant platform on which to build their education. Here are some of our key values that influence how we work:

- **Enrich**, the lives we touch are at the heart of everything we do.
- **Play**, we bring moments of infectious laughter to create happy memories.

- **Invest**, people are **always** valued over profit.
- **Outstanding**, improving today for an even better tomorrow.
- **Extra Mile**, where others would stop, we do a little bit more.
- **Transparent**, we hold our hands up when things are not right.

## Mission Statement

By inspiring and engaging with every child and their family we aim to develop a culture where everyone feels valued and able to make a positive contribution towards their own ongoing journey.

**We Create...We Learn...We Grow...**

**We believe anything is possible.**

## How can I contact The Lime Trees?

There are multiple ways you can contact The Lime Trees; they are as follows.

### Address

The Lime Trees,  
Unit 7D  
Colwick Quays Business Park  
Colwick  
Nottingham  
NG4 2JY

### Telephone

T :0115 9313562

### Email

E : [enquiries@thelimetrees.co.uk](mailto:enquiries@thelimetrees.co.uk)

### Website

W: [www.thelimetrees.co.uk](http://www.thelimetrees.co.uk)

### Social Media

Instagram: @thelimetrees  
Facebook: The Lime Trees

## Booking:

What device do I need to be able to access the booking system?

You can log on from any device with access to the internet to access the booking system.

### When can I book?

We provide a flexible service that can be accessed 24hrs a day where you can book the sessions that work best for you. Our online booking system is located on our website [www.thelimetrees.co.uk](http://www.thelimetrees.co.uk). Please note to get you started you will need to register your child/children on the relevant system.

### How do I register my child/children?

Before you can book on to any club you will need to register your child/children. You can do this by visiting our website. Here you will be asked to enter all your details and select the sessions you require, whether it be regular or ad hoc places. Once registered you will be assigned an account manager who will be your point of contact for all queries moving forward.

### Where can I find the booking systems Terms and Conditions?

Please [click here](#) to access our third parties' terms and conditions when booking on Kids Club.

### I am not able to complete the registration process myself, what do I do?

That is no problem, we can help you do this. Please call us on 0115 9313562 and we can register for you and help you make your booking.

### Do I need to go online to make my bookings every month?

You will only need to enter your information and the information for your children once. When you have requested your regular days and sessions you do not need to do anything further. You will receive a notification confirming those places and then each month you will receive a message from the system requesting payment. If you wish to book an ad hoc place, please select your date and session you require. Payment will be due immediately for ad hoc places including holiday clubs.

### I want to add/book more regular sessions for my child, how do I do this?

If you need to add extra regular places, please request a new contract and we will confirm if places are available.

### What else can I see on the new system?

Once registered you will be able to log in to view your bookings, see the balance on your account and make holiday club or ad hoc bookings.

### How can I make a payment?

You can pay by credit or with debit card or by direct debit or with childcare vouchers. If your childcare is covered partly by the Childcare grant payment service (CGPS) you will still need to pay your 15%. Simply click on 'Complete Booking' and check all details are correct. The last page allows you to select your payment method. If you choose childcare vouchers you will need to select your voucher provider in the drop-down menu, some of these providers are as follows:

- Computershare
- Edenred
- Kiddivouchers
- Sodexo
- Care4
- busybees

This notifies us of how you wish to pay for your childcare. Please remember to log on to your voucher providers website and process the payment.

Please note if your club is new, we will need to assign provider vouchers to the specific site. This cannot be done until we receive the Ofsted certificate for the new club.

If you wish to pay via vouchers, please follow our usual booking/registration process and ensure you select the name of the voucher you will be using on your Kidsclub account. A member of our team will then email you once we have received our Ofsted certificate.

When will I be invoiced?

All invoices will be sent a month in advance. For example, you will be invoiced on the 1st of August for September's places.

When will I be expected to pay?

Payment will be due by the 10th of each month to guarantee your child's position in the club. For example, for a place in September payments will be due by the 10th of August.

## Cancellations/Absences:

Do I still need to let you know if my child is not coming to the club?

Yes please. If you do not need your place, please continue to let the club manager know or email us in the usual way.

What if my child is off sick, when will I receive a credit?

Please refer to our terms and conditions regarding illness. If you are due a refund this will appear on your account, the month following the absence.

I am going on holiday in term time, so I do not need my places, how does this work?

That is fine. Please refer to our terms and conditions and give **one months'** notice via email. We will then deduct your holiday dates from your account. Please ensure you give the correct notice.

I no longer need some/all my sessions, how do I let you know?

Please refer to our terms and conditions and give one calendar months' notice via email to terminate your sessions. Your child's place will then be removed from our registers.

## Charity

Are The Lime Tree's associated with any charitable organisations?

At The Lime Trees, our charity of choice is [Wish Upon a Star](#). We also partner with local organisations to try and support the communities around our settings and welcome any suggestions or connections.

## Refer a Friend

How does refer a friend work?

If you refer a friend to your local Lime Trees **Nursery** (*Burton Joyce, Cropwell Bishop, Netherfield, Kirkby West*) and your friend chooses to join you will receive a £50 gift card and on their 3rd month both you and your friend will be entitled to 50% off all sessions for that month.

## Do we meet your child's needs?

What age groups do you cater for?

Our sites range from age 2 through to age 11. Please see your sites specific terms and conditions.

Can you meet my child's needs?

SEN/Dietary/Medical requirements can be catered for, for more information please visit the key information section on our website.

Please ensure you fill in the online booking form thoroughly to enable the system to notify us of any additional requirements we need to be aware of to help provide your children with the best suitable care.

## Day to Day

Will snacks/refreshments be provided?

During their time at our Breakfast, After School or Holiday club, children will be provided with a healthy snack/drink to feed their body and mind. Our meals are always low salt and vegetarian, with a wide variety of options for the children to choose from.

Who is looking after my child?

In The Lime Trees settings, the manager must hold at least a full and relevant level 3 qualification and at least half of all other staff must hold at least a full and relevant level 2 qualification. The manager should have at least two years' experience of working in an early year setting or have at least two years' other suitable experience. The provider must ensure there is a named deputy who, in their judgement, is capable and qualified to take charge in the manager's absence. Also, at least one member of staff has paediatric first aid. Additionally, staff that work at The Lime Trees must have characteristics/personality that align to the core values of The Lime Trees to ensure the children and parents get the best possible service.

## Policy Documents

Public and employment liability?

All The Lime Trees settings are insured with Morton Michel Insurance who are specialists in childcare insurance, we have up to £10 million Public Liability, £10 million Employers Liability, equipment damage and legal cost.

Where can I find your policies?

All our policies can be found in the Key information section on our website.

## Ofsted

Where can I find a copy of an Ofsted report?

You can view any of our site Ofsted reports and our registrations on our website under 'Key information' or visit the Gov.uk website and search The Lime Trees.