



## COVID FAQ's for Parents

All subject to original terms and conditions (notice changes to bookings) with following exceptions:

**Q - Can I suspend my child's place due to uncertainty of Covid19?**

Yes. A place can be suspended, however we require one months' notice and a 25% retainer fee per month while the place is suspended.

**Q - If my child is self-isolated (high-risk, advised, or voluntary) will I have to pay?**

Yes. Once bookings have been confirmed fees are still payable and treated as "off sick".

If isolation occurs at the request of Mama Bears more than once, then we will use discretion not to charge.

**Q - What do I do if my child develops a persistent cough, loss of taste or smell and/or a temperature?**

DO NOT let your child attend nursery. If they have any of the **Covid19** symptoms, then they will need to have a test. Test results must be shared with the nursery before a child can return to the setting. Fees will be payable in line with our normal sickness policy.

**Q - My child has been tested but the result is negative, can they attend nursery?**

Yes. The child can return once well, as long as no one else in the household is self-isolating. Proof of a negative result to be seen by nursery.

**Q - What happens if my child develops symptoms during their nursery day?**

You will be contacted and asked to collect your child, and a PCR test advised. They can return as soon as a negative test is obtained – full fees apply.

**Q - What happens if there is a confirmed case in my child's nursery?**

We will notify all families of any confirmed case (unless informed otherwise by NHS Test and Trace). All other children can continue to attend and full fees will be payable.

**Q - If Mama Bear's is closed will we charge fees?**

No. We will not charge for a service we cannot provide.

**Q – Will my funded hours be rolled forward where they fall in a period that nursery is closed?**

No. Funding cannot be been rolled forward according to Local Authority Guidance.

**Q - In the event of staff shortages and the nursery not being able to provide childcare, will we charge the parents for the period that the nursery is closed?**

No. Parents will not be charged if the nursery is closed.

**Q - If I continue to pay my childcare vouchers into my account will they be held on account for use in future?**

Yes, any voucher payments will have been credited to your account. Please contact our accounts department at [accounts4@mamabear.co.uk](mailto:accounts4@mamabear.co.uk) if you have any queries regarding voucher payments.

**Q - Can my child attend another setting?**

Yes

**Q – Can my child attend Nursery if there is a local lockdown?**

Yes. Current Government guidelines are that Education establishments are to remain open in the event of a local lockdown. In such case and where we remain open, fees will be payable in the usual way; if we are unable to open, fees will not be charged.