THE NEST

FREQUENTLY ASKED QUESTIONS

1. How does collection from school and preschool work?

The Pines Primary School: Children meet the Nest team at our designated Nest Collection Point by the school library. Younger children are brought to the collection point by their teacher.

Pinecones Preschool: Children remain at Pinecones Preschool with their preschool staff until a member of The Nest team arrives. The Nest team will then stay with the children at preschool.

Parent collection: All children are collected from the Pinecones Preschool building at the end of their Nest session.

2. Does my child need to bring anything?

Your child doesn't need to bring anything specifically for The Nest. We provide drinking water and a snack. We recommend bringing a coat suitable for the weather.

Spare clothes can be useful, although we do have some available if needed. For Pinecones Preschool children, parents should provide nappies, wipes and a change of clothes where applicable.

3. Is food provided?

Yes! A snack is included for all children, along with drinking water throughout the session. Children staying until 6:30pm will also have a second snack during the later part of the afternoon.

4. What do children do at The Nest?

We offer a relaxed mix of activities, including arts and crafts, reading, homework opportunities, games and time to unwind after a busy school day.

Where appropriate, children can also enjoy the outdoor play area, with staff supervision at all times. Outdoor play is dependent on the weather and the number of children attending.

5. Can you cater for allergies and dietary requirements?

Yes. The Nest is a **nut-free setting**, and we are happy to accommodate allergies and dietary requirements wherever possible.

Parents must inform us of any allergies or dietary needs when registering their child. We have an allergy policy in place, and safer eating guidelines are followed at all times.

6. How do I book and pay?

To register your child with The Nest, you will initially need to complete three forms: a **booking form, child profile form and registration form**.

If you would like us to send you the forms, please email **thenest@cgmcaregroup.co.uk** or contact us on **07915 073138**.

Once registered, sessions can be requested by email or phone. On the booking form, you can let us know whether you require regular recurring sessions or one-off bookings.

We understand that plans can change, so we will always try to accommodate last-minute bookings where spaces are available.

Once your booking has been confirmed, we will send you an invoice. Payment is due upon receipt, and we kindly ask that all sessions are paid for before your child's session begins.

We also accept **Tax-Free Childcare** payments.