

Little Oaks Mobberley
 Warford Park . Faulkners Lane .
 Mobberley . Cheshire . WA16 7RN
 E: info@littleoaksmobberley.co.uk
 T:0750 225 4853



Nursery Registration Form

PLEASE USE BLOCK CAPITALS THROUGHOUT AND TICK AS APPROPRIATE

YOUR CHILDS DETAILS

Forename Surname
 Known As DOB Male Female
 Religion..... Ethnicity
 First Language Other Language spoken

DAY NURSERY TIMES	
Full Days	7.30am - 6.00pm
Mornings	7.30am - 12.30pm
Afternoons	1.00pm - 6.00pm
Early bird drop-off	7.00am
Late owl pick-up	6.30pm

DAY NURSERY TIMES APPLIED FOR

Mondays	Full Days <input type="checkbox"/>	Mornings <input type="checkbox"/>	Afternoons <input type="checkbox"/>	Early Bird Pick-up <input type="checkbox"/>	Late Owl Drop-off <input type="checkbox"/>
Tuesdays	Full Days <input type="checkbox"/>	Mornings <input type="checkbox"/>	Afternoons <input type="checkbox"/>	Early Bird Pick-up <input type="checkbox"/>	Late Owl Drop-off <input type="checkbox"/>
Wednesdays	Full Days <input type="checkbox"/>	Mornings <input type="checkbox"/>	Afternoons <input type="checkbox"/>	Early Bird Pick-up <input type="checkbox"/>	Late Owl Drop-off <input type="checkbox"/>
Thursdays	Full Days <input type="checkbox"/>	Mornings <input type="checkbox"/>	Afternoons <input type="checkbox"/>	Early Bird Pick-up <input type="checkbox"/>	Late Owl Drop-off <input type="checkbox"/>
Fridays	Full Days <input type="checkbox"/>	Mornings <input type="checkbox"/>	Afternoons <input type="checkbox"/>	Early Bird Pick-up <input type="checkbox"/>	Late Owl Drop-off <input type="checkbox"/>

I/We would like our child/ren to start at Little Oaks Mobberley from: or as soon as possible.

YOUR CHILDS MEDICAL DETAILS

Doctors Name (GP) Surgery Name
 House No./Road Town Post Code
 Tel

Health Care Visitor Name Surgery Name
 House No./Road Town Post Code
 Tel Does your child have a Personal Child Health Record book? Yes No

Paediatrician Name Hospital Name
 House No./Road Town Post Code
 Tel

Are there any other services involved with the child or family?

Family Nurse ? Yes No Date Involvement Commenced
 Name Email Address Tel

Social Worker? Yes No Date Involvement Commenced
 Name Email Address Tel

Speech and Language? Yes No Date Involvement Commenced
 Name Email Address Tel

Family Support Worker?? Yes No Date Involvement Commenced
 Name Email Address Tel

Path Finders Team? Yes No Date Involvement Commenced
 Name Email Address Tel

CAHMS? Yes No Date Involvement Commenced

Name Email Address Tel

Any Other Services? Yes No (if yes please give details below)

.....
.....

IMMUNISATIONS – Please Tick If Your Child Has Been Vaccinated Against The Following:

Diphtheria	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Polio	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Rubella	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Hib	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Tetanus	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Whooping Cough	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Measles	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Mumps	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Other	

Has Your Child Had Any Infectious Diseases? Yes No (if yes please give details below)

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INDIVIDUAL REQUIREMENTS AND DETAILS

Does your child have any allergies or special dietary requirement? Yes No (if yes please give details below)

.....
.....

Are There Any Foods You Do Not Want Your Child To Have? Yes No (if yes please give details below)

.....
.....

Has Your Child Any Cultural Or Religious Requirements? Yes No (if yes please give details below)

.....
.....

Does your child have any special medical needs? Yes No (if yes please give details below)

.....
.....

Any Other Details That May Be Useful? Yes No (if yes please give details below)

.....
.....

CONSENTS I hereby give consent for the staff of Little Oaks Mobberley Day Nursery to...?

Medical Treatments:

Administer Emergency First Aid	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Apply a plaster when necessary	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Administer medication	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Seek Emergency medical and dental attention including hospital treatment if it is deemed necessary	Yes <input type="checkbox"/>	No <input type="checkbox"/>
To apply sun cream factor 30+. I understand that is my responsibility to provide sun cream hat and appropriate clothing during the summer months	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Outings:

To take my child on local visits and outings	Yes <input type="checkbox"/>	No <input type="checkbox"/>
To travel on public transport	Yes <input type="checkbox"/>	No <input type="checkbox"/>
To travel on the company mini bus	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Photograph my child and for those photographs to:

- Be used in my child's file and displays around the nursery
- Be used in another child's file or diary (as part of a group)
- Be used in Little Oaks newsletters
- Be used on the Little Oaks nursery website
- Be used for on advertising and marketing material

Yes No

Yes No

Yes No

Yes No

Yes No

Sharing information:

About my child with other agencies such as: Speech and Language, Health Visitors, Special educational need support

Yes No

Name of person signing

Signed Date / /

Please note staff will share information without consent if they are concerned about the welfare of the child/need support

DETAILS OF PARENT OR CARER 1

Able to collect your child? Yes No

Title: Mr / Mrs / Miss / Ms / Other DO B Relationship to child

Forename(s) Surname

House No./Road Town Post Code

Tel (Home) Email Address Tel (Mobile)

Tel (Work) Company Job Title

DETAILS OF PARENT OR CARER 2

Able to collect your child? Yes No

Title: Mr / Mrs / Miss / Ms / Other DOB Relationship to child

Forename(s) Surname

House No./Road Town Post Code

Tel (Home) Email Address Tel (Mobile)

Tel (Work) Company Job Title

Is your child's/ren's address the same as above Yes No (if no please enter your child's/ren's address below)

House No./Road..... TownPost Code

Do any other individuals have legal contact arrangements with the child? Yes No (if yes please provide details below)

.....

DETAILS OF EMERGENCY CONTACT 1 - OTHER THAN PARENT(S)/CARER

PHOTOGRPAHIC I.D REQUIRED

Title: Mr / Mrs / Miss / Ms / Other DOB Relationship to child

Forename(s) Surname

Tel (Home) Email Address Tel (Mobile)

Able to collect your child? Yes No Password to collect Only in emergency? Yes No

DETAILS OF EMERGENCY CONTACT 2 - OTHER THAN PARENT(S)/CARER

PHOTOGRPAHIC I.D REQUIRED

Title: Mr / Mrs / Miss / Ms / Other DOB Relationship to child

Forename(s) Surname

Tel (Home) Email Address Tel (Mobile)

Able to collect your child? Yes No Password to collect Only in emergency? Yes No

As security is of the utmost importance we request that you inform the nursery of any delay or changes to collection arrangements. The person collecting your child should be known to the nursery and be aware of your chosen password and must be 16 years or older.

I/we understand that I must make a deposit and administration fee together with this form to secure my child's place and that registration forms will be dealt with in the order they are received and places are subject to availability. If my child place cannot be facilitated my money will be refunded.

I/We understand that at least 1 months notice needs to be given to cancel my child's place, and if I/we fail to give correct notice, or, if I/we choose not to continue to enrol my child, Little Oaks Mobberley have the right to retain my deposit.

I hereby request Day Care For my child at Little Oaks Mobberley and agree to abide by the current terms and conditions as displayed on the premises (a copy of which is available on request).

FOR OFFICE USE ONLY

Administration Fee

Deposit

Date of place given to child

..... / /

Name of person signing

Signed Date / /

Name of Staff signing

Signed Date / /

Ref No.

Nursery Facility Terms & Conditions

Little Oaks Mobberley
Warford Park . Faulkners Lane .
Mobberley . Cheshire . WA16 7RN
E: info@littleoaksmobberley.co.uk
T:0750 225 4853



1. AGE OF ADMITTANCE

- 1.1 children are welcome from ages 12 months to 5 years.
- 1.2 Children are required to be registered for a minimum of 2 sessions per week. (i.e 1 full day or 2 mornings or 2 afternoons)

2. REGISTRATION

- 2.1 The nursery must receive a signed and fully completed registration form, before a place can be considered.
- 2.2 A registration fee of £30 should be paid by the parent or carer to the nursery on submission of the completed registration form.
- 2.3 The registration fee is non-refundable. Please note that our offer of a place is conditional, subject to a review after the first three settling in sessions. This is to ensure that the nursery can provide the facilities for the welfare of the child.
- 2.4 The registration fee will not be refundable if the acceptance of the child's place is later withdrawn by the parent or carer.
- 2.5 The registration fee will be returned if the nursery cannot offer the place on the schedule and date required.
- 2.6 The nursery reserves the right to make amendments to the terms and conditions of the childcare contract without notice.

3 DEPOSITS

- 3.1 The nursery requires a deposit of £100 once a place has been offered.
- 3.2 This is to be paid within 5 working days of the offer, otherwise the child's name will return to the waiting list.
- 3.3 The deposit will be held by the nursery for the duration of the child's stay at the nursery and will be refunded at the end of the child's stay, provided a 4 weeks notice is given in writing prior to a child leaving the nursery.
- 3.4 Payment of the deposit signifies acceptance of the terms and conditions.

4 OPENING HOURS AND CLOSING DATES

- 4.1 Our opening hours are usually 07:30am - 6:00pm Monday - Friday. For an additional fee these can be extended by arrangement for up to 30 minutes, both morning and evening. Booking 24 hours in advance is required.
- 4.2 The nursery opens 50 weeks a year but closes for 1 week over Christmas and 1 week over the summer, plus all bank holidays.

5 FULL DAYS

- 5.1 Full days are calculated from 07:30am - 6:00pm

6 SESSIONS

- 6.1 Sessions are calculated morning 07:30am- 12:30pm or afternoon 1pm - 6pm.
- 6.2 The session types available are set sessions. Set sessions are permanently booked. Rearranging sessions or days, requires one full calendar months notice in writing.
- 6.3 Parents are not permitted to swap their nursery sessions or days among themselves, such must be done via the nursery management, subject to availability.
- 6.4 Minimum attendance is two sessions per week.
- 6.5 Extra sessions booked but not taken are not refundable or transferable unless agreed by the nursery manager due to exceptional circumstances.
- 6.6 Children will be offered up to 3 free settling in sessions of two hours. This is for the child and parent or carer to come and play at the nursery. We do recommend a gradual settling in period for each child to come and visit the nursery. We ask the parent or carer to stay for the first visit and they are welcome to stay on further settling in sessions.

7 CHANGE OF BOOKING

- 7.1 To increase your booking pattern we require 24 hours notice subject to availability.
- 7.2 To decrease your booking pattern you must provide us with 4 weeks' notice in writing or by email to the nursery manager. (note: the notice period will commence on the following Monday of the next week)
- 7.3 Should insufficient notice be given that you would like to decrease your booking pattern, then you will be invoiced for the full childcare fees for 4 weeks' notice from the date of any changes, as if the hours had not decreased.

8 FEES

- 8.1 The first invoice will be calculated from your child's first day of attendance until the end of the month. This invoice must be paid in advance before or on your child's first day of attendance.
- 8.2 The fees payable by the parent or carer are calculated by taking the child's weekly attendance fee, multiply the same by 50 being the number of chargeable weeks per annum and dividing by 12 to give a monthly payment which is payable monthly in advance, on the first day of each month.
- 8.3 Payment may be made by direct debit, debit/credit card or childcare vouchers. Please note payment made by credit card will incur a 2% surcharge. Returned bank payments will incur an administration charge of £20.
- 8.4 The manager will provide you with a direct debit form. Monthly invoices will be issued by the 15th of the month for the following month. Direct Debit payments are payable to Little Oaks Mobberley which is a trading style of Planned Developments Ltd and this is what will appear on your bank statement.
- 8.5 The nursery does not permit payment of fees on a daily or weekly basis.
- 8.6 No refund will be given in the event of the child's absence due to illness, holidays, bank holiday, emergency closure (see emergency closure policy) of the nursery due to circumstances beyond our control.
- 8.7 The nursery prefers not to accept cash.
- 8.8 Children attending for 4 days or more benefit from a 10% reduction to the fees.
- 8.9 Extra days, sessions and hours outside that of your core booking are often available and can be obtained on an ad hoc basis. These are booked directly with the nursery management team and must be paid for in advance. These sessions are subject to availability of spaces and staffing requirements.
- 8.9.1 The nursery reserves the right to review the fees. In the event of there being changes to the fees one calendar month written notice will be given.
- 8.9.2 Tax-Free Childcare – For full details please visit the government website at: www.gov.uk/help-with-childcare-costs/free-childcare-and-education-for-2-to-4-year-olds
- 8.9.3 Funding for 3 and 4-year old's - All families with a 3 or 4-year-old child are eligible for the universal funding offer of up to 15 hours a week term time or a total of 570 hours taken throughout the year. (A child becomes eligible for the funding the term after their 3rd birthday). To obtain your child's entitlement, you can claim a maximum of 5 hours per session. There are two sessions in a full day. The maximum to be claimed in any one day is 10 hours.
- 8.9.4 Funding 30 Hours - We offer a limited number of funded places in the nursery.

To claim the 30 hours, a full-time place will need to be allocated. Up to 10 hours a day can be taken. You will pay for the hours outside your funded sessions and an amount for snacks, meals and any other additional costs related to activities, consumable resources or external providers.

Whilst your child is in receipt of funding you will receive a monthly invoice, this will be due on the 1st of the month, of every month in advance. This will show any chargeable additional hours and any payable extras.

The extended entitlement of funding is optional and as a company we reserve the right to withdraw from the scheme at any time. We would give you one month's notice for any such changes. The withdrawal from the scheme would mean parents become solely responsible for the whole amount of fees.

9 UNPAID FEES

9.1 The nursery reserves the right to charge interest on late fees at the rate of £20 per week for unpaid cheque or direct debit payments. A charge of £20 per occasion will be applied.

9.2 Children may be excluded from the nursery if fees remain outstanding more than 10 working days beyond the due date and registration terminated.

10 SIBLING DISCOUNTS

10.1 Where there is more than one child from the same family attending the nursery a discount of 10% will be applied to the eldest child's fees.

11 EARLY BIRD & LATE COLLECTION CHARGES

11.1 Where a child is dropped off from 7am to 7.30am and early bird rate of £10 will be charged.

11.2 Where a child is collected between 6pm to 6.30pm a late owl pick up rate of £10 will be charge.

11.3 You will receive an early bird or late slip and the charge will be added to your next invoice.

11.4 Parents or carers should be aware that the nursery should be open and vacated by the designated times.

12 SAFETY AND SECURITY

12.1 You are required to inform us immediately if you are unable to collect your child from nursery by the official collection time. All collections must be by an adult over 18 years of age.

12.2 Under no circumstances will a child be allowed to leave the setting with anyone unknown to the staff, unless it has been authorised by the parents personally by telephone or in writing. If we are not fully satisfied that an individual can collect the child, we will not release the child into their care.

12.3 You must not allow other parents or visitors to enter the premises as you leave, as access must be controlled by a member of the nursery staff.

12.4 All parents or carers dropping off and collecting their child have use of the nursery car park. 12.5 All parents or carers must abide by the 10mph speed restriction when entering the grounds and park in a courteous manner.

12.5 Parents or carers cars are parked at their own risk.

12.6 The nursery does not accept responsibility for loss or damage of personal property brought onto the premises by children or parents.

13 HEALTH AND ILLNESS

13.1 Children should be fully vaccinated for their own protection and the protection of others who are either too young or unable to be vaccinated. However, this is not a condition of attendance, so parents should be aware that there may be children attending that have not been vaccinated.

13.2 If a child is unwell we ask that you contact the nursery manager to inform them of the absence. This is to ensure that we are able to effectively communicate to all parents in the nursery.

13.3 If a child becomes unwell whilst in our care the key worker or manager will contact parents or carer, or the emergency contact details on the registration form. If the manager deems that the child is not well enough to remain at nursery, you may be requested to arrange collection of the child.

13.4 The EYFS states that settings must ensure that children are safeguarded against communicable conditions. If a child presents with a contagious condition such as chicken pox, conjunctivitis, head lice etc (please see our exclusion policy) parents or carers will be contacted to collect the child. It is the responsibility of the parent or carer to read the guidance policy.

13.5 If your child is suffering from a doubtful rash, sore throat, discharge from the eyes or nose, or any other similar symptom, please keep the child at home until the doctor has certified the symptoms have disappeared.

13.6 We reserve the right to refuse to accept children until we are satisfied that they are not infectious. This is to protect other children and staff from cross infection. Our exclusion policy is guided by our local authority.

13.7 If your child is prescribed antibiotics please keep them at home until 24 hours dosage has been administered in case of adverse reaction to the medication.

Antibiotics and medicines will only be administered by nursery staff after the child has been taking them for more than 24 hours at home and parents or carers have completed a medical form. All antibiotics must be prescribed by a doctor.

13.8 Non-prescription medication such as Calpol may be given providing prior consent is given (as per registration form) and we will always telephone you for your permission to administer Calpol.

13.9 Parents are responsible to ensure all medication goes home on a daily basis.

13.9.1 If a child has an ongoing medical condition that requires special medical care we will check if our insurance policy allows the child's attendance and if any special requirements are needed, such as training, doctors confirmation etc

13.9.2 Parents must inform the nursery in writing of any allergies and appropriate action to be taken in the event of an allergic reaction and keep the nursery up to date with any changes.

14 ACCIDENTS

14.1 We reserve the right to administer basic first aid and treatment where necessary. This will include the treatment of minor cuts, bumps or bruises. Parents will be informed of all accidents and will be required to sign an accident form.

14.2 For accidents of a more serious nature involving hospital treatment all attempts will be made by the nursery to contact the parents but failing this we are authorised to seek medical attention. Any emergency treatment or medical advice will be permitted unless the parents or carers states otherwise in writing.

14.3 The nursery does not accept any responsibility for treatment given against the parents or carers wishes if we have not been informed otherwise.

15 FOOD AND DRINK

15.1 Fresh drinking water is available to all children throughout the day, in either beakers or cups, depending upon the age and stage of development of the children. For older children water is available for them to help themselves when thirsty. This promotes independence and self-help skills.

15.2 Children will be provided with drinks and snacks at regular morning and afternoon snack times, along with lunch and tea. Any special dietary requirements will be catered for.

15.3 As the number of children with nut allergies is increasing, with parental support, we aim to endeavor to keep the nursery NUT FREE. Parents are requested not to send any food into the nursery, unless an arrangement with the manager has been made.

15.4 If baby formula is required, parents will be asked to provide whichever formula your baby uses, in a clearly labelled bottle.

16 CLOTHING AND BELONGINGS

16.1 Parents or carers are requested to send the children in the Little Oaks nursery uniform, clearly labelled with your child's name.

16.2 Please discourage your child from bringing in items of value.

16.3 Please provide a spare set of uniform for your child in case of an accident or the need for a change of clothing.

16.4 All children must be provided with indoor slippers and wellington boots for the garden. It is the parents or carers responsibility to ensure all footwear fits the child correctly.

16.5 Please be aware the nursery does not provide storage facilities for children's prams and equipment from home and that the nursery cannot be responsible for that.

17 NAPPIES

17.1 We provide nappies and nappy changing materials in the Squirrels rooms. If you want us to use a particular brand of nappy that we do not supply, you may provide your own nappies but there will be no reduction to your fees.

17.2 In the Acorn room you will need to provide your own nappies.

18 EQUAL OPPORTUNITY

18.1 Little Oaks is an equal opportunities organisation which makes decisions without regard to race, colour, sex, religion, national origin, age, disability, marital status or sex change status or any factor protected by law

19 NON-SOLICITATION OF STAFF

19.1 During the term of this agreement and for the period of 6 months following termination (however, terminated) if the parent or carer employ or otherwise engage the service of any member of staff who has had contact with your child under this contract. You will be liable to pay and will be invoiced a fee of up to £1,000 as payment to us for recruiting and training a suitable replacement member of staff.

20 SAFEGUARDING

20.1 It is our obligation to require or seek professional advice or action from the local social services team if we suspect a child is suffering from harm. We have an obligation to report any instances, where we consider that a child may have been neglected or abused, to the relevant authorities. We may do so without your consent and/or informing you.

20.2 You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

20.3 Parents or carers must inform us immediately if there are any changes to your contact details.

21 INSURANCE AND LIABILITY

21.1 The nursery has extensive insurance cover. Full details are held in the office.

22 DATA PROTECTION REGISTER

22.1 We are registered under the Data Protection Act 1998.

23 BEHAVIOUR MANAGEMENT

23.1 We may require parents or carers to withdraw or remove a child from the nursery if a nursery manager considers the child to be disruptive or causing harm or distress to other children or staff. Full details of how we manage behaviour are covered in our Behaviour Management Policy.

23.2 We will not tolerate the nursery staff being spoken to in an abusive or threatening manner by parents, carers or children. Such behaviour may result in the termination of a nursery place.

24 COMPLAINTS

24.1 If you have any concerns regarding the service we provide, please discuss these with your child's key person. If the concern has not been resolved to your satisfaction please contact the nursery manager. For any concerns or complaints, you can contact the manager by phone, email or in person at any time.

25 GENERAL INFORMATION

25.1 Parents or carers should not approach employees of the nursery via social media, in blogs, social networking, message boards or comment on web articles such as Twitter, Facebook etc

25.2 Parents are not permitted to make negative statements, reviews, comments or feedback about the nursery, its staff, children and families, whether written or oral.

25.3 To ensure the safety and wellbeing of all children who attend our nursery, we enforce a no personal mobile phone usage within our setting. Should you be on your personal mobile phone as you arrive at the nursery can we please ask you to conclude your phone call before entering the premises.

25.4 We operate a non-smoking policy in the nursery and in the surrounding grounds, this includes E cigarettes.

25.5 Persons under the influence of alcohol or drugs will be refused entry to the premises and asked to leave.

25.6 Any person collecting a child from nursery, who staff feel that they are under the influence of drink or drugs, will be challenged and we may refuse the child to leave the nursery premises. On these occasions we will contact Social Services for further advice.

26 POLICIES AND PROCEDURES

26.1 All nursery policies and procedures are available at the nursery and a copy will be sent to every family individually along with a confirmation letter of a child's place. If you require clarification on any policies or procedures please speak to the management team. The policies will be reviewed on a yearly basis.

Signed Date / /

Ref No.



Nursery Direct Debit Form

FOR OFFICE USE ONLY

Ref No.

PARENT/CARERS DETAILS

Title: Mr / Mrs / Miss / Ms / Other DOB

Forename(s) Surname

House No./Road Town Post Code

CHILDS DETAILS

Forename Surname £ pcm

Forename Surname £ pcm

Forename Surname £ pcm

Monthly Direct Debit Amount Excluding additons outlined in terms & conditions. Total £ pcm

Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send to:
Little Oaks Mobberley, Warford Park, Faulkners Lane, Mobberley, Cheshire WA16 7RN

1. Name and full postal address of your bank or building society

To: The Manager	Bank or Building Society
Address:	
Postcode:	

2. Name(s) of account holder(s)

4. Bank/building society account number

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3. Branch sort code

--	--	--	--	--	--

Service User Number

4	3	6	0	0	8
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5. Reference

NURS

6. Instruction to your bank or building society
Please pay Planned Developments Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee.
I understand that this Instruction may remain with Planned Developments Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Banks and building societies may not accept Direct Debit Instructions for some types of account.



This Guarantee should be detached and retained by the payer.

The Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
If there are any changes to the amount, date or frequency of your Direct Debit Planned Developments Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Planned Developments Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, by Planned Developments Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when Planned Developments Ltd asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Little Oaks Mobberley is a Trading Style of Planned Developments Ltd. With whom the direct debit is payable to.