

FAQ Bright Horizons COVID-19

Category	Question	Answer
Existing Parent (Keyworker)	If I am in a couple household, must both parents be classified as 'Key Workers' for our child to be eligible for a nursery place from Monday?	The government has recommended that if it is at all possible for children to be at home, then they should be. If there is a secondary parent or carer who is able to care for children, we would recommend that they remain at home. For further clarification please visit the government website or speak to your employer.
Existing Parent (Keyworker)	I am classified as a Key Worker and my child has / is suspected of having an underlying health issue. Are they able to attend nursery?	<p>The health and safety of your family is our priority. Although we are unable to give you advice on this, the government has advised those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures.</p> <p>For more information on protecting vulnerable people, please visit the government's and the NHS' website relevant to you (either Scotland or England).</p>
Existing Parent (Keyworker)	I am classified as a Key Worker. My child has an underlying health condition and as a result I do not want them to attend nursery. Will I still be required to pay my nursery fees?	No. If you decide not to use the nursery during this time, we will temporarily suspend your place and you will not be required to pay nursery fees.
Existing Parent	We suspect that our child may have Special Educational Needs / require Specialist Support (vulnerable*) and are working with medical professionals to seek a formal diagnosis.	We are unable to provide advice on this and would recommend that you seek further clarity from your Local Authority.

	Is my child(ren) able to come to nursery? What support is available for me?	
Existing Parent (Keyworker)	My partner and I are classified as Key Workers but do not have the same role. Does this change anything? Can our child still come to nursery?	Regardless of your role, if you and your partner are classified as Key Workers your child is still able to attend nursery.
Existing Parent (Keyworker)	Both Parents are Key Workers but NM said that child cannot attend Nursery as they have asthma and are classed as high risk. Will they still get charged or will fees be suspended?	We're following the government guidance. If you do not use the nursery you will not be charged.
Existing Parent (Keyworker)	I am classified as a Key Worker and I do not want my child to come into nursery. Am I still required to pay fees?	No. If you decide not to use the nursery during this time, we will temporarily suspend your place and you will not be required to pay nursery fees
Existing Parent (Not Keyworker)	I am not classified as a Key Worker and I'm unable to find childcare for my family. Can Bright Horizons help?	The government has requested that schools and nurseries continue to provide care for a limited number of children - children who are vulnerable, and children whose parents are critical to the Covid-19 response and cannot be safely cared for at home. As such we are unable to provide childcare for families who are not Key Workers.
Existing Parent	I use childcare vouchers to pay towards the cost of care. Can I continue to claim childcare vouchers if my child is not attending and can these be credited to my account?	Yes
Existing Parent	I use the Tax-Free Childcare. If my direct debit for nursery fees is suspended – should I	Yes

	cancel the standing order to this account?	
Existing Parent	<p>If I wish to cancel my child's nursery place, am I still required to give 30 days' notice?</p> <p>Will I receive a refund for the days that that I have paid for and that my child hasn't attended?</p>	<p>We understand that your childcare needs may change during this time. If you wish to permanently cancel your child's place, we will waive the 30 days' notice period and fees will be charged until 31st March 2020.</p> <p>No</p>
Existing Parent	How will I be refunded for the days that my child is meant to be attending nursery and will not be able to?	Our Parent Accounts Team will be crediting your account for the days that your child is due to attend nursery and will not be able to.
Existing Parent	I have already paid for my child's nursery fees for the month of March (or am due to pay these fees shortly). Will this money be refunded?	We are suspending all nursery fee payments for the month of April. If you have already paid your nursery fees for the month of March, we will be crediting your account for the days that your child is due to attend nursery and will not be able to.
Existing Parent	Will my child be able to return to nursery as normal when the nursery reopens?	Yes. We are looking forward to welcoming you and your family back to the nursery when we are able to reopen.
Registered but not yet started	I have registered my child for a place at the nursery. Will they be able to join when the nursery reopens?	Yes. We are looking forward to welcoming you and your family to the nursery when we reopen. A member of the team will be in touch with you nearer the time to arrange settling in sessions.
Existing Parent	<p>I am a Key Worker but I have been advised that my role isn't essential</p> <p>Am I still required to pay my nursery fees?</p>	No. If you decide not to use the nursery during this time, we will temporarily suspend your place and you will not be required to pay nursery fees.

<p>New Enquiry (Keyworker)</p>	<p>I am a Key Worker and looking for childcare (permanent or temporary) for my family. Am I able to register for a place and if so, what are the next steps?</p>	<p>We are pleased to be able to provide care for the families of Key Workers. We are working through the availability in each of our nurseries and if you leave your details we will come back to you as soon as we can / or please ring 0370 2185167 and the team will be pleased to assist you.</p> <p>If appropriate: there is no registration fee to register your child.</p>
<p>New Enquiry</p>	<p>I am interested in a nursery place for my child but I am not a Key Worker. What are my next steps?</p> <p>Can I visit the nursery?</p>	<p>We would be pleased to welcome you and your family to the nursery as soon as we reopen. Please contact our Parent Enquiry Team on 0333 455 2837 who will be pleased to take your details and will contact you as soon as the nursery reopens to arrange a visit.</p>