



Parent Pack

EVERYTHING YOU NEED TO KNOW

48A Eastgate · Cowbridge · CF71 7AB
01446 396 000 · cowbridge@bijou-nursery.com
www.bijou-nursery.com

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Welcome to Bijou

We are delighted that you are considering Bijou Nursery & Crèche for your child's early years journey.

Bijou, in our own interpretation, means something small and precious. That meaning shapes everything we do: a neat, simple, real environment where materials and moments exist to support development — never to overwhelm it.

Nestled in the heart of Cowbridge, we offer a safe, stimulating, and homely setting where little ones thrive. We encourage children to explore, discover, and grow at their own pace, cultivating independence, creativity, and a lifelong love of learning through hands-on experiences — while ensuring they feel secure and valued every step of the way.

"A Montessori inspired nursery where children are cherished, calm, and rich with purpose."

This parent pack provides all the information you need about our nursery — from our approach and daily routine to practical details like fees, sessions, and what to bring. If you have any questions after reading, please do not hesitate to contact us. We would love to welcome you and your family.

Our promise to you: Every child at Bijou is known, cherished, and given the freedom to grow at their own pace in an environment that feels like a second home.

Our Montessori Inspired Approach

Montessori inspired — not a label, but a way of being with children.

We describe ourselves as a Montessori inspired nursery because the philosophy shapes how we arrange rooms, choose materials, speak with children, and plan the rhythm of the day. We are not a franchise or a rigid programme; we are a Welsh nursery whose daily practice is deeply inspired by Montessori's respect for the child's inner drive to learn.

What You Will Notice



Prepared Environment

Beautiful, ordered, and sized for small hands. Everything has a place.



Time to Concentrate

We protect deep play and focused work, stepping in with warmth when needed.



Purposeful Activity

Real jobs that build independence: pouring, cleaning, caring for plants.



Freedom & Boundaries

Clear, kind limits help children feel secure while they practise decisions.

Child-Led, Adult-Guided

We believe children learn best by doing. Our educators observe closely, introduce new challenges at the right moment, and celebrate effort as much as outcome. Collaboration is encouraged; kindness is modelled; joy is taken seriously.

We interpret Montessori through a warm, Welsh nursery lens — homely, grounded, and deeply attentive. From birth to six, children are in their richest season of growth. Our nurturing environment fosters curiosity, creativity, and confidence — so every child can move on to school feeling capable and known.

Our Four Pillars

Secure Outdoor Space — Fresh air and movement every day in a safe, enclosed environment designed for exploration.

Nutritious Menus — Thoughtful mealtimes that fuel growing bodies and introduce variety in a calm, social setting.

Connected With You — Clear communication and partnership with families so you always feel part of your child's day.

Safe & Calm Environment — Consistent routines, attentive ratios, and a homely atmosphere where children feel settled.

Our Rooms

Each room is thoughtfully prepared for the developmental stage of the children within it.

BIRTH – 18 MONTHS

Baby Room

A gentle, calm space for our youngest children. Sensory exploration, music, and one-to-one interaction with dedicated key workers who learn your baby's unique rhythms and cues.

18 MONTHS – 2 YEARS

Rising Two's

As toddlers find their feet and voice, this room supports growing independence through messy play, early mark-making, and small group activities in a safe, stimulating environment.

2 – 3 YEARS

Toddlers

Across two rooms, our toddlers engage with purposeful Montessori-inspired activities — practical life skills, creative expression, early numeracy and literacy, and outdoor exploration.

3 – 5 YEARS

Preschool 3+

Our largest group prepares children for school with a rich curriculum of reading readiness, mathematical thinking, science exploration, and social skills — all through a play-based, child-led approach.

5+ YEARS

5+ Clubhouse

Wrap-around care for school-age children including breakfast club, after-school club, and holiday care. A relaxed, fun environment with structured activities and free play.

Key Person System

Every child is assigned a key person — a dedicated member of staff who builds a special relationship with your child and family. Your key person will:

- ✓ Be your primary contact for day-to-day communication
- ✓ Observe and record your child's development and interests

- ✓ Plan activities tailored to your child's next steps
- ✓ Support your child during settling-in periods
- ✓ Share regular updates via the Famly app

A Typical Day at Bijou

While every day is different, here is a general guide to the rhythm of the day.

TIME	ACTIVITY
07:30 – 08:30	Arrival & welcome. Free play, settling in, breakfast club available.
08:30 – 09:15	Morning circle time. Songs, stories, and group activities.
09:15 – 11:00	Montessori work cycle. Child-led exploration with prepared activities, outdoor play, and small group learning.
11:00 – 11:30	Mid-morning snack. Healthy snack in a social setting.
11:30 – 12:15	Outdoor play & physical activity.
12:15 – 13:00	Lunch. Freshly prepared, nutritious meal served family-style.
13:00 – 14:30	Rest & quiet time. Nap for younger children; quiet activities for older ones.
14:30 – 15:00	Afternoon snack.
15:00 – 16:30	Afternoon activities. Creative play, outdoor time, small group work.
16:30 – 18:00	Wind-down & collection. Stories, free play, and staggered departures.

Please note: Routines are flexible and adapted to each room's age group. Babies follow their own individual schedules for feeding, sleeping, and changing.

Opening Hours & Sessions

Opening Hours

Monday to Friday: 7:30am – 6:00pm

We are open all year round except for bank holidays and the period between Christmas and New Year.

Nursery Sessions

SESSION	TIMES	FEE
Full Day	07:30 – 18:00	£70.00
Morning	07:30 – 13:00	£45.00
Afternoon	13:00 – 18:00	£45.00
Short Day	07:30 – 15:00	£57.00

5 full days per week = £335/week

Wrap Around Care

SERVICE	TIMES	FEE	PICK UP / DROP OFF
Breakfast Club — take to school for 9am	07:30 – 09:00	£12.00	£4.50
After School Club — collection at 14:55	15:00 – 18:00	£17.25	£4.50
Morning session incl. school drop off	07:30 – 13:00	£43.00	£4.50
Collection from school — until 13:00	11:30 – 13:00	£18.50	£4.50
Collection from school — until 15:00	11:30 – 15:00	£35.00	£4.50
Collection from school — until 18:00	11:30 – 18:00	£48.00	£4.50

Crèche Sessions

AGE GROUP	MINIMUM	FEE	PER HOUR AFTER 2 HRS
Under 2 years old	2 hours	£22.00	£11.00
2–3 year olds	2 hours	£20.00	£10.00
3 years and over	2 hours	£17.00	£8.50

Additional Charges

ITEM	FEE
School pick up / drop off fee	£4.50
Meals (Childcare Offer for Wales children) <i>per meal</i>	£3.00
Snacks (Childcare Offer for Wales children) <i>per snack</i>	£0.90
Late payment fee <i>if not paid by the 10th</i>	£25.00
Late collection fee <i>£10 initial, £15 after 15 mins, £25 after 20 mins</i>	from £10.00
Sibling discount <i>10% off the lesser fee</i>	10%

Fees from May 2025. Please contact us for the latest rates.

Annual Fee Break & Bank Holidays

The nursery is closed on all bank holidays and for one week between Christmas and New Year. If your booking pattern falls on a bank holiday, these fees remain payable.

Families attending all year round can choose **one** of the following options:

- A **2-week (10-day) fee break** during January to November, worked out pro rata based on how many days your child attends per week (e.g. 3 days per week = 6 days' fee break); **or**
- Using your allowance against **bank holidays** — if you choose this option, it must be continued for the whole year.

The fee break is applied to your invoice a month in advance and is reflected as a reduction of one or two weeks' fees.

Important — notice requirements: A minimum of **four weeks' written notice** MUST be given to, and acknowledged by, nursery management to action a fee break. This is because staff rotas are planned monthly. Holidays not acknowledged or taken without notice will **not** be discounted. Marking a holiday on the Famly app does **NOT** count as informing management and a fee reduction will not be applied to your invoice.

Families are entitled to **one fee break in each calendar year**, available once enrolled for at least one session per week. Unused fee-break days cannot be carried over to the next year. Fees remain payable in full for all other holiday absence.

Funded Childcare

Childcare Offer for Wales

The Welsh Government's Childcare Offer provides up to 30 hours per week of combined early education and childcare for eligible working parents of 3 and 4 year olds. This is made up of:

- **Foundation Phase Nursery Education** — up to 10 hours per week (term-time only)
- **Childcare Offer** — up to 20 hours per week (term-time), or up to 30 hours per week during school holidays

Am I eligible? Both parents (or the sole parent in a single-parent family) must be earning at least the equivalent of 16 hours per week at National Minimum Wage, and neither parent can earn more than £100,000 per year. You can check eligibility and apply at gov.wales/childcare.

For children receiving funded hours under the Childcare Offer for Wales, a charge of £3.00 per meal and £0.90 per snack applies, as meals are not covered by the funding.

Flying Start

Some families in eligible postcodes may be entitled to free childcare for 2–3 year olds under the Flying Start programme. Please ask us if you think you may qualify.

What to Bring

Please ensure all items are clearly labelled with your child's name.

Daily Essentials

- ✓ A full change of clothes (including socks and underwear)
- ✓ Nappies and wipes (if needed)
- ✓ A named water bottle
- ✓ Appropriate outdoor clothing and footwear
- ✓ Sun hat and sun cream (in warmer months)
- ✓ Waterproof coat and wellies

For Babies

- ✓ Formula or expressed milk (clearly labelled with date)
- ✓ Named bottles and teats
- ✓ Comforter or dummy (if used)
- ✓ Nappies, wipes, and nappy cream

Please Do Not Bring

- Toys from home (unless agreed with key person)
- Sugary snacks or sweets
- Jewellery or items that could be a hazard

Settling In

We understand that starting nursery is a significant step for both children and parents.

Our settling-in process is flexible and tailored to each child. We want your little one to feel safe, happy, and confident before we move to their full session pattern. Here is what to expect:

Before Starting

You will be invited for a home visit or an introductory meeting at the nursery where you can share important information about your child — their likes, routines, any allergies or medical needs, and anything else that will help us care for them well.

Settling Sessions

We offer a series of shorter visits where your child can explore their room, meet their key person, and begin to feel at home. You are welcome to stay during initial sessions and gradually reduce the time spent until your child is comfortable.

Ongoing Support

Your key person will keep you updated through the Famly app and is always available to chat. Every child settles at their own pace — some take a few days, others a few weeks, and that is perfectly normal.

Tip: A calm, confident goodbye helps children settle faster. Keep farewells warm but brief, and trust that our team will comfort and engage your child as soon as you leave.

Meals & Nutrition

We take mealtimes seriously at Bijou — they are an important opportunity for social development, independence, and good nutrition.

What We Provide

- ✓ Freshly prepared, balanced meals cooked daily on site
- ✓ Morning and afternoon snacks (fruit, vegetables, and healthy options)
- ✓ Fresh drinking water available at all times
- ✓ Menus that reflect variety, seasonality, and cultural diversity

- ✓ Family-style dining where children serve themselves and develop independence

Allergies & Dietary Requirements

We take allergies and dietary needs very seriously. Please inform us of any allergies, intolerances, or dietary requirements at registration and whenever they change. All dietary information is shared with our kitchen team and displayed in each room. We hold a 5-star food hygiene rating.

★★★★★ Food Hygiene Rating

Bijou holds the highest food hygiene rating from the Food Standards Agency, reflecting our commitment to safe, high-quality food preparation.

Communication & the Famly App

Partnership between home and nursery is at the heart of everything we do.

We use the **Famly** app as our primary communication tool. Famly keeps you connected to your child's day and makes administration simple.

Through Famly You Can:

- ✓ Receive real-time updates, photos, and videos of your child's day
- ✓ Track your child's learning journey and developmental milestones
- ✓ View and pay invoices
- ✓ Book sessions and manage your child's schedule
- ✓ Communicate directly with your child's key person
- ✓ Report absences and update personal details
- ✓ Access your child's daily diary (meals, naps, nappy changes)

Getting started: You will receive an invitation to join Famly when your child is registered. Download the app from the App Store or Google Play, and follow the setup instructions. Our team is happy to help if you need support.

Other Ways We Communicate

- **Daily handovers** — a brief chat at drop-off and collection
- **Parents' evenings** — scheduled opportunities to discuss your child's progress in depth
- **Newsletters & updates** — via Famly and email
- **Open-door policy** — you are always welcome to call, email, or arrange a meeting

Safeguarding & Key Policies

The safety and wellbeing of every child is our absolute priority. Bijou is registered with and inspected by the **Care Inspectorate Wales (CIW)**.

Safeguarding

All staff undergo enhanced DBS checks before starting work. We have a designated Safeguarding Lead and all team members receive regular safeguarding training. Our full Safeguarding & Child Protection Policy is available on our website and on request.

Key Policies

Our complete set of policies is available in both English and Welsh on our website at **bijou-nursery.com/policies-procedures**. Key policies include:

- Safeguarding & Child Protection
- Health & Safety
- Behaviour Management
- Inclusion & Equity
- Additional Learning Needs
- Data Protection & GDPR
- Medication Policy
- Allergy & Intolerance
- Nutrition & Mealtime
- Sleeping Policy
- Infection Control
- Fire Safety & Evacuation
- Concerns & Complaints
- Camera & Mobile Phone

Hard copies are available at the nursery upon request.

Health, Illness & Medication

When to Keep Your Child at Home

To protect all children and staff, please keep your child at home if they are unwell. In particular:

- **Sickness or diarrhoea** — your child must stay at home for 48 hours after the last episode
- **High temperature** — 38°C or above
- **Contagious conditions** — such as chicken pox, hand foot and mouth, or conjunctivitis

If your child becomes unwell during the day, we will contact you to arrange collection as soon as possible.

Medication

If your child requires prescribed medication during nursery hours, please speak to your key person. We can only administer medication that is:

- ✓ Prescribed by a doctor or dentist
- ✓ In its original packaging with pharmacy label
- ✓ Accompanied by a completed medication consent form

Immunisations

We strongly encourage all children to be immunised in line with NHS Wales vaccination schedules. Please inform us of your child's immunisation status upon registration.

Accreditations & Memberships

We are proud to be recognised by leading early years bodies across Wales.

Care Inspectorate Wales (CIW)

National Day Nurseries
Association (NDNA)

Clybiau Plant Cymru — Kids'
Clubs

Healthy & Sustainable Pre-
School Scheme

Childcare Offer for Wales

Food Hygiene Rating: 5 Stars

Famly App Partner

Early Years Wales

Contact Us

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Opening Hours

Monday to Friday: 7:30am – 6:00pm

Find Us Online

- ✓ **Website:** www.bijou-nursery.com
- ✓ **Facebook:** facebook.com/bijounursery
- ✓ **Instagram:** [@bijou.nursery](https://www.instagram.com/bijou.nursery)

Arrange a Visit

The best way to experience Bijou is to see it for yourself. We warmly invite you to visit the nursery, meet our team, and see our Montessori inspired approach in action. To book a visit, please call us, email, or complete the enquiry form on our website.

We look forward to welcoming your family to Bijou.

Thank you for taking the time to read our Parent Pack. If you have any questions or would like to discuss anything further, please do not hesitate to get in touch.

Bijou Day Nursery and Creche Ltd · Registered in England and Wales
48A Eastgate, Cowbridge, CF71 7AB