SHOOTING STARS

Pre-School Nursery

Terms and Conditions
Key Worker Discount

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1.0 Terms and Conditions Statement

Shooting Stars is pleased to offer a 10% key worker discount as a thank-you to people who work for the NHS, Greater Manchester Police, Greater Manchester Fire and Rescue Service, and the ambulance service. These terms and conditions explain who can request the discount, how to show eligibility, and how the discount is applied and how long it lasts. Please read them before making a request. If you have questions, contact your local Shooting Stars nursery.

2.0 Eligible Services and Roles

The 10% Key Worker Discount is available to anyone who works for one of the following services:

- The National Health Service (NHS)
- Greater Manchester Police (GMP)
- Greater Manchester Fire and Rescue Service (GMFRS)
- An ambulance service

The discount is available at all Shooting Stars sites.

Eligibility is based on the service a person works for, not their job title or whether they work directly with the public. Staff in clinical, patient-facing, emergency response, operational, office-based, administrative, management and support roles may all qualify.

Examples of eligible roles may include healthcare professionals, reception and administrative staff, police officers and police staff, firefighters and fire service staff, ambulance crew, control room staff, and people working in facilities, finance, human resources, IT or other support teams. This list is illustrative and is not intended to cover every eligible role.

Applicants must work for one of the services listed above and provide proof of this when requesting the discount. Further information about acceptable proof is set out in the **Proof of Employment** section.

2.01 Proof of Employment

To request the discount, applicants must provide proof that they currently work for one of the services listed in section 2. The proof must show their full name and the service they work for.

One of the following can be provided:

- A letter from management confirming that the applicant works for the service.
- An ID badge showing the applicant's full name and the service they work for.

- A reference from a line manager stating the applicant's full name, the service they work for and their role—for example, "Alex Smith works for [service] as a [job title]."

If the proof provided does not clearly confirm eligibility, Shooting Stars may ask the applicant for further information. The discount will be confirmed once eligibility has been checked.

2.02 Proof of Employment

A member of Shooting Stars management will view the proof of employment provided to check the applicant's full name and connection to an eligible service. Shooting Stars does not make or retain a copy of the proof on the child's or family's record.

Any personal information collected in connection with the discount will be handled in line with our Privacy Notice. Shooting Stars is registered with the Information Commissioner's Office (ICO) and holds an ICO registration certificate.

3.0 Discount Amount and What it Covers

The Key Worker Discount is a 10% reduction on the fees charged for a child's nursery care, wraparound care and holiday club.
Where government-funded hours apply, these will be deducted first. The 10% discount will then be calculated on the remaining childcare fees payable by the family.

The discount does not apply to snacks, dinners, late collection fees or any other ad hoc purchases or separately charged items.

4.0 How to Claim the Discount

Families must request the Key Worker Discount from the Shooting Stars nursery their child attends or is due to attend. The discount is not applied automatically. The applicant must provide proof of employment as set out in section 3. Nursery management will review the information and confirm whether the applicant is eligible.

If the request is approved, the nursery will confirm when the discount begins to appear on the family's fees. If further information is needed, management will contact the applicant.

5.0 How to Claim the Discount

Once approved, the 10% Key Worker Discount will continue while the parent works for an eligible service listed in section 2 and the child has not yet started Reception.

The discount will end if the parent stops working for an eligible service, or when the child starts Reception—whichever happens first. If the parent change's role but continues to work for an eligible service, the discount will continue.

The parent must inform the nursery if they stop working for an eligible service so the discount can be removed.

6.0 Combining Discounts

The Key Worker Discount may be combined with the Shooting Stars sibling discount.

When a family qualifies for both discounts, the Key Worker Discount is 10% and the sibling discount is reduced from 10% to 5%. The combined discount is therefore 15% off the eligible fees set out in section 4.

7.0 Changes to the Offer

Shooting Stars may stop offering the Key Worker Discount to new families. If the offer closes, applications made after the closure date will not be eligible for the discount.

Families already receiving the discount when the offer closes may continue to receive it until their child starts Reception, provided they continue to meet the eligibility requirements in section 6.