



*Footprints Day Nursery Ltd.*

Chrysalis Centre, 18, Reedsfield Road,  
Ashford, Middlesex, TW15 2HE

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# FOOTPRINTS

Day Nursery 



*Throughout our lives we are sent  
precious souls...  
meant to share our journey  
however brief or lasting their stay  
they remind us why we are here.*

*To learn... to teach... to nurture... to love*

**Information Pack  
2014**

## **Footprints Day Nursery's Mission statement**

To exceed every parents expectation in childcare.

For Footprints Day Nursery this means

### Safe and secure

- We know that the children are precious
- We never compromise on security
- We remind each other and parents constantly
- We do not tolerate strangers, we challenge them
- Health and hygiene are non negotiable

### Constant and caring

- We have a responsibility to be there for the children
- We understand our commitment to being there for the children
- We put the children first
- We know them and develop with them

### Listening, encouraging and laughing

- We listen to and understand our children
- We give them positive encouragement
- We look for ways to gently lead them to new experiences
- We know that every child deserves a lot of fun in their day

### Each one, every step, each day

- Every child is an individual
- Every child is developing a new skill or having a new experience
- Every day something amazing happens in a child's life

## **For Footprints Day Nursery Parents this means**

### Understanding and flexibility

- Parents' needs are complex and we try to understand them
- We have rules and regulations but we look for ways to be flexible

### Support and partnership

- We look for ways to support parents in developing their child
- We look for ways to help parents with anything we can
- We look for ways to get together with parents
- We recognise that as a child develops, we are only one part of the jigsaw

### Reassurance and trust

- We are at all times honest with parents
- We allow parents free access to our world
- We give great feedback
- We try to avoid surprises through constant dialogue
- We strive to gain and deserve each parent's trust

### Competence and care

- We act professionally and demonstrate that we do
- We help to educate parents
- We genuinely care

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# 1. Footprints Day Nursery Approach

## 1.1. Why Footprints Day Nursery

Footprints Day Nursery's fundamental purpose is to take good care of the children entrusted to us, but that is a purpose we share with every other nursery. What sets our approach apart is the methods and facilities we have developed to help children acquire the skills, habits and good natures that will serve them well at home and when they move on to school.

Pursuing these objectives is not only good for children and parents; it's good for our carers too. Because there's far more job satisfaction to be gained from helping a child achieve goals than simply looking after them. It is the challenge and satisfaction of achievement that makes the children happy to come here every day.

We have fully integrated the 'Early Years Foundation Stage' (from birth to five) guidelines for nursery education into our curricula. But we believe that we do more than just the basics at Footprints Day Nursery. We have an exciting programme of additional activities to stimulate and excite your child every day.

Your child's development happens everywhere and all of the time. The nursery is just one piece of the jigsaw. We are happy to talk to you about any aspect of '@Early Years Foundation Stage'. We can also help you with hints and tips to continue to apply it in your own time with your children.

## 1.2 The revised Early Years Foundation Stage. What does it mean?

The Early Years Foundation Stage (EYFS) is a document for early year's providers, to help them support your children's learning and development from birth to five years old. This year the Government made changes to the original EYFS (first introduced in 2008). From 1 September 2013 all early years' providers must follow this revised EYFS.

### **Who makes sure that registered early years providers are following the EYFS?**

All registered early years providers are inspected by Ofsted to make sure they meet the legal requirements of the EYFS. Surrey County Council's Early Years and Childcare Service offer support and information to early years providers too.

### **What are the main changes in the revised EYFS?**

The revised EYFS builds on the good practice of the original 2008 EYFS and still has a play based approach to children's care, learning and development. The revised EYFS is designed to:

- Have less paperwork
- Give early years providers more time to plan around the needs of your child

- Support your child through planned, challenging, enjoyable and playful experiences and opportunities.

The revised EYFS reminds your early years provider how important it is to have a good relationship with you. And it recognises that you need to be given more information about your child's learning and development. The requirements for your child's safeguarding and welfare have also been revised.

### **What do you mean by safeguarding and welfare requirements?**

To explain, here are a few of the EYFS Safeguarding and Welfare statutory requirements (2012) that early years providers need to put in place to keep your child safe. Early years providers must update their policies and procedures to make sure that if your child is in their care, then they are protected. These include:

- Current safeguarding children training
- Whistleblowing
- Social networking
- Use of mobile phones
- Common Assessment Framework (CAF).

### **What else does the EYFS do?**

The EYFS also sets out what all early years providers must do to make sure that your child learns and develops. It promotes teaching and learning to make sure all children have the skills to get them ready to progress through school and future life. Early years providers must make sure that their staff is fully aware of what they have to do, to make sure your child's individual needs are met through the EYFS.

### **Who will make sure my child's learning and care is tailored to them?**

Your child will be assigned a key person when they start with an early years provider. You will be told the name of the key person and their role. The key person is there to make sure that your child's learning and care is tailored to meet their individual needs, through discussion with you. They will also support you in giving ideas on what learning you can do at home with your child.

### **What will my early years provider be doing with my child?**

Your early year's providers must think about the individual needs, interests and stages of development of each child in their care. Early years providers working with children from birth to three years old will be expected to focus on the following three prime areas, which support learning in all other areas.

#### **Personal, social and emotional development:**

- Making relationships
- Self-confidence and self-awareness
- Managing feelings and behaviour.

#### **Physical development:**

- Moving and handling
- Health and self-care.

**Communication and language:**

- Listening and attention
- Understanding
- Speaking.

These three prime areas help children to develop and learn, and become ready for school. As well as the three prime areas, early years providers will also plan activities in the following areas of learning and development, known as specific areas.

**Literacy:**

- Reading
- Writing.

**Mathematics:**

- Numbers
- Shape, space and measure.

**Understanding the world:**

- People and communities
- The world
- Technology.

**Expressive arts and design:**

- Exploring and using media and material
- Being imaginative.

**How will I know how my child is progressing within the EYFS requirements?**

Assessment helps you find out about your child's progress, understand their needs and plan their activities. Your child will have two important assessments before the end of the EYFS. The first when they are between two and three years old and the second in the final term of the year in which your child reaches the age of five. On-going assessment is also an important part of this. Your child's early years provider will look, listen and note how your child plays and then build on this by planning a challenging environment to support your child's development. You can also share what you see your child doing with your child's key person.

**What if I am worried about my child's development?**

If you're worried about your child's progress, talk to your early years provider and together you can agree how to support your child. If your child's home language is not English, their early years provider must give them opportunities to develop and use their home language in play and learning to support their language development at home. Your early years provider must

also make sure your child has enough opportunities to learn and reach a good standard in English language during their time at the Nursery.

### **How can I find out more?**

Talk to your child's key person who will be happy to answer any questions you have. You can also view a copy of the Statutory and non-statutory Framework for the Early Years Foundation Stage 2012 on the Department for Education website [www.education.gov.uk](http://www.education.gov.uk)

## **1.4. Footprints Day Nursery's Tailored Approach**

Our Active Learner™ programme provides tailored care, education and fun to meet the needs of your child as they grow and develop. We believe that children must be nurtured as well as cared for and our approach to how they explore, discover and learn will depend on their age and stage of development.

### **3 to 12 months**

Babies are cared for in our Bumble bee room, where we have created a homely atmosphere. As well as providing lots of love and care, we offer the children a stimulating and exciting environment to explore in safety. Activities include water and jelly play, heuristic play (to develop sensory perception), music and outdoor fun.

### **1 to 3 years**

These are exciting years for children, parents and carers, as children quickly acquire self-confidence, consideration for others, communication skills and an appetite for learning. Each day contains a variety of activities to engage your child, including listening to and responding to stories, getting to know the alphabet, negotiating puzzles and games and participating in role-plays. There's also plenty of outdoor playtime. We do provide FEET funding for this age, if you feel you are eligible then contact Surrey Early Years.

### **3 to 4 years**

It is at this stage that we take up the Government's Foundation Stage guidelines for pre-school education. They learn to read and write at their own pace, and enjoy a wide range of art and music projects. Outdoor play remains an important part of the curriculum, with regular trips to the park and other places of interest. We do provide NEG for three and upwards, this is based on sessional and term time only.

### **4 to 5 years**

Our 4 to 5-year-olds enjoy their senior status at nursery, and we encourage them to develop the decision-making and analytical skills they will need at school. We give them a basic foundation in the key subjects they will encounter at school, including introducing them to reading books, numbers and even Spanish. But it's a gentle introduction, balanced with plenty of playtime and non-academic activity.

## **Insurance Cover**

Each of our facilities has a comprehensive insurance package, which covers employers and public liability and is available for inspection in reception. Hours of cover are from 7:45am to 6.00 pm.

## **Late Collection**

There is a charge for late collections which come into effect 5 minutes after the end of the each session (morning sessions finish at 1.00pm whereas the afternoon session ends at 6pm). Additional hours can be purchased subject to the "Additional hourly rate" listed on our current price list up until 5pm.

For security reasons, children can only be collected by the authorised contacts provided on the registration form, anyone other than the parents must inform nursery staff if anyone other than parent or guardian, changes must be provided in writing and any new contacts introduced to a key member of staff. Children cannot leave the premises unaccompanied or with an unauthorised person.

## **Administration of Calpol Policy**

If a child becomes ill in our care we must act quickly. Any signs of illness the Manager/Deputy /Room Manager will examine the child carefully, take his/her temperature and look for signs of pallor, weakness and skin abnormalities. If the child has sickness or diarrhoea, advise the parents/emergency contacts and request that they come and collect the child.

If a child has a rise in temperature i.e. 99.5/37.5.C or over, we will try to reduce the child's temperature by removing top clothing and sponging the child with tepid water.

If a child's temperature is 99.5/37.5.C or over the parents will be immediately notified to collect their child within 1 hour, at the same time permission will be sought to administer childhood paracetamol and staff will determine the last time paracetamol may have been given by parent.

In the event a parent/carer cannot be contacted staff must check the child's Nursery Calpol authorisation form to determine parent/carer authorisation. If it is necessary to administer Calpol children must still be collected within 1 hour. If parents/carers cannot be contacted and the child's temperature reaches 99.5/37.5.c the nursery will contact the emergency services. Staff will ensure that the child's temperature is taken every 10 minutes after notifying the parent and continue to monitor until parent arrives. Staff record the time of dosage given and when parent was notified.

Nursery staff must not administer any more than 1 doses of child paracetamol during the full course of a nursery day.

If a child is having a convulsion, choking or collapses suddenly an ambulance will be called. The parent/carer will be advised and a member of management and the child's key person will accompany the child to the hospital and wait until the parents/carers arrive. Staff will ensure the child's personal details file is taken to hospital. An incident form will be completed a copy given to parents/carers.

If parents have administered calpol at home, the nursery will not be able to accept the child until their next session, as they may have an underlying issue.

### **Non-attendance and sickness policy**

If a child is absent from the nursery it is imperative that parents notify the nursery as soon as possible.

Parents are required to notify the nursery by calling them before their child's session begins. If for some reason we are unable to get to the phone please leave a message.

Parents must provide a reason for their child's absence  
Parents who fail to notify us will be contacted by the child's (via phone call) key worker and this will be kept on our system.

If we are unable to get through, we will try the alternative numbers given to Footprints Day Nursery.

Parents who have arranged planned holidays must fill out the holiday form.

### **1.5. Nutrition**

We take nutrition very seriously at Footprints Day Nursery, because a balanced diet in the early years will not only teach your child good eating habits, it will also form the basis of a lifetime of good health.

During the first three to six months, a baby only requires milk, and at Footprints Day Nursery we work in conjunction with parents, we have a fridge in the baby room for parents to bring expressed milk, or the milk that the baby is already accustomed to. Please bring in formula milk already made up for your baby. However, we supplement bottle-feeding with pureed meals as early as four months, to introduce solid textures.

After the first year, babies can progress to eating similar meals to the rest of the family, in a softer form and smaller morsels.

We appreciate that many children have special dietary requirements for a variety of reasons and we do whatever we can to accommodate these needs. We operate a pictorial colour coded tablemat system to identify children with special dietary requirements and have categorised our menus into the following seven types:

Beef, nuts and strawberries are never included in our menus. We also minimise the use of processed foods in our four-weekly menus and use low-salt products where foods are not prepared from base ingredients by our caterers. We are very happy to meet with parents who would like to discuss their child's dietary needs e.g. allergies.

## 2. Footprints day Nursery

Footprints Day Nursery was formerly Reedsfield Hall play group, which was only open from 9.15am to 12.00pm. When the playgroup closed, the hall went through a two year rebuild and refurbishment program to bring the premises in line with current building regulations. Footprints Day Nursery opened on the 2<sup>nd</sup> of January 2008. The children currently enjoy the bright roomy environment.

### 2.5. Visiting Footprints

If you would like to visit our nursery we would be delighted to show you round, and to introduce you to some of our committed carers, and highly motivated, fun-loving children!

Please call us to arrange a visit on 01784-257747 or email us at [parveen@fprints.co.uk](mailto:parveen@fprints.co.uk)  
Or visit our website [www.fprints.co.uk](http://www.fprints.co.uk)

## 3. Footprints Day Nursery's Fees

Our fees reflect the excellent care, education and facilities we provide and not nappies, nappy creams, bonjella, sun screens etc. Although our fees are non-negotiable, we offer the flexibility of full-time or part-week care, as well as discounts for two or more siblings at the same time. **At Footprints Day Nursery we have a minimum of three sessions a week.**

### Registration Fee

We charge a one-off administration fee of £50 upon registration. To reduce your number of days you will be required to provide 30 days' notice in writing and an administration charge of £25.00. Should you wish to decrease your days, we will arrange this for you as soon as a place becomes available.

## 4. Registering your Child with Foot Prints

Once you have visited Footprints Day Nursery and feel confident that we will provide the very best in care, education and fun for your child, we will ask you to complete our registration form and provide us with a deposit. The nursery manager at your will guide you carefully through this process, explain to you what you will need to with you on your child's first day and talk you through the steps we will take to help both your child and you settle into your new routine.

## 5. Footprints Day Nursery Settling In Procedures

At Footprints Day Nursery we are confident that we provide such great care, education and fun for your child that they will quickly settle into our nursery and that you will be happy with your choice.

Our Settling In Procedure requirements Firstly that you register for at least two days per week to give your child a chance to settle in and secondly, should you decide to leave that you let us know your reasons whatever they may be.

We believe that great settling in is...

- Preparing you for what the settling in experience is likely to be
- Giving you, the parent, time, support and good advice
- Helping your child to adjust to spending time with us and new friends at the nursery
- Being there when you have questions
- Making you happy to leave your child with us

However, settling in can be...

- An uneasy time for parents leaving their children
- An unsettling time for children meeting new faces
- A time when children catch bugs from their new friends
- Up to six weeks long, though usually around three weeks

## 6. Footprints Day Nursery Parents 'r' us™

At Footprints Day Nursery we believe Parent 'r' us™ and childcare go hand-in-hand. It starts with giving parents as much reassurance as possible that they are making the right choice in enrolling their child at Footprints Day Nursery. It is an emotional time, particularly if it is a first child, but we've been there before – many times! We know that parents will have lots of concerns and questions when they come to interview us, and we give them all the time and understanding they need.

It continues with giving as much personal feedback as the parent requires once their child is in our care, and regular written progress reports. We also welcome parents spending time with us in our groups, helping out on our projects, accompanying us on our many excursions and providing us with feedback on how we can make Footprints day Nursery an even better place.

Our senior staffs are always on-hand to discuss any particular concerns parents may have about their child's development or behaviour. If you are at work and have concerns you can email us on [parveen@fprints.co.uk](mailto:parveen@fprints.co.uk).

## 7. Frequently Asked Questions

Below are some of the questions, which we are frequently asked about Footprints Day Nursery. We hope that our responses will help you to feel confident that we will provide the best possible care, education and fun for your child.

## 7.1. General

### **What are your opening hours?**

We are open 7.45am – 6.00pm five days a week except bank holidays. Although we will of course look after those children whose parents are delayed, we ask that you make every effort to observe these hours.

### **What are your carer-to-child ratios?**

Under two years: 1:3

Over two years: 1:4

Pre-school (3-5): 1:8

### **How far in advance do I need to put my child's name down for a place?**

We advise parents to register their child approximately one month before joining.

### **Can I visit at any time?**

Yes, but we would like you to call beforehand to arrange an appointment for your visit.

### **Where and when will my child nap during the day?**

All babies have their own cots and can sleep according to their own routine. We provide floor mattresses for older children and encourage them to nap after lunch so they do not miss out on any activities. At the age of one we transition babies to sleep on the floor.

### **Can my child bring his favourite toy to nursery?**

We prefer them not to, as they can get lost or broken.

### **What do I do if my baby/child is sick?**

Please phone the nursery ASAP. We do not let sick children attend the nursery.

### **What do I bring on my child's first day?**

#### **Babies**

- Prepared formula milk/breast milk in bottles, plus a spare bottle. Bottles should be clearly labelled with your child's name in permanent marker pen
- Formula milk (fresh milk is provided by the Nursery)
- A complete spare change of clothing
- Nappies and wipes/nappy cream (we change nappies about four times a full day so please pack enough)
- A summer or winter hat, coat and sun cream, depending on season
- Any comforters like dummies, cuddly toys and muslins

#### **Toddlers**

- The only drinks provided at nursery are mineral water, cow's milk and soya milk.
- Nappies (we change nappies about four times a full day so please pack enough)
- Nappy cream if required.
- A complete spare change of clothing
- A summer or winter hat, coat and sun cream, depending on season
- Any comforters
- Tooth Brush with cover and tooth paste plus holder (clearly label these)

### **Pre-school**

- Spare cloths
- Tooth Brush with cover and tooth paste plus holder (clearly label these)
- A summer or winter hat, coat and sun cream, depending on season

Please note that all clothing should be clearly labelled with your child's name including any sun screen.

### **Can you accommodate special needs and diets?**

We are happy to care for children with special physical, learning or behavioural needs within our capabilities, and to cater for special dietary requirements. All we ask is that you provide us with all the necessary information about these needs at the outset.

### **Can I book a part-time place for my child?**

Yes, please discuss the details of this with the nursery manager. Also we have a minimum of three sessions per week.

### **Can I get extra cover if necessary and how much notice do I need to give?**

We offer emergency/extra days subject to availability. We advise, where possible, that you enquire about these approximately two weeks in advance of the required date. We can also do emergency days at short notice subject to availability.

### **What holidays are you closed for?**

We are closed for all UK bank holidays and four/five days excluding the bank holidays over the Christmas, you are not charged for these days.

### **What do I do if I need to take my child out of nursery to go on holiday?**

A holiday form must be completed for any days that your child will not attend the nursery. This allows us to schedule carers' holidays and extra days for other parents. Please note holidays are still chargeable as per your monthly arrangement.

### **How much notice do I need to give to leave?**

Our contracts stipulate one months notice in writing.

### **What happens if I need to increase or decrease the number of hours required?**

You can change your hours to suit your requirements. To reduce your number of days you will be required to provide 30 days' notice in writing, there is an administration charge of £25.00. Should you wish to change/increase your days, we will arrange this for you as soon as a place becomes available.

### **Can you provide babysitters?**

Your child's carer may be happy to baby-sit and you should discuss this with them directly. If after discussing it with them they are unavailable then please ask the Nursery manager who may be able to recommend another suitable carer. The arrangement is between the parent and the babysitter and the nursery does not take any responsibility in this arrangement.

### **What happens if I am late picking up my child?**

We advise parents to arrive to collect their child ten minutes before closing time. This allows time for parents and carers to discuss the child's day. However, we understand that sometimes a late pick-up is unavoidable. For security reasons, children can only be collected by the authorised contacts provided on the registration form you will still be required to inform the nursery when these collectors come into effect ; changes must be provided in writing and any new contacts introduced to a

key member of staff. Children cannot leave the premises unaccompanied or with an unauthorised person. Our nursery insurance only covers until 6pm.

## **7.2. Education and Development**

### **Will you potty train my child?**

We encourage parents to start potty training at home when they feel the child is ready. We then continue the process in nursery. In the early stages we ask parents to provide plenty of changes of clothes.

### **What extra-curricular activities do you offer?**

We currently do not have any extra-curricular activities.

### **How often will I get to discuss and review my child's care and progress?**

We encourage parents to speak to their child's carers on a daily basis to find out about their day and discuss any issues. We also hold parents' evenings two times a year where the parent and your child's key carer will be able to discuss your child's development in depth.

## **7.3. Health and Illness**

### **What happens if my child is ill at nursery?**

We will call you to ask you to come and collect your child as soon as possible and we will monitor them closely until you arrive.

### **Do you administer medicine if required?**

Yes, we will administer medicine that has been prescribed by a doctor, providing the parent has filled out a medicine form authorising us to do so. If the medication is new to the child then we advise that the medicine be administered at home for 24 hours in order to assess any adverse reactions.

### **Will you administer non-prescribed medicine?**

It is our policy that should your child's temperature reach 37.7<sup>o</sup>c or above we will call you for permission to give your child one 5ml or 2.5ml spoonful of Calpol. You will still need to collect them as soon as possible. To cover times of emergency when we are unable to contact you we would like to be sure that it safe to give the above dose of medicine and we will therefore ask you to sign a permission slip when your child joins us. If we are unable to contact you the manager or person in charge will take the decision to administer calpol.

### **How long will my child be required to stay away when they have been ill?**

- A child who has been sent home with a temperature over 37.7 °c is not permitted to attend the nursery the following day.
- A child with diarrhoea will need to be away from the nursery until the child has a solid stool. And is clear for 24 hours.
- If a child develops a rash and has been sent home from nursery, the child will require a doctor's note stating that the rash is not contagious in order to return the following day.

A child who is given antibiotics must not attend for 24 hours; if the doctor deems that the child should attend then we will accept a doctor's note.

## **7.4. Safety and Security**

### **How do you ensure that the building is secure at all times?**

The security of your children and our carers is of utmost importance. The entrance to our Nursery is secured by hi-tech Fob key for staff. Parents visiting the nursery are asked not to admit anyone they do not recognise, and they use the outer buzzer, they then walk to the next buzzer which is the security entrance to the main Nursery.

### **Are all your carers police-checked?**

Yes. All carers are required to undergo an enhanced police check, we also seek permission to contact their G.P.

## **7.5. Behaviour and Discipline**

### **How do you deal with behavioural problems like biting?**

This kind of behaviour is dealt with using a system of positive reinforcement. This means distracting attention away from the undesirable behaviour and praising the child's good behaviour.

## **7.6. Fees**

### **Do I pay for Bank Holidays?**

Yes, you do pay for bank holidays. However we only charge for 51 weeks as the Nursery closes for 3 days over Christmas, some years this may go to 4 days.

### **Nursery Education Grant**

The NEG is calculated over a 38 weeks and that is done on an individual basis. If your child is eligible then please speak to the manager to arrange the necessary paper work, as the 38 weeks are spread over the year your monthly invoices will be variable. Please note we do not just offer NEG sessions.

### **How and when do I pay my fees?**

Fees are paid by standing order system. The standing order should begin on the 1<sup>st</sup> of every month, should your child start halfway then a part payment by cheque is accepted with the deposit. We currently charge £1 for every £100 paid by cheque or cash.

### **Are fees all-inclusive?**

Fees include meals, use of nursery resources (nappies, wipes and formula milk need to be provided).

### **What discounts do you offer more than one child?**

For two children attending we offer an 11% discount for the child paying the lower fees. A further 15% discount is offered to a third child.

### **When will I get my deposit back?**

Deposits are used to pay your child last month's fee at the nursery they are only used for this if we receive a written 30 days' notice by parents.

**Are there any other ways I can reduce my fees?**

There are some independently run schemes whereby your company can pay your fees directly to the nursery. You can contact your local authority for tax credit allowances. We also accept Child Care Vouchers.

**8. Contact Details****Footprints day Nursery**

The Chrysalis Centre  
18 Reedsfield Road,  
Ashford  
Surrey  
TW15 2HA

Tel: 01784-257747

Email: [info@fprints.co.uk](mailto:info@fprints.co.uk)

Website: [www.fprints.co.uk](http://www.fprints.co.uk)