

# **Millie's Day Nursery LTD**

## **Terms and Conditions of Business.**

### **Registration:**

This is a one off payment of £60.00 which is non refundable. This is paid when you return your registration form. Please note this will not guarantee a space at Millie's, but it does place your child onto the waiting list.

### **Fees:**

Fees will be reviewed yearly. Parents will be informed by the end of February the changes. The new fee structure will commence on the 1st April.

Fees are calculated on a 11 month payment basis. The months are September - July, there is no payment due in August.

The calculation formula is daily fee x sessions x by 38 (the number of weeks Millie's is open) then divide by 11 months. This allows for a consistent amount payable per month regardless of holidays or variations in the number of days within the month.

Refunds or deductions will not be made if your child is ill, on holiday, or for any other reason your child does not attend.

This includes any unforeseen closures of Millie's such as bad weather conditions, or any other unforeseen closure circumstance that prevents usual nursery operations and its safe opening.

This also includes at Shenley Village Halls discretion of no hall let/use due to a unforeseen circumstance that is beyond their control that prevents the nursery to operate from the hall safely.

Unforeseen closures / circumstances could include anything additional to what has been aforementioned.

Millie's endeavours to accept all forms of childcare vouchers. Millie's is also set up for tax free childcare payments for families who wish to use this scheme.

Fees must be paid by the 1st of each month, payments are to be paid into Millie's Nursery LTD bank account or cash only is accepted, which is receipted.

Invoices are emailed or sent via what's app to you on in the run up to the end of the month for the month ahead.

Late charges will apply if fees are not received as stated above and or notice will be served to the family asking them to leave within 7 days for non payment.

Fees reduce the month after a child's birthdate according to the scale set by ages on the current fee structure.

### **Retainer / Deposit & Registration fee**

The registration fee is paid when you complete the registration form. You should return via email a completed registration or by post should this be preferred. The registration fee will be paid into the nursery bank account referencing your child's name.

The retainer/deposit will go onto your first invoice this is for a full month's fees based on your session pattern. This is then used to offset your child's last month of fees at Millie's providing you have given TWO full months of notice in writing via email.

A child's leaving date is the last day of a month or the child last available session in the month as your final invoice will show. However you may choose to leave before the date given to you but you will be charged for the period as explained above.

### **Sessions:**

Millie's operates a policy of three minimum session across a week and to note an extended school day or school day will not count as two sessions they count as one session.

If you wish to reduce your sessions Millie's require TWO full month's written notice and your new session pattern will commence at the beginning of a new month. Millie's will acknowledge your new session patterns in writing to confirm it has been received.

### **Extra sessions:**

Any increase to sessions after the 1st of the month will be charged as an extra session incurring an ad hoc fee to be added to your current or next invoice.

Any extra sessions booked in as ad hoc will be charged for once confirmed by Millie's regardless of whether you use the session or not.

### **Childcare Support places for 1, 2 & 3/4 year olds -**

#### **Attending for 15 hours ONLY**

Your child's 15 hours are subject to Millie's daily availability and MUST be used either across,

3 Mornings of 8am - 1pm, 2 full days of 8am - 3.30 or 5 afternoons of 1-4pm.

All three options are equal to 15 hours during term time for 38 weeks across the school year.

Once your child becomes eligible, parents must promptly make contact with the nursery manager to discuss the up and coming eligibility to childcare support. This is for those children who already attend the setting, due to the notice period of two months and the possibility of any changes that maybe necessary.

Children who attend for just the 15 hour childcare support scheme will receive a monthly food and consumable invoice which is paid in advance. This is payable despite illness, appointments, holidays, days out or any other reasons your child is absent.

Where families need a totally free place, you will need to choose the options of 5 afternoon sessions this is 1-4pm, no invoice will be sent. You can opt to pay or bring in your child's snacks and consumables instead.

We must limit the number of totally free places and childcare supported places to remain a sustainable business.

Any additional hours / sessions MUST be pre booked and paid for in full. You will receive notification that it is booked in and this can not be cancelled thereafter. You are still charged even if the hours /session are not attended for any reason even with prior notice.

Supported childcare sessions and places are set out by Millie's this is outlined in the funded offer information pack given to all families who are receiving 1, 2 childcare support for 15 hours and the 3/4 universal offer for 15 hours only.

Parents MUST share the childcare support working families eligibility code and 2 year funded code with Millie's Nursery.

Childcare support families must complete the Hertfordshire parental declaration form.

### **Funded places for families who qualify for 30 hours ONLY**

This is for working families who will need to apply for the additional 15 hours with childcare choices, these additional hours will be added to the universal 15 hours to make 30 hours.

The 30 hours is a term time offer to be used across the school year as set by Millie's. Millie's have the following offer in place for families.

This is:

Monday - Friday from 9am - 3pm. Your invoice will show this at zero cost.

Ad Hoc hours can also be added at any time by arranging with the nursery manager first. These are issued according to space/s available and are therefore not guaranteed to be given upon request.

You are charged a weekly fee in a monthly invoice. This is to cover the consumables, it includes all food & snacks and may support additional consumables and or services. This is paid in advance.

Information letters will go out to families in the registration pack before a 30 hour place is agreed upon.

Families must complete the Hertfordshire parental declaration form.

Any child who wishes to attend over the childcare support of either 15 out 30 hours Government schemes, will have the childcare support removed leaving you a totally monthly figure to pay.

**Food:**

Millie's will provide a balanced and nutritious weekly menu in accordance with the Food Safety Act 1990, we are registered with the local food safety team at Hertsmere council and are subject to unannounced site visits, scoring on hygiene and food standards. All meals, drinks and snacks are included in your fees.

**Absences or Illness:**

Please email, text or message if you are keeping your child at home.

Children must not attend if they have,

\*Nausea and Vomiting

\*Diarrhoea

\*Any infectious disease

\*Any unknown rash

\*If they are unwell and are unable to join in activities both inside or outside or need one to one care from an adult.

\*If they have temperature of above 37.8 or are reliant on any liquid paracetamol to keep the temperature away or if it has been used as a preventative measure.

\*If they are on antibiotics, unless they are on their 4th day of the course.

**Please refer to nursery policy and procedures for sickness procedure and stay at home protocol.**

Children will be exposed to all weather conditions and if you feel your child is not well enough to go outdoors/for a walk or be subjected to the weather elements due to common colds / coughs or getting over illness then your child should remain at home until your happy they can continue with nursery life within both inside and outside provision.

Millie's will not administer liquid paracetamol without the parents consent and will contact you for approval beforehand even if you have signed the consent form. Options will be discussed at this stage to agree a safe way forward.

However, if the child's health is at risk, or we are unable to contact you or your child's emergency contact is non contactable we will be guided and act upon by our professional judgment, consent forms, emergency consent, and where applicable care plans.

Millie's will only administer either 2.5ml or 5ml depending on the age of the child. Unless you have a medical letter advising otherwise in which case a care plan will be written up and agreed by the parties involved.

Millie's will not administer any other medication unless written consent is given by the parent /carer. You will be required to complete all the necessary paperwork and the medication must be prescribed for your child by a UK based doctor and is labelled in English clearly, including your child's name, DOB ,address where applicable and dosage information.

Nursery is not a place for a sick child, if your child becomes ill whilst in our care they will be looked after until a parent or carer arrives to collect them. This is to be no more than 1 hour from the time contact is made with the parent.

Parents will be notified at the first sign of illness, if we can not contact you your emergency contact person will be called. A collection plan and care of the child will be discussed to best fit the child's needs not the parent.

### **Emergency :**

In the event of any emergency situation the child will be taken to the nearest hospital, accompanied by a senior practitioner / deputy or manager who will act **"in loco parentis"** until you are able to arrive.

### **Medical emergencies:**

In case of medical emergencies Millie's will arrange for your child to receive the necessary treatment if we are unable to make contact with parent/ guardian, relative or your given emergency contacts as per your child's registration form.

We will act **"in loco parentis"** until you are able to arrive.

We will contact emergency services for an ambulance if we feel that your child's temperature is dangerously high or if there has been a severe allergic reaction or unexplained skin rashes or any other illness / accident that we believe warrants a trip to hospital.

You must ensure you keep us informed of any changes to telephone numbers, addresses, GP details and any changes to your child's medical condition or health needs.

We have an emergency consent form as part of our "getting to know pack" which must be completed prior to starting nursery.

### **Bank Holidays and Closures:**

Millie's Nursery is closed for all public bank holidays, these are charged for.

Millie's will close for staff training days in order to promote staff continued professional development and meet expectations as outlined by OFSTED, these days are charged for.

### **Emergency closure of Millie's:**

Millie's endeavours to remain open at all times, other than the set closure periods.

In the event of emergency unplanned closures or shorter days due to unforeseen circumstances including severe weather conditions, a breakdown of essential services or when the nursery has to partially or fully close due to an illness epidemic or pandemic including isolation, testing or bubble isolation for COVID - 19 it is important that families are familiar with Millie's policies and procedures, including the COVID -19 policy and procedures as well as this emergency closure part of the TOB's.

### **Invoices / Fees :**

***All fees must continue to be paid despite ANY unforeseen emergency closures OR any longer closure periods that maybe forced upon and therefore could be out of the nursery control to remain open.***

Parents will be contacted by phone, text or email asking you to collect your child/ren as quickly as possible if the situation occurs during nursery operational times.

In the event of the aforementioned emergency closures please check that Millie's will be opening the following day. Millie's will use social media to advise where possible.

Should the nursery have to close due to severe weather conditions where staff are unable to get to Millie's safely and by opening times it may be necessary to take children on a first come first serve basis based the required OFSTED ratio's to the amount of present staff. In such circumstances you maybe asked to collect your child earlier. The nursery may also close earlier should severe weather come after we have opened that puts staff , children and parents at risk.

Millie's will not refund any monies / fees following these emergency circumstances or following days where Millie's Nursery would remain closed.

### **Non Solicitation of Staff:**

Millie's have carefully recruited our staff often at significant recruitment costs based on their training, skills, passion, abilities and professional knowledge and expertise. You may not seek to employ any member of our staff during operation hours or for a period of six months thereafter whilst your child/ren attend Millie's without paying a recruitment cost of 30% of their current salary.

Any formal written request will be considered if the staff member in question has terminated their contract at Millie's. However if it is within six months of either party being at Millie's you will be liable to pay for a 30% recruitment cost of their current salary.

### **Babysitting:**

If you wish to arrange babysitting services with any of nursery staff, this may only be outside of operating hours or when the nursery is closed, however not on training days. This is a private arrangement with yourself and the member of staff.

Millie's do not provide a babysitting service and takes no responsibility or liability for staff or children in such circumstances.

### **Complaints:**

Any complaint should be reported to the Manager or Deputy. This will then be requested in writing if not given at the time of complaint made. A resolution to the parent's complaint will be considered whilst the welfare of the child remains paramount.

Parents are firstly advised to discuss the complaint prior to phoning OFSTED to see if a resolution can be reached.

OFSTED contact number for serious complaints/concerns are available on the parents board on entrance to Millie's.

The complaints policy and procedure can be requested.

**OFSTED:**

Millie's are governed by OFSTED, therefore we are under a duty of care to report any incidents or abuse or neglect to OFSTED without informing the parent or guardian first. The safeguarding policy and procedure this can be requested.

**GDPR :**

Please ask to be emailed our privacy policy.

**Review of terms and conditions:**

Millie's reserve the right to alter our terms and conditions at any time throughout the given year even when not at review date.

You will receive notification regarding our new terms and conditions of business when amends are made or at the next review point.

Date: 1st April 2024      Review : February 2025      Millie's Day Nursery LTD.

