



## **Millies Day Nursery Borehamwood: Terms of Business**

### **Registration**

Parents must fully complete our registration form, and upon signing the registration form parents agree to the terms of business and the GDPR policy of Millies. This is stated on our registration form.

### **Registration Fee**

To join the wait list at Millies, parents are required to pay a wait list registration fee of £100. Upon Millies offering your child a place and parents accept, this fee will become a non-refundable joining fee, you will also receive a Millie's Book Bag and Millie's Drawstring Bag for your child.

### **Acceptance Fee**

You will be asked to pay a £400 acceptance place fee, then your child will be placed on the appropriate class list and your child's place is protected and held until the agreed start date. This fee is deducted from your holding retainer fee.

### **Holding Retainer**

The holding retainer fee is on your first invoice. The holding retainer is one month of fees based on your child's session pattern. It will show a reduction of the £400 acceptance fee you have already paid. You will see the remaining holding retainer balance and one month's fee on your first invoice. The holding retainer is used to offset your child's last month's invoice, this is provided parent/carer has issued notice to leave in writing via email to the management team and is for TWO months notice to leave.

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

### **Making payments**

Fees are reviewed yearly. Parents will be informed by at least the middle of March of any changes, this is due to Government Funding Rates being released to providers late, unless there are any mitigating issues that prevent this and as such cause a delay to the review. The new fee structure will commence on the 1st of April and goes through to the 31st of March the following year.

Fees are a monthly recurring charge. You will be invoiced at the end of month for the following month. The monthly fee is due and payable on the first day of the calendar month for which it applies.

Fees are calculated and paid on a 12 monthly basis via a monthly invoice system. This allows for a consistent amount payable per month regardless of holidays, nursery closures, bank holiday's and staff training closure days or variations in the number of days/sessions attended within the month.

Invoices will be received via our online platform, this is our online tool and is called Famly. Fees must be paid by the 1st of each month and payments are to be paid into Millie's Day Nursery Borehamwood LTD bank account.

Millies has three fee structures, fees either reduce the month after a child's birthday for families not entitled to childcare support, or inline with the appropriate childcare support scheme according to the scale set by age on the current fee structures.

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

### **Session information**

We offer all day sessions, 7:30am – 6:00pm and morning sessions 7:30am – 1:00pm. A minimum weekly attendance is required, this is three all day sessions per week. Where families choose three sessions per week it MUST include a Friday or Monday.

Please note **our baby room only offers all day sessions**. If you choose **morning sessions these apply to toddler or pre school classrooms only**. We require a minimum of four mornings per week, this must include a Friday.

### **Sessions**

Children must attend for a minimum of three all day sessions per week. Once parents have chosen their child's attendance pattern on their registration form, these are then set, held (with acceptance fee paid) and becomes the child's agreed pattern of attendance. Therefore, no changes can be made or swapped to alternative days. If you need to change what has already been allocated then parents must make contact with the management team.

### **Reducing you Sessions**

Should you wish to reduce your sessions, Millie's will require one full months notice via Famly or an email to the management team giving the reduction information and your purposed new session pattern the management team will respond accordingly. They will confirm the new session pattern and a commence date for this.

### **Increasing your Sessions**

We have very limited spaces, if your circumstances change and you require increasing your child's days, the more notice the better.

### **Extra sessions**

Any increase to your child's session pattern due to a booked extra session will be charged as an extra session/s on the next available invoice.

Extra session/s will be invoiced at the “ad hoc” fee/s on our fee sheet. Any extra sessions booked in as ad hoc will be charged for once confirmed by the management team regardless of whether you use the session or not.

### **Government Childcare Support for Eligible Working Families**

Millies offers the childcare support scheme. We offer a ‘stretched offer model’ for all schemes and it is offered to our eligible internal families at the point of eligibility. The stretched offer means reduced hours weekly but it covers the 48 weeks we are open. You will still receive the total amount of hours your child is entitled to over the year claim. This is based on 11.875(for 15 hours) and 23.75(for 30hours)

Eligible families must complete a Hertfordshire parental declaration form and have a childcare support code. This eligibility is reviewed every three months with your childcare choices account.

It is parent/s responsibility to ensure that your code continues to be eligible. If you miss your reconfirmation date or fall out of eligibility, full fees become effective.

Our fee’s are shown with and without the childcare support scheme applied.

### **New Government Childcare 30 hour Supported places for eligible working families - from 9 months**

From September 2025, working eligible parents will receive 30 hours of childcare, Millies will offer this as a ‘stretched offer’. This offer is known as a ‘stretched offer’. This means that it is less hours weekly but it covers the 48 weeks that we are open. This is usually 23.75 hours a week, however there may be slight variations of this number as it can vary on the claim each term, but you will still receive the total hours your child is entitled to over the year claim.

### **Government Childcare Supported places for 3 and 4 year old’s - universal offer of 15 hours**

All 3 to 4 year old’s are entitled to supported childcare, this is known as the universal offer of 15 hours. Parents do not need to apply, the nursery will. Your monthly invoice will have the childcare support reduction and parents are charged for the remaining hours.

### **Government Childcare Support places 30 hours for eligible working families - 3 and 4 year old’s**

The additional extended 15 hours known as the 30 hours for eligible working families must be applied for by the parent on or around their child’s third birthday. This scheme commences the term after the child’s third birthday.

Our fee’s are shown with and without the childcare support.

### **Local authority supported places for 2 year olds**

Millie’s does not participate in offering 2 year funded places for families who receive their codes from the local authority.

### **Government 15 hours childcare support ONLY places**

Your child's '15 hours' as it is known by parents is subject to Millie's availability. There are very limited spaces and therefore you will need to speak to management about availability, our offer, and its operation. We have a 'funding offer information pack' for parents consideration once signed and agreed, then a place is offered and confirmed by Millie's.

This is offered as a 'stretched offer' across the 48 weeks we open, this is 11.875 hours per week, and therefore your child's hours are rounded up to and offered at 12 hours per week, however there may be slight variations of that number per termly claim.

Any child who then wishes attends over the set hours of Government childcare support, families are automatically transferred to the private fee structure as set out by Millie's Day Nursery LTD. You will have your supported hours removed and will pay for the remaining childcare monthly.

Information is further outlined in the 'funding offer information pack' given to all interested families before either a Government Childcare Supported 15 hour place only is agreed upon.

Any ad hoc additional hours or sessions MUST be pre booked and paid for in full. You will receive a notification that it has been booked in and it cannot be cancelled thereafter. You are still charged even if the ad hoc hour/s or session/s are not attended for any reason even with prior notice.

We charge a voluntary extra's, food, and consumables monthly fee for a supported funded place only as outlined in our 'funding offer information pack'

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

Millies offer very limited 30 hour **only** places. It is offered to our internal families at the point of eligibility. Parents who choose a 30 hour stretched **only** place. It is offered at 23.75 hours per week. Parents need to see what Millies has available to offer, as these are very limited.

This childcare extended support is for working families who will need to apply for the additional 15 hours which will be added to the universal 15 hours to make up to the 30 hours. This is offered as a stretched plan across the 48 weeks we open, reducing the weekly hours received but you will still receive the total hours your child is entitled to over the year claim.

This means your child's attendance is around 23.75 per week, however there maybe slight variations to this number as it can vary on the claim each term but you will receive the total your child is entitled to over a year claim.

### **Set Closures**

Millies is operational for 48 weeks per year, we close for 6 working days at Christmas, 4 working at Easter and 10 days in August, please refer to our operational dates which are set in advance for a year period. If any of your set days/ sessions fall within our closures including bank holidays, you cannot off set these for other day/s or session/s whilst the nursery is open.

## **Bank Holidays**

Millies Day Nursery Borehamwood LTD closes for all public bank holidays, a few of these are charged for. Parents only pay for those bank holidays that fall within our open operational yearly calendar dates, most years this is 3, those that fall in May and Good Friday.

## **Staff training days closures**

Millies will close for at least three staff training days in each operational year in order to promote all staff's continued professional development and meet expectations as outlined by OFSTED, all closure days are charged for.

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

Millie's endeavours to remain open at all times, other than the set closure periods. However, should we need to close in the event of an emergency situation, unplanned closure, or shorter day due to unforeseen circumstances, including severe weather conditions or a breakdown of essential services which are out of the nursery's control fees are still payable.

Parents will be contacted by Family, text, or email asking you to collect your child/ren as quickly as possible if a situation occurs during nursery operational times. In the event of the aforementioned and emergency closures, please check that Millie's will be opening the following day. Millie's will use our online platform to advise where possible further information.

Should the nursery have to close due to severe weather conditions and if 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 served basis. This will be based on the required OFSTED ratios to the number of staff present. In such circumstances you may be asked to collect your child earlier. The nursery may also close earlier should severe weather come after we have opened as that may put staff, children, and parents at risk.

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

## **Late charges**

Late charges will promptly be invoiced to parent/s if fees arrive later than the 1st, this is at 15% of your child's monthly invoice and are added weekly where payment continues to be late.

## **Notice for non-payment of fees**

Notice to leave Millie's will be served to a family within 7 days for non-payment of fees.

## **Refunds / Deductions**

No refunds or deductions will be made if your child is absent from Millie's. This includes; but is not limited to illness, holiday/s, hospital appointments or stays and for any other reason your child does not attend their session/s.

This includes any unforeseen closures of Millie's which affects its safe operation for both children and staff. This includes bad weather conditions, utility malfunction or any other unforeseen closure or circumstance that prevents the usual nursery operations and its safe opening for both the children and staff.

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

### **Childcare vouchers**

Millie's endeavours to accept all forms of childcare vouchers.

### **Tax free childcare scheme**

Millie's is set up for tax free childcare payments for families who wish to use this scheme.

### **Workplace Nursery Schemes**

Workplace nursery schemes/ tax benefit schemes must be discussed with the management team before an agreement to accept will be made.

### **Absences or Illness:**

Please use Family to notify us if you are keeping your child at home for any reasons.

Children must not attend if are presenting with or are suffering from,

\*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 5th day of the course.

### **Policy and procedure, for sickness 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 of Calpol 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 cannot 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.

### **Emergencies**

In the event of any emergency situation the child will be taken to the nearest hospital, accompanied by a senior practitioner or deputy/manager who 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 rash or any other illness/accident that we believe warrants a trip to hospital for medical advise.

### **Medical emergencies**

In case of medical emergencies Millie's will arrange for your child to receive the necessary treatment if we are unable to contact 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 for medical advise.

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 you information pack" which must be completed prior to starting nursery.

### **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 where environmental health will advise a score that reflects on the hygiene and food standards.

All meals, desserts, drinks and snacks are included in your monthly fees.

### **Non Solicitation of Staff**

Millie's has 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 does not provide a babysitting service and takes no responsibility or liability for staff, parents or children who enter into private babysitting agreements.

### **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 managed and considered whilst the welfare of the child remains paramount.

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

OFSTED's contact number for serious complaints / concerns are available on the parent's board upon entry into Millie's.

The complaints policy and procedure can be requested.

### **OFSTED**

Millie's are governed by OFSTED, we are under a duty of care to report any incidents, abuse or neglect to OFSTED without informing the parent or guardian first.

The safeguarding policy and procedure can be requested via management and is on our website.

### **GDPR**

Please ask to be emailed our private notice, you will sign this notice which is in your welcome pack that is completed during your settling in sessions.



## **Safeguarding**

Every person has a safeguarding responsibility and a duty of care to uphold. All persons who enter Millies will agree to adhere to the safeguarding policy and procedures that are in place. Millies is a mobile phone free setting and parents will be asked to switch off their phones or any other device whilst settling in, visiting or upon entry for any other reason. Please do not use your mobile phone whilst waiting for your child/ren at the end of their session.

## **Unacceptable behaviour**

In instances where a parent/s or anyone else's behaviour is deemed unacceptable, we will explain why we feel it is and ask them to modify it immediately. We will not tolerate any aggressive, offensive, threatening behaviours or inappropriate language that is aimed towards staff, management or any other persons or parents, either verbal or written. Management has a duty of care to uphold, it is expected that staff work in a safe environment and one that supports its staff, their well being and mental health. All of which will be fundamental focuses when resolving unacceptable behaviours listed above. Where behaviours are deemed unacceptable, this will result in being asked to leave our setting.

We will also not accept inappropriate group text messaging in relation to the nursery or members of staff and ask that parents are considerate, respectful and mindful before posting in a parent group or on social media.

## **CCTV**

Millies Day Nursery Borehamwood has a CCTV system, this is not intended for parents to access.

This is in place for:

- The prevention, investigation and detection of crime.
- The apprehension and prosecution of offenders (including use of images as evidence in criminal proceedings).
- Safeguarding public, pupil and staff safety.
- Monitoring the security of the site.
- Supporting the record keeping of children's learning.

Parents can request our policy and procedure for CCTV.

## **Review of terms of business**

Millie's reserve the right to alter our terms of business at any time throughout the given year. You will receive notification regarding our new terms of business and or when amends are made or when they are revised by the next review point.

Date: 01/04/2025

Review : 01/03/2026

Millie's Day Nursery Borehamwood LTD.