



Millies Day Nursery Shenley: Term 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 Millies, parents are required to pay a registration fee of £80. This is paid when you return your registration form and you will receive a Millie's Book Bag and a Millie's Drawstring Bag for you child. Please note that this will not guarantee a space at Millie's, but it does place your child onto the waiting list.

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. You will see the holding retainer balance and one months fee on your first invoice. The holding retainer is used to offset your child's last month's invoice, this is providing a 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.

Fees:

Fees will be 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 provider 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 April.

Fees are a monthly reoccurring charge. You will be invoiced at the end of the 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 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, 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 Family. Fees must be paid by the 1st of each month and payments are to be paid into Millie's Day Nursery LTD bank account.

Millie's 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. 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 or any 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.

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.

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.

Sessions

We offer a variety of session patterns, including Extended School Days, School Days, and Long Mornings. 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.

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, 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 two full months notice via Family 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. It is offered to our eligible internal families and new eligible families at the point of eligibility. This is for 38 weeks the nursery is open. you will receive 15 hours of Childcare Support per week totalling to 570 hours per year, and from September 2025 you will receive 30 hours of Childcare Support per week totalling to 1140 hours per year.

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. Over the 38 weeks the nursery is open, you will receive 30 hours of Childcare Support per week totalling to 1140 hours per year.

Funded places for families who qualify for 30 hours ONLY

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:

5 days of 9am-3pm, 3 days of 8am-4pm and a long morning of 8am-2pm, and 5 long mornings 8am-2pm.

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 will receive a monthly invoice for a 30 hour only place. This is for food & snacks and consumables and or services. This must be paid on the 1st of every month.

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. This is for the additional hours, food, consumables, and any additional extras.

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.

Local authority supported places for 2 year olds

Millie's does participate in offering 2 year funded places for families who receive their codes from the local authority. This scheme provides 15 hours of childcare per week, totalling to 570 hours per year.

Attending for 15 hours ONLY

Children who attend for just the 15 hour childcare support scheme will receive a monthly food and consumable invoice, this is to be paid on the 1st of every month. This is payable despite illness, appointments, holidays, days out or any other reasons your child is absent.

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.

Your child's 15 hours are subject to Millie's 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.

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 a monthly consumables fee or bring in your child's meals, snacks and consumables instead.

We must limit the number of totally free afternoon 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 local authority funded codes with Millie's Nursery.

Childcare support families must complete the Hertfordshire parental declaration form.

Bank Holidays

Millies Day Nursery LTD closes for all public bank holidays, these are charged for.

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.

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, scoring on hygiene and food standards. All meals, drinks and snacks are included in your fees.

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.

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.

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 2025

Review : 1st March 2026

Millie's Day Nursery, Shenley Village Hall, Shenley, WD7 9BS

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