



REDBOURN



Dunstable Rd
Redbourn
St Albans
AL3 7PR

MANAGER - SHARLEE WHITTLE



RISING STARS- OUR JOURNEY



Rising Stars was created by Danielle Riley, Meg Burrows, and Financial Partners in November 2021.

As two sisters, with a combined experience 20 years +, Danielle and Meg wanted to turn their dream in to a reality in the childcare industry.

Having grown up in Hertfordshire Danielle and Meg thought what better opportunity to give back to their local community. All of our settings are located around the m1/m25 making our settings easily accessible for commuting families.

Our vision

Rising stars day nursery will consistently provide excellent levels of care and education for each child. We excel in creating a home from home environment so the children can feel safe, secure, and nurtured. Our enthusiastic, motivated, and highly qualified staff team will aim to provide a stimulating learning environment to reach all children's full potential through the love of learning.

Our Day

We want your child to enjoy their experiences at Rising Stars and appreciate that every child is an individual and this will be reflected in the care they receive.

All the children will have an opportunity to take part in a range of planned activities which reflect the appropriate curriculum as well as including all aspects of children's learning. There will be a chance for the children to lead their own play and this is supported by the trained staff, child friendly storage and accessible equipment. There is a comfortable rest area in each room which allows your child to have quiet time to sleep or relax.

All sleep and rest time are fully monitored by a member of the team.

All the rooms have plenty of space to play enabling each child to get the most out of the activities provided, such as dancing, circle games and large construction equipment.

There is a messy play area where there will be creative activities, baking, sand and water play, as part of any child's learning is exploring and experimenting with different materials.

Your child will play outdoors at least twice a day, children love playing in all weathers and whether its puddle jumping or enjoying the sunshine your child will have regular opportunities to enjoy the fresh air.



UNIFORM

We're excited to share that Rising Stars has introduced a non-compulsory uniform!

The uniform can be purchased from Peter Spivey in Hemel or ordered online using this link . Any items ordered will be delivered directly to us for you to collect.

As part of our focus on school readiness, all children in Rockets – or those moving up to Rockets – will receive a t-shirt, backpack, and drinks bottle from us to mark this important milestone.

<https://www.peterspivey.com/risingstars>

OUR AIMS

- Provide the best start for all children within our care in which they feel safe and secure
- Offer a home from home environment for the children to grow and develop within a warm and nurturing environment.
- Create an atmosphere where all staff are aware of every children's individual needs to support them to reach their full potential
- Provide a stimulating and fun environment which promotes development in all areas of learning
- Provide educational and physical extra curricular activities
- Encourage the freedom of expression with in a well prepared and stimulating environment
- Develop a strong and supportive partnership with parents to ensure we all work together to meet the children's needs. Welcoming all contributions to our environment and practice.
- Support children in developing confidence in their own abilities
- We will ensure that our environment promotes equal opportunities regardless of race, gender, religion, sex, age and disability
- Deliver nutritional, balanced healthy meals, freshly prepared on site. Catering for all children's needs.
- Implement the early years foundation stage framework throughout the whole nursery
- Ensure safer recruitment and suitability of each practitioner working with the children.
- Develop all practitioners ensuring that the training opportunities and progression are met
- Liaise with parents through our parents app also offering regular updates via email, Facebook page, websites and notice boards.
- Adhere to all policies and procedures in place.
- Ensure all children are safeguarded and maintain high levels of health and safety



The nursery is very welcoming and has a nice feel about it. My son settled nicely and is at ease with the staff which makes me feel happy. They are always informative about his day. I love all the different activities they do every day and how they focus on events/ seasons. The sensory room is so much fun. When I collect my son he is always happy and I know he has had a good day!

Excellent nursery my daughter has been attending since she was 6 months old. The staff go absolutely above and beyond for children and the parents. I cannot fault them on anything at all. Very honest and trustworthy. The best nursery!

Our son absolutely loves Rising Stars. It's a great setting, always clean and organised and the staff are all lovely. It didn't take long for him to settle in and is thriving in this setting. The daily updates about what he's eaten, the types of nappies he's had and what he's done are fantastic! We feel involved and informed 100%! The pictures are great too, showing him doing different activities. We can really see how much he's learning and improving in both speech and aptitude. We highly recommend Rising Stars Redbourn and wouldn't be without it. Thank you to the whole team. You're amazing!





Term Dates 25/26

Christmas holiday: 22 December 2025 – 2 January 2026

Half term holiday: 16 February 2026 – 20 February 2026

Easter holiday: 30 March 2026 – 10 April 2026

Half term holiday: 25 May 2026 – 29 May 2026

Summer holiday: 24 July 2026 – 31 August 2026

Start of term: 1 September 2026

Half term holiday: 26 October 2026 – 30 October 2026

Christmas holiday: 21 December 2026 – 1 January 2027

Securing your child's space

A £100 registration fee is required to secure a place. 75% of this is refunded when your child leaves the nursery.

Exact days of attendance should be confirmed no later than 6 weeks prior to the child's start date. Any changes are subject to availability.

Opening Times

Monday to Friday 7:30-6pm

We close all bank holidays and at 1pm Christmas eve. We reopen the first working day of the new year

Minimum Booking Requirements

We require children to attend at least 2 sessions per week. Children attending termtime only are required to attend a minimum of 3 sessions per week.

You must use a minimum of 15hrs funding at Rising Stars

Using your childcare funding at Rising Stars

We charge no top up fees on your funded hours, so whether you claim 15 or 30 hours childcare they are totally free.

However, we do charge an for essential extra's. Please see below for more information.

Essential Extra's

CATERING - Providing food in a day nursery includes not just the meals themselves, but also the safe management of allergies, tailored menu planning to meet diverse dietary needs, adherence to nutritional standards, and rigorous food safety compliance – all of which require trained staff, regular audits, and additional resources. These essential measures ensure every child's wellbeing. Includes Breakfast, cooked Lunch & Tea with vegetarian and vegan options, snacks throughout the day.

CARE ITEMS

Cleaning and care materials, including nappies, wipes, sun cream, nappy cream, Calpol, soap and paper towels, Cleaning/hygiene items.

ENRICHMENT ACTIVITIES Educational visits and trips that connect children with the wider community, including multigenerational experiences, visits to the local library, high street, and other places of significance. We also welcome community members into the nursery, fostering meaningful interactions and learning opportunities on-site. In addition, we also provide Sing and Sign & instruments.



ALL YEAR ROUND

No funding

Sessions p/w	Full Day	7.5hr Day
2	£728.00	£572.00
3	£1092.00	£858.00
4	£1456.00	£1144.00
5	£1638.00	£1287.00

with 30hr funding

Session s p/w	Full Day	7.5hr Day
2	£397.31	£355.31
3	£495.31	£432.31
4	£859.31	£509.31
5	£1100.97	£715.77

with 15hr funding

Sessions p/w	Full Day	7.5hr Day
2	£456.55	£254.64
3	£820.55	£540.64
4	£1184.55	£826.64
5	£1393.70	£1001.37

with 30hr funding **TERM TIME ONLY** with 15hr funding

Sessions p/w	Full Day	7.5hr Day
3	£201.31	£201.31
4	£470.47	£201.31
5	£739.64	£422.97

Sessions p/w	Full Day	7.5hr Day
3	£559.80	£322.30
4	£828.97	£543.97
5	£1098.14	£765.64

For families in receipt of Supported Family Funding, we do not charge for essential extra's.

If you are unable or unwilling to cover the costs of essential extra's please speak to the management at your setting.

There is a free at point of delivery option - this consists of 2 days per week, however the days will change each term to meet the needs of the nursery.



Catering	
Breakfast	£2
Lunch	£5.00
Tea	£3
Snacks	£1.50
30 hrs funding	£34.50 p/w
15hrs funding	£17.25 p/w

Care items	
Per day	£5.21
30 hrs funding	£15.63 p/w
15hrs funding	£7.81p/w

Enrichment Activities	
Per day	£4.48
30 hrs funding	£13.44 p/w
15hrs funding	£6.72p/w

Little Stars

Little Stars is for babies to confidently walking. We have areas for floor play, messy play, feeding and sleeping.

Our Room Leader and Early Years Practitioners will spend time, building relationships with both baby and parent so that both feel happy and confident in our care. We know how important a babies routine is so the staff will take care to ensure that wherever possible, baby's home routine is followed closely to ensure continuity of care.



Mini Moons

Mini Moons is for children when they are confidently walking to 2 years.

Staff will support the children in developing their reasoning, learning and problem-solving abilities through games and activities.

In the home corner the children can create and act out their own stories using their own experiences from their home life. This area can also help them develop their social, communication and language skills.



Comets

When a child is ready we gradually introduce them to the 2-3s room, where they will play and socialise with other 2 year olds as well as some of the 3 year olds.

Here the atmosphere is a little more structured but the emphasis is still very much on having fun.

The children have the opportunity to explore role-play, messy play, puzzles, games, books, stories and music. We encourage them to think, consider, solve problems, be independent and become confident in their own abilities.



Rockets

This is the final room your child will progress to before moving onto reception class at school.

Although, the emphasis is still very much on learning through play we are supporting the children to learn the skills they will need when they begin school; as well as basic literacy and numeracy skills we also help them to develop good listening, sharing, co-operating and independence, skills so that their transition into school is as smooth as we can possibly make it.



FRESH MEALS

At Rising Stars all of our meals are cook daily on the premises. We have a 4 weekly menu offering well balanced meals and snacks.

All specific dietary requirements are catered for and we are increasingly catering for children with specific food intolerance's and special dietary needs.

Our meal times are-

- 7:30-8:30 Breakfast
- 10:00 - Midmorning snack
- 11:45 - Lunch
- 14:30 - Afternoon snack
- 16:00 - Tea

OUTSIDE AREA





Admissions Policy

The numbers and ages of children admitted to the nursery comply with the legal space requirements set out in the Early Years Foundation Stage (EYFS). When considering admissions we are mindful of staff: child ratios and the facilities available at the nursery. The nursery use the following admission criteria, which is applied in the following order of priority:

1. Looked after children
2. A child known by the local authority to have special educational needs and/or a disability (SEND) and whose needs can be best met at the preferred nursery
3. A vulnerable child with either a Child Protection or a Child in Need Plan, or in receipt of other local authority support
4. Children who have siblings who are already with us
5. Children whose parents live within the area.

A child requiring a full- time place may have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy and room availability. We operate a waiting list and places are offered on an availability basis. We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents. Prior to a child attending nursery, parents must complete and sign a contract and registration form. These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, contact details for parents, doctor's contact details, health visitor contact details, allergies, parental consent and vaccinations etc. Providers eligible to provide government funded places for early education All settings registered to accept government funding (detailed in the code of practice) must offer free places for two, three to five year olds for early learning sessions specified by the local authority. At Rising Stars we currently provide free funded places for children is subject to availability. These places will be allocated on a first come, first served basis and can be booked a term in advance. Please note for admissions for the free nursery education we have a termly intake, beginning the term following your child's second/third birthday. All funded sessions are now in line with the flexible arrangement as specified by the Government. When you register your child for their funded place we will discuss your needs and, as far as possible with availability and staffing arrangements, we will accommodate your wishes. We reserve the right to limit and/or have specific funded sessions, according to our business requirements.

Terms and Conditions

1. CARE

- 1.1 The provider will provide care for your child in accordance with these Terms and Conditions
- 1.2 The provider will provide your child with healthy balanced meals in accordance with the sessions they attend
- 1.3 The provider will notify you of any accidents or injuries whilst the child is in the care of the provider
- 1.4 Medical treatment, administering of medication and first aid will be stated within the consent forms
- 1.5 The provider will operate an all-inclusive setting nappy, wipes, formula/cow's milk, sun cream, sudocrem will be provided. We will use one brand of all the above which has been stated in the settling in pack. Any other brands used the customer must provide.

2. FEES

2.1 All invoices are raised at least 5 days prior to the 1st of each month and are invoiced on annualised billing, 52 weeks, based on your permanent booking pattern. The nursery will be closed between Christmas and New Year, alongside the bank holiday. When Christmas eve falls on a weekday the nursery will close at 1pm. Extra sessions and/or additional charges will be invoiced separately. In accordance with the local authority the nursery setting will be used as a polling station, therefore closed advanced warning will be given. The nursery closes at 1pm on christmas eve.

2.2 Fees are payable a month in advance upon receipt of the first invoice, which is the date your child starts nursery.

2.3 Fees are payable in the event of the child being absent from the nursery, for any reason.

2.4 Charges in addition to those in 2.1 will be payable in the event that the customer is late in collecting the child from the nursery. The charge will be £1.00 per minute past the agreed time for collection. These charges are payable the day following the late collection of the child.

2.5 Fees will be reviewed annually.

3. Non – Payment of fees

3.1 Failure to pay fees upon receipt of the dated invoice will result in a late payment charge of 5% to be applied to the account.

3.2 Failure to pay fees upon receipt of the dated invoice in accordance with clause 2.2. will result in your child's place at the nursery being suspended until all fees are paid in full for the month the care is being provided.

3.2 Failure to pay fee's, a debt process will be followed and external agencies will be in place to support full payment.

4. Customer obligations The customer must:

4.1 Comply with the policies and procedures

4.2 Arrive and collect their child on time, letting the provider know of any absences.

4.3 Pay the fees and any additional charges upon receipt of the provider's invoice

4.4 Provide any information regarding any specific requirements the child may have

4.5 Comply with any other reasonable requests of the provider

4.6 Provide any necessary medicines that need to be administered to the child, together with details of the method and amount to be administered. The customer will, where necessary provide the consents stated in the clause below.

5. Funding and Nursery Education

5.1 Funding spaces are available on a term-by-term basis. We reserve the right to give a minimum of 8 weeks' notice with any changes to your sessions.

5.2 It is parent responsibility to provide nursery with the correct information in advance to ensure nursery can claim funding. Without this, parents could be charged the nursery daily rate.

5.3 Funding spaces are subject to availability in line with the needs of the nursery/staff availability.

5.4 We charge for essential extra's for children who claim funding. This does not include families claiming supported 2 year funding.

5.5 The Essential Extra's covers all meals, snacks, nappies, wipes, suncream, sudo cream, extracurricular activities. This list is not exhaustive.

5.6 Fees are calculated evenly over 12 months. However, once your child's final funded term ends, any sessions attended beyond this date will be charged at the standard full rate. For example, if your child is due to start school in September, their government funding typically ends in the third week of July. Any sessions attended after this point will not be covered by funding and will be charged at the usual rate.

6 Promotional Offers and Discounts

6.1. All promotional offers are subject to their own Terms and Conditions, we reserve the right to remove them.

6.2 We reserve the right to remove discounts in line with the needs of the nursery

7 Partnerships with parents

7.1 Rising Stars request the support of parents at all times with nursery development.

7.2 Nursery may request further information from parents for support from outside agencies, health professionals to support the welfare of the child.

7.3 Parents must provide in depth information of children's needs, routine and health care providers

8. Neglect/Abuse

As our duty of care to your child, we have an obligation to report any concerns, allegations and/or suspicions to the relevant authorities. This may be done without parent consent.

9. Contractual Sessions/Agreement/Termination

9.1 A deposit of £100 will be required to save your nursery space. You will receive £75 of the deposit back, should all fee's/nursery account be cleared. No deposit is required for a 2 YEAR SUPPORTED FUNDED ONLY SPACE.

9.2 Withdrawal of the child from the nursery (thereby terminating this agreement) or any changes to the child's permanent booking pattern will require 4 weeks' notice in writing to the provider.

9.3 All contracted sessions booked are not swappable.

9.4 Any additional sessions will be charged at an ADHOC rate. Please see fee structure.