

Terms & Conditions

Organisation

Play in Dore is run as a private business, employing two/three staff. We enjoy a close working relationship with the local schools in order to ensure continuity of care, and to maintain good communication links.

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times.

Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Payment of fees

The current fees for the Holiday club are **£25.00 (8:00-6:00)** per child per session. The Fees are payable in advance by cash or cheque, bank transfer or childcare vouchers.

We accept vouchers schemes. Cheques should be made payable to The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (unless 1 month notice is given, in which case a 50% discount will be given).

We do not charge for bank holidays and professional training days. Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place

being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

Changes to days and cancelling your place

You must give us one week's notice of changes to booked sessions . If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason. You will need to notify us as soon as possible. If your child do session, we will have to treat them as a 'missing child' unless you have notified absence.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Manager know by THURSDAY at the latest. Please note that unless 1 weeks notice is given you will be charged your full usual rate. In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this Handbook.

Induction

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in. During yours firstchild's session time will be set aside for an induction. The induction will include running through Club's rules and routines (including meal times, collection, children's meetings), and introducing your child the staff and other children. Another child will usually be allocated to act as your child's buddy for the first few sessions. See our **Child Induction Policy** for more details.

Arrivals and departures

A Daily register is taken when children arrive in our care, and you must sign in and out your child each day when you bring them in. Also we ask for you to provide us an emergency contact number for that day, in case we need to get in contact for any reason.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

See our **Arrivals and Departures Policy** for more details.

The club finishes at 6:00 pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £5.00 per 15 minutes will be charged if you collect your child after the Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 7:30 pm 30 minutes after the club closes, and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** and contact the Social Care team.

Child protection

We are committed to building a 'culture of safety' in which the protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

Equal opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
 - We will challenge inappropriate attitudes and practices
 - We will not tolerate any form of racial harassment.

Special need

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements will endeavour to accommodate. We all children of all abilities, whilst working within limitations. Each Club's case will be considered individually and risk-assessed to ensure everyone's safety.

Our staff training programme includes specific elements relating to children with special needs.

For more details on equal opportunities and special needs, see our **Equalities Policy**.