



Play - Create- Engage - Inspire

Parents' Handbook

Holiday club

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Main Information for parents and children:

- Children will need to bring a packed lunch as normal and a clearly named water bottle.
- If you have booked a core day slot (9am-3pm) this will need to be strictly adhered to, if you need longer days you will need to book a full day slot. Staffing and groups will stay consistent; therefore, we cannot change the timings.
- Please check the programme each day to ensure you are aware of what activities will be happening
- Contact details are on the last page of the handbook.

General Holiday Club Information

Our full day holiday clubs run from 8.00am to 6.00pm. You do not need to drop off or pick up at this time, you can drop off or pick up when is convenient for you.

The core day is from 9am -3pm and timing for this must be adhered to. We are happy for you to drop off from 9am and pick up any time until 3pm. However, we cannot accept your children before 9am or keep them beyond 3pm due to space, staff and group requirements. The clubs provide a caring and fun environment with play opportunities designed to promote personal, social and physical development of the children we care for.

What we offer

Our Clubs follow the play work Principles, so the children are free to choose activities and resources as they wish. We provide activities for all types of play experiences and types. In each group there will always be a selection of activities and resources available, including home corner, craft, board games, construction, physical play, cookery, active games, group games and quiet areas and reading. In addition, other resources are available for the children to select from our equipment cupboard. We also prepare and plan two indoor group activity and two outdoor group activity they can choose to participate in daily. See the programme for this holiday attached to the email.

Snack- What we provide

At holiday club we provide breakfast, a mid-morning snack (10am) and an afternoon snack (3:30-4pm). Children will need to bring a nutritious packed lunch. No nuts please! The food we provide at the club is not intended as a substitute for the main evening meal. We provide healthy snacks, including fruit and vegetables. We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible (please ensure this is on your child's registration information).

Staffing

All of our staff have experience of working with children and undertake professional development training. All staff members are DBS checked and receive appropriate child protection and first aid training. We maintain a staff/child ratio of 1:8 or lower for children under the age of eight, and a ratio of 1:10 for children over the age of 8. However, we always strive for a 1:8 ratio.

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting, please contact the manager of your club (contact details are at the back of this Handbook).

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, they are also on our website.

MAIN TERMS AND CONDITIONS

Payment of fees The

current fees are**:

HC Core day 9-3pm	£23.00
HC full day	£30.00

*There is a 10% discount for siblings.

**There is a £1.00 extra charge to bookings made within the holidays due to staffing and resources having already been organised.

Fees are payable in advance by card payment, bank transfer or childcare vouchers. 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. This is due to costs for staff, rent and resources are planned in advance.

Please ensure that fees are paid promptly. Late payments are subject to a 10% charge. If you are having difficulty paying fees, please speak in confidence to the Manager.

Cancelling your place and changes to days

You must adhere to the cancellation fees below:

Payment will be due prior to the holiday club. Cancellation for Holiday club is as follows;

I cancelled ...	What percentage do I pay?...
Before 10 working days of the holidays	0%
5-10 working days prior to holidays	25%
5 working days of the holidays	50%
Last working day of the holidays	75%
During the holidays	100% (50% if summer and not within the week of the booking)
After any of the above (for whatever reason unless agreed with management)	100%

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. Please contact the club to arrange this.

During your child's first session time will be set aside for them to welcome them to the club, show them how we do things, our routines and introducing your child to the staff and other children.

See our **Child Induction Policy** for more details.

Arrivals and departures

Our staff will be at the club entrance to register and welcome your child/ren from you. A member of our staff will sign out your child each day when you collect them.

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. You can alter your collectors on your online account.

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

The club finishes at 6.00pm, if you are delayed for any reason please telephone or text the Club to let us know. You will not be charged if you have informed us and it is before 6.10pm. If you do not and you are consistently late, a late payment fee of £5.00 per 10 minutes will be charged if you collect your child after the Club has closed and you have not informed us. The payment will go to staff that have stayed late.

If your child remains uncollected after 6.30pm [i.e. 30 minutes after your 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 and must legally 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 children in our care are 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 harassment in the protected characteristics.

Special requirements

We make every effort to accommodate and welcome any child with specific needs or requirements. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each 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**.

OTHER GENERAL INFORMATION

Behaviour (children)

Children and staff have created club agreements for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, which is followed if we need to.

The Club promotes the ethos of care, consideration and respect for everyone attending children, staff and visitors.

We encourage appropriate behaviour through praise for good behaviour, emphasis on cooperative play and sharing, talking to children with the courtesy that we expect from them and engaging children in activities

The Club has procedures for dealing with unacceptable behaviour. We recognise that challenging behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases. However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club. This is an absolute last resort. See our **Suspensions and Exclusions Policy** for full details.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. See our **Aggressive Behaviour Policy** for more details.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the club, we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send them to the Club for 48 hours after the illness has ceased. See our **Illness and Accidents Policy** for more details.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, and the Club is fully insured. Our staff are trained in Paediatric First Aid and a First Aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child. For full details see our **Illness and Accidents Policy**.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the club you will need to complete a **Permission to administer medication form** in advance. See our **Administering Medication Policy** for more details.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak your child's key person, the Manager, or any other member of staff.

Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of our **Complaints Policy** is available on request.

PLEDGE TO PARENTS

We value our relationship with parents/carers and are committed to working in partnership with you to provide quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

	Phone	email	Manager
Fulbourn	07502293281	fulbourn@kidsrusoosc.com	Tracy
Milton	07496102226	milton@kidsrusoosc.com	Diana
St Matthews	07428187477	stmatthews@kidsrusoosc.com	Lucinda
Shirley	07340807001	Shirley@kidsrusoosc.com	TBC

Office	01223451050	office@kidsrusoosc.com	Beth (holidays) Emily (term-time) Amanda (0792004687 ICE)
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Booking	kidsrus.magicbooking.co.uk
Website	kidsrusoosc.org
Instagram	kidsrusoutofschoolclubs
Facebook	Kids R Us Out of School Clubs
	Kids R Us Fulbourn
	Kids R Us Milton
	Kids R Us St Laurence
	Kids R Us St Matthews
	Kids R Us Shirley

GENERAL FREQUENTLY ASKED QUESTIONS FOR THIS UPCOMING HOLIDAY CLUB.

CAN I COME IN TO SETTLE MY CHILD?

OUR STAFF WILL BE AT THE ENTRANCE TO HELP WITH THE HANDOVER THEY WILL INTRODUCE THEM TO OTHER CHILDREN AND SHOW THEM AROUND. IN OUR EXPERIENCE, WE FIND THIS IS THE EASIEST AND QUICKEST WAY FOR CHILDREN TO ADAPT. WE WILL OF COURSE CALL YOU SHOULD WE HAVE ANY CONCERNS.

CAN I CANCEL MY BOOKING?

OUR CANCELLATIONS TERMS ARE AS FOLLOWS:

10-6 WORKING DAYS OF THE HOLIDAYS = 25% FEE

2-5 WORKING DAYS OF THE HOLIDAYS = 50% FEE

LAST WORKING DAY BEFORE THE HOLIDAYS OR WHEN YOUR BOOKING START= 75% FEE

WITHIN HOLIDAY CLUB- 100% FEE

CAN MY CHILD BRING IN THINGS FROM HOME?

I'M AFRAID NOT. CHILDREN WILL ONLY BE ABLE TO BRING A WATER BOTTLE AND PACKED LUNCH. WE HAVE LOTS OF THINGS TO DO AT CLUB TO KEEP THEM BUSY!

HOW WILL DROP OFF AND PICK UP WORK?

PICK UP AND DROP OFF WILL BE AT THE MAIN ENTRANCE, A MEMBER OF STAFF WILL BE THERE TO WELCOME THE CHILDREN AND TAKE/ DIRECT THEM TO THEIR AREA. STAFF WILL SIGN CHILDREN IN AND OUT.

DOES MY CHILD NEED TO BRING?

1. A HEALTHY PACKED LUNCH:
 - NO NUTS PLEASE AS WE HAVE STAFF AND CHILDREN WITH ALLERGIES
2. A WATER BOTTLE CLEARLY NAMED
3. WEATHER APPROPRIATE CLOTHING

WHAT HAPPENS IF MY CHILD BECOMES UNWELL OR ONE IN THEIR GROUP DOES?

IF A CHILD BECOMES UNWELL, AS NORMAL WE WILL CALL PARENTS TO PICK UP.

WHO SHOULD I CONTACT ON A DAY TO BASIS FOR MY CHILD'S HOLIDAY CLUB?

	Phone	email	Manager
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Fulbourn	07502293281	fulbourn@kidsrusoosc.com	Tracy
Milton	07496102226	milton@kidsrusoosc.com	Diana
St Matthews	07428187477	stmatthews@kidsrusoosc.com	Lucinda