

Terms and Conditions

Aims

At ActivePlay Education we aim to provide a safe and secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

Policies and procedures

The Club has clearly defined policies and procedures. Copies of the full policies are available for parents to consult at all times.

TERMS AND CONDITIONS

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. 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

Fees are payable in advance via our online booking system.

The price per session per child applies to all children. This is payable for all booked sessions .

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

If you need to change the days that your child attends, please amend your booking via your online booking account.

Arrivals and departures

Our staff collect children and escort them to the Club. A register is taken when children arrive in our care, and are signed out 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.

If you are delayed for any reason please telephone the Club to let us know. A late payment fee will be charged if you collect your child after the Club has closed.

If your child remains uncollected after **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 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.

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 multiethnic 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 needs

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. 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.

GENERAL INFORMATION

Behaviour (children)

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

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:

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 poor 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.

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.

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 him or her to the Club for 48 hours after the illness has ceased.

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 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.

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.

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.

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

PLEDGE TO PARENTS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top 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, menus, 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.