Parents’ Handbook

KIDS CLUB SOUTHPORT

Our Direct Phone Number: 07951 540919

**Welcome to Kids Club Southport at Linaker Primary School**

Kids Club Southport is independently owned and operated by:

|  |
| --- |
| Owner: Susan MoirDirect Phone Number:07951 540919Email: kidsclubsouthport@outlook.comPlease contact this number or send an email for cancellations and enquiries  |

**Services Available and Hours of Operation:**

Breakfast Club

Monday to Friday 7.30am-8.45am

After School Club: 3.00pm – 6pm

Monday to Friday

Holiday Care: 7.30am-6pm

We may also open on School Closure days.

We are closed on all public holidays and the week between Xmas and New Year.

**Bookings:**

Permanent and Casual bookings are available.

**Emergency Contact:**

In the event of an emergency, outside of the normal Kids Club Southport hours stated above, please contact:

Susan Moir on the email above or:

Phone Number: 07951 540919

**OFSTED Registration Number: 2540634**

**Philosophy**

We provide a safe and secure environment for the quality care of school aged children through a structured well-balanced programme. We achieve this by thinking ahead, anticipating what children might like to do to keep them safe and happy. We do this by providing planned activities and supervised free play.

**GENERAL OVERVIEW *Our Mission***

***Working in partnership with schools to give busy parents the certain knowledge that their children are safe, secure and stimulated in our care.***

**Orientation and Policies**

Welcome to our Kids Club Southport service. We hope the following information gives you a greater understanding of the operations of our programmes and sessions of care. Please read this handbook carefully and refer to the centres Policies and Procedures Manual which is always available for viewing at our service if you have any questions.

**Families and Communities**

Parent participation and community involvement is encouraged at the programme. Parents are welcome to make suggestions in the development of the programme. The programme management will work in collaboration with the school community for better programme outcomes for the children.

**Code of Conduct**

Kids Club Southport is about providing a safe and caring environment for your children. We wish to encourage a similar attitude amongst the children. We do not condone any form of discrimination amongst the children or adults associated with the programme. Our Code of Conduct is designed to help us, as individuals, children and our staff team, make appropriate decisions about behaviour choices and to demonstrate the core values of integrity, respect, performance, professionalism and privacy. Any issues or information should be discussed in the first instance with the Programme Manager or myself, the owner of the service. Our ‘Code of Conduct’ is kept in the centre Policies and Procedures Manual.

**Privacy Policy**

Kids Club Southport will collect, use, disclose and hold information in accordance with the *EU General Data Protection Regulations (EU) 2016/679* and the *Data Protection Act 2018*. We will only use the information collected for the purposes which it was obtained. In addition, we will only disclose personal information to third parties such as government departments who require this information by law. These may include but are not limited to:

* Department of Education, Employment and Workplace Relations
* OFSTED
* Family Assistance Office
* Insurance Agencies
* Tax Office

 The safety of your data is important to us and therefore we ensure that there are procedures in

 place to protect your data and to keep it accurate and up to date.

 To find out more information on how we look after your data and what rights you have please read

 our full Privacy Policy which can be found in our Policies and Procedures Manual.

**Public Liability Insurance**

All children in our care are covered by our Public Liability Insurance. Kids Club Southport does not accept any responsibility for loss, injury or death of any participants unless caused by the proven negligence of the company or its servants.

 **Lost Property**

Our staff endeavour to assist children in looking after their personal belongings. We encourage personal responsibility by the children and cannot accept responsibility for any items lost or left in the school grounds. Unnamed property left on site will be kept in a safe place until claimed.

**Personal Belongings**

We recommend children do not bring mobile phones, iPods, electronic games, toys or money to the club. The staff cannot take responsibility if these items are lost, stolen or damaged.

**Damage to Property**

Staff will take due care and responsibility regarding the structural and non-structural property and its use. Parents or guardians may be liable for replacement costs of equipment or property damaged by their child(ren)

**Complaints and Complaints Procedure**

We welcome the feedback of any parent, carer or member of the Kids Club Southport community or host school. It is our intention to deliver the best service and customer satisfaction within the standards and guidelines of our service provision.

Please notify the Programme Manager if there is something you wish to discuss with them or bring to their attention. This can be done verbally or in written form (please ask staff for a Complaints/Compliments Form.) The Programme Manager will follow up as soon as the matter is brought to their attention outside of the programme hours.

If the matter is not resolved to your satisfaction or it is inappropriate to raise it with the Programme Manager in the first instance it should be escalated to the Owner.

At any time, you may choose to complain to OFSTED, who will investigate any complaint and publish the results of the investigation, along with action we may be required to take, on their website.

The phone number for OFSTED complaints is: 0300 123 4666

 **Communication**

Information regarding our staff, policies, fees, upcoming programme activities and special events is communicated via the school website. We also will reflect on the fun that we have had in our programme and share any ideas and community information that you may find useful. We also have notice boards and display areas which contain information you will find useful such as staff & weekly theme information, the weekly menu and examples of children’s activities, so please take the time to check these regularly.

 **No Smoking**

Staff, parents and visitors to our service are not permitted to smoke at any time at our service site or anywhere on the school grounds.

**Sun Smart Policy**

Kids Club Southport’s outdoor activities are guided by advice issued by Cancer Research UK under its Sun Smart code:

* Spend time in the shade between 11 and 3pm.
* Make sure you never burn
* Aim to cover up with a t-shirt, hat and sunglasses
* Remember to take extra care with children
* Then use 15+ sunscreen

**Kids Club Southport Programmes**

Our programmes, standards and requirements reflect the Ofsted and School philosophy and values.

* Our programmes will also:
* ensure children’s learning and development is facilitated and their individual interests and abilities are encouraged, and needs are met
* provide challenging and interesting age appropriate activities using a variety of resources and suitable equipment to engage and stimulate children’s physical, intellectual, social and creative abilities
* plan for a range of daily indoor and outdoor activities taking into account the health and development guidelines for the age group
* enable children to participate in quiet/active activities, as well as group/small group or individual activities
* encourage children to feel part of the school and wider community
* are evaluated regularly by children, parents and staff using a variety of assessments and strategies.

**DAILY ROUTINE**

In order to ensure that the programme is a happy and safe environment for the children who attend and that it runs smoothly, the Kids Club Southport programme follows a structured routine. We vary the routine subject to the needs and desires of the children but a ‘typical’ After School Club routine is as follows:

**Collection of children from the school hall**

Mrs Tierney will visit class teachers at 8.45am after Breakfast Club and provide them with the names of

those children who will be attending After School Club. At the end of the school day, each child attending will be given a laminated strip with their name and school year on it and the date of attendance. The teacher will make sure these children are brought to the school hall to be collected by Sue. At this point they will hand their name card to Sue for future use. We would ask therefore that, if possible, bookings for any given day are made by parents online before the end of breakfast Club (8.45 am.) If this is not possible, any late bookings will be notified to teachers when Sue arrives in school early in the afternoon. In this way, we hope to avoid the risk of any safeguarding concerns. If a child who is on our list for any given evening does not arrive at the hall to be collected, Sue will find their teacher or visit the school office to find out what has happened and why the child has not arrived. It may be that the child has an appointment, and the parent has forgotten to notify Sue that they will not be attending the club. Sue will also ring the parent of the child to check that these details are correct.

***Daily Format - After School Club***

***(to be adapted subject to light and weather)***

3.10pm- 3.30pm

Children arrive. Put away school bags. Registration and quiet activity or fun activity exploring the Theme of the Week

3.30pm – 4.00pm

Wash hands and recharge with a healthy snack

4.00pm – 5.00pm

Free play time (outdoors and indoors if desired)

5.00pm - 5.30pm

Planned fun activity of the day exploring the Theme of the Week or other indoor activity

5.15pm – 6.00pm

Tidy up, quiet time/homework time/free time before final collection.

**Planned Activities** – **Exploring the Theme of the Week**

|  |  |
| --- | --- |
| Monday | Arts and Crafts |
| Tuesday | Music and Drama |
| Wednesday | Sport and Games |
| Thursday | Cooking & Technology |
| Friday | Fun Activities |

Monthly themes are incorporated into the daily format. The daily format is an indication only of the types of activities the children will be involved in at any given time. However, depending on the children's enthusiasm and interest, it may be varied at the discretion of the staff. Please note that due to the Covid-19 pandemic and the extra work involved in adhering to stricter guidelines for cleaning etc, it has not been possible to stick steadfastly to the above schedule. However, arts & crafts, sports & outdoor games and fun activities are consistently part of our programme. In addition, Music & Drama sessions are occasionally run during Holiday Club by an experienced tutor for any interested children. Although behavioural rules apply in accordance with those of the school, children have the option not to participate in any given activity.

All Themes of the Month and Planned Activities are designed, above all, to be fun but are also structured to encourage learning and development of the children in line with the principles of the Early Years Foundation Stage and the National Curriculum. These principles are extended to be relevant for older children where appropriate.

##  OFSTED AND THE EARLY YEARS FOUNDATION STAGE

**Ofsted -** Ofsted is the Office for Standards in Education, Children’s Services and Skills. Their role is to

inspect and regulate services that care for children and young people, and services providing education

and skills for learners of all ages. As a childcare business operating on non-domestic premises, we are

required to be registered with Ofsted and are subject to inspection by them at any time and without

notice.

If parents or carers are unhappy with any part of our operation they may complain to Ofsted. Ofsted

will investigate any complaint and will publish the results of the investigation along with any action we

may be required to take.

The results of any inspection will be published on the Ofsted website [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

**EYFS** - The early years foundation stage (EYFS) set standards for the learning, development and care

of children from birth to 5 years old. All schools and Ofsted-registered early years providers must

follow the EYFS including childminders, preschools, nurseries and school reception classes.

Kids Club Southport looks to follow the EYFS ‘Areas of learning’ as outlined in the policy document ‘Statutory

Framework for the early years foundation stage’ effective from 1st Sept 2021. The children attending

our clubs will be given the opportunity to learn about the following areas through games and play:

* communication and language During their play, children will explore,
* physical development ‘have a go,’ concentrate and keep on
* personal, social and emotional development trying, enjoy their achievements, develop
* literacy their own ideas, make links between ideas
* mathematics and develop strategies for doing things.
* understanding the world
* expressive arts and design

The manager will make the following information available to parents and carers:

* how the EYFS is being delivered in Kids Club Southport and how parents/carers can access

more information

* the range and type of activities and experiences provided for children and the daily routines

of the club.

* How Kids Club Southport supports children with special educational needs and disabilities.
* Food and drinks provided for the children
* Details of Kids Club Southport’s policies & procedures
* The staff working in the club, the name of their child’s key person and their role
* A telephone number for parents and carers to contact in an emergency.

 **Key Person** –Kids Club Southport ensures compliance of the EYFS policy that every child within the age

 range has an assigned Key Person to take special interest in their happiness, wellbeing and development.

 They will also look to help ensure the children assigned to them have care and support tailored to meet

 their individual needs and to help the child become familiar with the Kids Club setting. They offer a

 settled relationship for the children and will work to build a positive and communicative relationship with

 their parents.

 For more information, please see links below:

EYFS - <https://www.gov.uk/early-years-foundation-stage>

Ofsted - <https://www.gov.uk/government/organisations/ofsted>

Kids Club Southport reserves the right to amend its services and activity programme, content, times, dates and venue in the event of unsuitable weather conditions, failure of equipment, building faults and any other operational faults that may arise from time to time, without refund or compensation to the customer.

**Cultural Diversity**

 Kids Club Southport’s programmes will be mindful of cultural differences and the needs of the children in our . care.

 Consideration will be given to the diverse needs of children from various backgrounds when planning activities

 Kids Club Southport through this policy will strive to

 ●Respect all children equally, nurturing each child’s cultural identity and sense of belonging.

 ●Ensure that service planning and provision embraces the needs of all children and works to deliver

 an inclusive and accessible environment for all.

 ●Enable all children to meaningfully participate in all aspects of the programme

 and extend learning to challenge and promote the individual child’s abilities and development.

 ●Ensure that children of all abilities have equal access to culturally and developmentally appropriate

 play-based educational activities, both indoors and outdoors, which develop their understanding & skills.

 ●Support children to celebrate diversity and feel comfortable with difference.

 ●Support children to enjoy their after-school service in an environment free from stereotypes and

 discrimination.

**Children with Additional Needs**

Every effort will be made to include children with additional needs in our Programmes and a full assessment with the assistance of the child’s parent, will be made to determine the child’s needs and if they can be catered for, prior to the child commencing care. Detailed information about the child’s requirements and specific behaviour or medical management plans must be obtained from the parents and included with the child’s enrolment on Magic Booking. Parents must arrange a time with the Programme Manager to discuss their child’s needs to ensure appropriate care can be provided. Kids Club Southport will adapt where possible and practicable the day to day running of the service to promote full accessibility and meet the needs of **all** children, including undertaking additional training where necessary to provide additional support. Kids Club Southport will also work with the school to provide support when needed and ensure the best standards of child protection are in place in line with relevant legislation.

**Other Professional Involvement**

Kids Club Southport requests that parents inform Sue at time of registration about any other involvement your child might have with professionals such as Speech and Language Service and Social Services. Staff need to be aware of circumstances surrounding, for example a social care order and restrictions on collection by certain individuals. Please be assured that all such information will be treated as extremely confidential and only shared on a need-to-know basis. Any plans re Speech & Language that have been developed by professionals for your child we politely request that you provide us with a copy so that we can help and support your child to improve their communication in the best way possible.

 **Family & Community Involvement**

Families are welcome to spend time at our service with their children and this will also increase communication between Kids Club staff and families and help us to meet you and your child’s needs. If your family or child has a special day or significant event you would like us to celebrate or share, please discuss this with staff. Community and school involvement are also encouraged at our service as we feel the information and experiences this can provide, can add to a child’s development and learning experience.

**Enrolment**

Kids Club Southport does not charge an enrolment fee, but you are required to enrol your child on Magic Booking.

The Enrolment captures essential information about your child that is required by law and to assist us in providing care of the highest standard.

**Please remember it is your responsibility, as the parent/carer, to advise us immediately of any changes to the information provided on the original Magic Booking enrolment.**

**To enrol your child please type the following into your browser:**

**kidsclubsouthport.magicbooking.co.uk**

**You will be invited to create an account. Follow the instructions, entering details for yourself and your child(ren.)**

**Once this is done and you have validated your password, you can begin to book sessions and pay for them online.**

 We have a password box on the enrolment form. If you want a friend, relative or neighbour to pick up your child from the club, you will need to let us know via email or phone call.You must also let this person know your password. No child will be released without prior communication and a correct password.

***We strongly advise that you enrol your child even if you do not see any immediate need to use the service. This will ensure that in the unfortunate case of an emergency we are able to accept your child into the club.***

All information collected on our Magic Booking enrolment will be processed in line with our Privacy Policy and in compliance with the EU General Data Protection Regulations (EU) 2016/679 and the Data Protection Act 2018.

 ***Signing In & Out***

The adult(s) assigned to dropping or collecting the child(ren) must complete the Daily Roll (register) sheet by signing the child(ren) in or out. This is for both the safety of the children and for payment records. During the Covid-19 pandemic and for a period after, Kids Club staff will sign the children in and out. However, children must still be accompanied to the door by a responsible adult.

Only approved persons will be able to collect a child as notified by the Enrolment information provided or advised by parents and/or guardians on a specific day. Our staff may ask for ID and/or a password, if they are not familiar with the adult collecting the child. This is for the protection of the children so please do not be offended.

You will also be required to sign your child in to Breakfast Club and Holiday Care programmes where they are provided.

If the iron gates on Linaker St are locked when you arrive, please ring the covered bell for a member of staff to come out to let you in. If staff do not arrive for any reason, please ring the club mobile number displayed at the start of this handbook.

***Late Pick Up***

You must collect your child on time at the end of the session you have booked for them. If you know you are not going to get there in time to collect your child by 6pm, we ask that you arrange for a family member or friend over the age of 16 (known to the child) to collect your child. If this person is not on your registration details, your collection password must be stated to the staff on duty when they collect your child. Please also ring Kids Club Southport on the club mobile number (07549 208889) in good time to let staff know your situation and that alternative collection arrangements have been made.

Late collection of children from Kids Club is taken very seriously. We have a **late pick up charge of £15 for every 15 minutes that you are late in making collection i.e £1 per minute.** We close at 6.00pm each day. Where a child has not been collected by 6.15pm and staff have not been contacted by the parent, we will proceed to contact those named contacts provided from the child’s enrolment to arrange collection. **At no time will a child be abandoned**, however, the programme manager is authorised to take all necessary steps to ensure the safety and well-being of the child, including, if there is no alternative, contacting the police/Social Services

**WELLBEING, HEALTH AND SAFETY**

We aim to provide a safe and healthy environment for all children in our programmes. We are in contact with a variety of organisations to advise and assist us in this area. We will at all times comply with all relevant health and safety in employment legislation.

**Accidents and First Aid**

At all times there is a fully stocked first-aid kit and staff members present on site who

have paediatric first aid qualifications. However, if we are concerned about a child, we may call a parent to pick their child up.

If a serious accident occurs, our policy is to ensure the safety and well-being of the child first. This may mean an ambulance or other appropriate form of medical help is sought before the parent is called. We do not transport children to parents, doctors or hospitals.

All accidents and incidents are recorded in our Accident and Incident book. Important notes and records of children that are taking medication are also recorded in this book.

**Medical Requirements**

Please advise the programme of any medication that is to be administered by the programme staff. Talk through the specifics with the Programme Manager or Deputy. A permission to Administer Medication Form must be completed by parent or carer. You will also need to supply all prescription medication in its original bottle with the child’s name, appropriate dosage and use-by date.

**Infectious Diseases**

Measures will be taken by management and programme staff to control spread of infection. Appropriate processes and hygiene practices will be employed from recognised health authorities and put in place for children to observe and participate in a safe and healthy environment. We ask if an infectious disease becomes apparent at home that the parent/guardian contacts our service about the child’s condition so appropriate action can take place. If this becomes apparent at our service, we will contact parents/guardians or emergency contacts about the child’s symptoms and the immediate need to collect the child from our service. We will also remind parents of the necessary exclusion periods and/or need for a medical practitioner certificate to allow the child to attend the service again.

Exclusion periods may apply for certain symptoms or diseases.

|  |  |
| --- | --- |
| **Disease** | **Exclusion Period** |
| Chicken Pox | At least two (2) weeks after the first spots appear or when blisters have all crusted |
| Conjunctivitis | Until discharge from eyes has stopped |
| Sickness and Diarrhoea | In line with the school policy |
| Diphtheria | Until a medical officer has certified recovery |
| German Measles | Until your child has fully recovered and for at least five (5) days after the rash appears |
| Glandular Fever | Not necessary to keep children at home but some children will be too sick to attend school |
| Hand, Foot and Mouth | Until blisters have dried |
| Head Lice | Until hair has been treated. Everyone living in the same house (as well as linen) should be treated at the same time as the affected person |
| Hepatitis A | Until your child has recovered which is usually seven (7) days from the first signs of jaundice |
| Hepatitis B and C | It is not necessary to keep your child at home |
| HIV | It is not necessary to keep your child at home |

Sherpa Kids School Parents Handbook © Commercial in Confidence

|  |  |
| --- | --- |
| Impetigo | Until appropriate treatment has commenced, and visible sores are covered |
| Influenza | For five (5) days after the appearance of the first symptoms |
| Measles | For at least five (5) days after the appearance of the rash |
| Meningitis | Until the child is well |
| Meningococcal | Until the child is well |
| Mumps | Until the child has completely recovered and at least ten (10) days after the appearance of swelling |
| Ringworm and Scabies | Until the day after fungal treatment has begun |
| Scarlet Fever | At least 24 hours after treatment has begun |
| Streptococcal Infection | At least a day after commencing treatment and the child is well |
| Tuberculosis | Until a medical practitioner believes the child is well |
| Whooping Cough | Child should be kept at home for at least five (5) days from the start of antibiotic treatment. |

**Incidents, Injury, Trauma & Illness**

All incidents, injury, trauma and illness events including serious incidents are recorded and discussed with parents, staff and where necessary reported to the appropriate authority.

 **Emergency Procedures**

The safety of staff, children and visitors to our service is vital in the event of an emergency. Emergencies include events such as fires, floods, extreme weather conditions and other catastrophic events, the presence of dangerous persons and animals and any other situation or threat which requires a lockdown or evacuation of the premises.

Staff and volunteers will initially be made aware of emergency procedures and drills at our service during their inductions and this information will be reinforced with the children during regular practice drills

**Emergency Procedures**

Evacuation procedures will be displayed, followed and practised once a term. These procedures are directly linked to those of the host School. Only bags, which contain medication, will be evacuated with the children. If this is relevant to your child, please inform Kids Club Southport on enrolment (regular medication) and verbally to the Programme Manager, so that we separate these bags.

The practice of emergency procedures will also be conducted once per term and will be recorded.

**Mobile Phones**

***Staff use of mobile phones***

Mobile phones belonging to members of staff are kept in a secure place during

working hours.

If a member of staff has a family emergency or similar and needs to keep their mobile

phone to hand, prior permission must be sought from the Manager or Deputy. Under no circumstances may staff use their personal mobile phones to take photographs at the club during working hours.

***Visitors’ use of mobile phones***

Parents and all other visitors must not use their mobile phone – or any other device - to take photographs within the club. This includes taking photographs of their own children. If they want to have a photograph of their child involved in an activity or at play, parents can ask a member of staff to take one using the club camera.

 **Kids Club Southport Staff**

**The Kids Club staff when interacting with your children will:**

* take time to establish a rapport with your children and learn about their unique interests and abilities
* model appropriate language and communication skills, safe practices, behaviours, values, and attitudes
* be flexible and reactive to children’s emerging interests and needs and encourage children to communicate, explore and be creative and spontaneous
* allow children to make decisions, problem solve and express and share their thoughts and opinions
* provide opportunities to build upon children’s previous experiences to extend their development and learning
* assist children in developing positive relationships with other children/staff and so that children see themselves as a valuable member of the community
* use praise and reinforcement with children to boost self-esteem and encourage and motivate good practice and celebrate children’s efforts and achievements
* anticipate conflict and assisting children and families to resolve any issues or instances of bullying and harassment
* ensure staff are committed to improving their own professional development and continually challenge their own practices and decision-making so as to provide an enriching learning environment for all

***Staff Ratios***

Our programme ratios are always in line or lower than those required by Ofsted (**i.e.** we have more staff in attendance than Ofsted requires). At all times there will never be less than 2 staff members on duty.

The qualifications of the Kids Club Southport Programme Managers and staff exceed those requirements laid down by OFSTED and are supplemented by our own Kids Club Southport training policies and those of the Local Authority.

Staff will have received, or will be receiving training in:

* Paediatric First Aid
* Behaviour Management
* Safeguarding Children
* Safe Food Handling

Approved off-site excursions may also require a higher number of staff dependent on the nature of the excursion. Parents will be kept fully informed.

***Staff Recruitment -*** All Kids Club Southport staff undergo a series of interviews and reference checks, including enhanced checks by the Disclose and Barring Service (formerly known as CRB), before they are employed by Kids Club Southport.

If there are any questions or comments regarding Kids Club Southport staff, please contact the owner.

**SERVICES**

**Homework**

Kids Club staff are happy to provide a quiet place for children to complete homework. **We do not do the homework for the children**, and if research material is required then the children will need to bring it with them. As we do not have free run of the school grounds and children are at all times supervised, they will be unable to access the school during our hours of operation.

We are not held responsible for the completion of homework, checking bags, etc, where a child insists that they do not have homework.

If there are any issues regarding homework, please contact the Programme Manager outside of programme hours. We will do our best to help in whatever way we can.

If a child has special needs, please ensure the Programme Manager is aware and the information is included on the Enrolment Form.

**Food and Snacks**

**Breakfast club**

Children are served a breakfast of cereal, toast, juice. Yoghurt or fruit is available on request. If your child has a milk allergy, please be sure to inform staff and provide a lactose free alternative should they wish to have cereal with milk or yoghurt. Any other food allergies should also be stated at registration.

**After School Club**

An afternoon snack is provided in our After-School Club and Holiday Care sessions and is also included in the fee structure. A variety of healthy food choices will be on offer as well as fresh fruit and water. A typical snack might be sandwich rolls with a choice of ham, cheese, salami or tuna filling with cucumber sticks and cherry tomatoes, followed by a small yoghurt or a cookie and fresh fruit. Food is prepared using the food and safety guidelines from the local authorities. The menu will be displayed each week and we welcome suggestions from children and parents.

If your child has any allergies or any special food requirements or you do not want your child to participate please include this on enrolment and advise the Programme Manager who will discuss this with you to ensure your child receives appropriate food at each session of care. At times we may have children with specific food allergies or needs attending our service. In this case we will notify all families of the foods that will not be able to be used or provided to children. In Holiday Care Programmes families will need to supply their child with lunch every day unless indicated otherwise on the programme.

**Visitors and Excursions**

We may, at different times, be arranging for people of interest to visit our programme. If you have any objection to your child being involved, please contact the programme manager. There will always be a staff member supervising these activities. If someone other than a parent or school representative wishes to visit the programme, this must be arranged with the Programme Manager. From time to time the programme may take children on excursions away from the base site. Parents will be notified prior to the event happening and permission sought. Information will be provided on the nature of the excursion and risk assessments carried out.

**Fees**

**After School Care** **Permanent/regular £9.00** **3.00pm to 6.00pm**

**Casual/one-off** **£10.00 3.00pm to 6.00pm**

10% discount second sibling. 15% third and subsequent sibling (permanent bookings only)

**Breakfast Club** **£4.00 7.30am to 8.45am**

**ACCOUNTS AND FEES**

***Prices***

We will notify you of any changes to prices at least two weeks in advance. Changes to pricing will only be introduced at full term breaks, not mid-term or at half-term and via consultation with the parent community. For latest pricing information ask on-site, by telephone or email.

***Bookings and Cancellations***

It is important that any bookings or cancellations are made with plenty of notice to allow us to maintain safe and legal staff ratios.

A Permanent Booking is a regular booking made in advance whether for every day of the week or one or more days. Permanent Bookings are at a reduced rate of £9.

A Permanent Booking secures the place for your child for the duration (or remainder) of the school year. **You may cancel your booking, without penalty, by giving two** weeks’ notice in writing, otherwise full payment is required.

If you only require care on an ad hoc basis and where space permits, Casual Bookings may be made. Refunds for cancellations of casual bookings when prior notice is given may be granted at the discretion of the owner

**If you require a last-minute booking on the day, please notify us before 11am.** We will do everything possible to accommodate your request but will not be held responsible if we cannot accept your booking. Please call Sue on 07951 540919 if you require a late booking.

**If you know, on the day, that your child will not attend, please notify us before 11am.** You may not be required to pay (at owner’s discretion) and you will avoid us contacting you to determine the whereabouts of your child.

***Sibling Discount***

If you have more than one child booked to attend Kids Club, the second child (and subsequent children) receive a discount. The discount is 10% discount for second child and a 15% discount for the third and subsequent child.

***Payment of Permanent Fees and Casual Fees***

***Method of Payment***

*Once you have booked sessions for your child on Magic booking, you can if you wish, pay straight away.* There is also a facility to ‘Pay Later.’ For longer term bookings, a payment each month as a minimum is required. Sessions may also be booked weekly or daily. Again, a minimum of 1 payment per month to cover all sessions booked in that month is required. The system is designed to suit individual choice.

**Payments can be made:**

**By credit/debit card on Magic Booking**

**By BACS into Kids Club Southport Account (Huwel Ltd, Account number 12686328, Sort Code 01 00 53)**

**By cheque (payable to Huwel Ltd)**

**By cash (to a staff member in the club. Receipts will be given)**

**Sue will record all BACS, cash and cheque payments on Magic Booking and your balance will be adjusted accordingly.**

 ***Late and non-payment***

We cannot provide a quality service for the parents and children of the school unless we receive payments on time If there are difficulties in meeting payment of fees, please contact the owner so that alternative arrangements can be negotiated. We prefer a friendly settlement to alternative courses of action. For longer term bookings, a payment is required at least monthly to cover sessions attended in that month. The owner reserves the right to suspend or terminate places should payment not be received in any month and the parent has not been in touch to explain why or has made no effort to set up a plan for payment with Sue.

***Account Queries***

**Any queries regarding your account or payment of fees must be made to Sue at Kids Club and not the school.**

Refunds may be given for absences where prior notice has been given and at the discretion of the owner.

***Childcare Vouchers***

We do accept childcare vouchers. Please notify Sue if you are in receipt of vouchers so that Kids Club Southport can register with the appropriate agency.

***Payment Disputes***

Should there be a dispute over payments received or not received, Kids Club Southport will provide statements/receipts to demonstrate monies received and banked. Parents will be required to provide proof that payment was made to the **correct** designated place. Where this cannot be provided the parent will be required to complete payment to Kids Club Southport.

**Policies & Procedures**

If you would like to read the full version of the club’s policies and procedures, including the club’s Privacy of Data Policy, this can be arranged on request via Sue.