

Kidsplay – The Childcare Hub

Holiday Club Policies & Booking Information

This document provides important information about our Holiday Club, including how we operate, registration requirements, fees, safeguarding procedures and attendance expectations. It is designed to help parents and carers understand how the club runs and ensure that every child enjoys a safe, happy and engaging experience.

Please take the time to read this information carefully before registering your child. If you have any questions, or if there is anything you would like to discuss regarding your child's individual needs, please speak to the Holiday Club Manager, who will be happy to help.

How We Work

Our Holiday Club offers children a wide range of exciting activities throughout the school holidays, including arts and crafts, sports, outdoor play, themed activities and trips. Children are encouraged to make choices about how they spend their day, helping to build confidence, independence and new friendships in a safe and enjoyable environment.

Families can register for as few or as many sessions as they require, subject to availability. To help us plan staffing and activities, registrations should ideally be completed at least ten days before the start of each holiday period. Requests made after this time may be accommodated at the discretion of the Holiday Club Manager and subject to available places.

Children must attend a tour of the setting with a parent/carer before their first Holiday Club session. This helps your child become familiar with the environment and allows us to discuss any individual needs. Tours can be combined with a Stay & Play session where available.

Our Team

Our Holiday Club is led by qualified, experienced managers and childcare professionals who are passionate about providing high-quality care and memorable holiday experiences.

All activities are supported by caring and experienced team members, and we follow the appropriate staff-to-child ratios and regulatory requirements to ensure children's safety and wellbeing at all times.

Food & Nutrition

We believe healthy eating is an important part of a child's wellbeing. Freshly prepared meals are provided by our onsite nursery kitchen and are included within the cost of the Holiday Club.

Our menus are designed to be nutritious, balanced and varied, with fresh fruit provided at snack time and water available throughout the day. A hot meal is served daily and menus are available on request.

To help us manage dietary requirements safely, children should not bring food from home unless this has been agreed in advance with the Setting Manager.

Child Registration

Before your child can attend Holiday Club, a registration form must be completed.

Once we receive your registration, a member of our team will contact you to confirm your child's details and discuss any medical, dietary or additional support needs. This helps us ensure we have all the information necessary to support your child and provide the best possible experience.

Parents and carers will be asked to provide:

- Main parent or carer contact details
- At least two emergency contacts
- Medical information and allergies
- Dietary requirements
- Details of any Special Educational Needs and Disabilities (SEND)
- Birth Certificate (original)
- Details of your child's current school

Where appropriate, the Setting Manager may arrange a meeting prior to attendance to discuss individual requirements and ensure any necessary support plans are in place.

Safeguarding & Child Protection

The safety and wellbeing of children is at the heart of everything we do. We follow robust safeguarding and child protection policies and procedures that align with current legislation, local authority guidance and best practice.

All team members undergo appropriate safer recruitment checks, including enhanced DBS checks, and receive regular safeguarding training. We may also ask parents and carers to provide details of the school their child attends as part of our safeguarding procedures.

Insurance & Liability

Appropriate liability insurance is maintained for the Holiday Club and details are available on request.

While every effort is made to provide uninterrupted service, we cannot accept liability for losses arising from circumstances beyond our control, including temporary closure

of the Holiday Club or decisions made in the interests of children's health, safety or welfare.

Accidents & First Aid

Qualified first aiders are available at the Holiday Club and team members are authorised to administer basic first aid when required.

Parents and carers will be informed of any accident involving their child and may be asked to sign an accident record. In the event of a serious accident or medical emergency, every effort will be made to contact a parent or carer immediately. If contact cannot be established, we are authorised to seek emergency medical treatment in the child's best interests.

Children's Health & Behaviour

Children should only attend the Holiday Club if they are well enough to participate in activities.

We reserve the right to refuse attendance or request collection of a child who is unwell or showing symptoms of a contagious illness. Parents and carers should comply with recommended exclusion periods before returning their child to the club.

We are committed to providing a positive and inclusive environment for all children. Where behaviour has a significant impact on the safety, wellbeing or enjoyment of others, we may work with families to put additional support in place or, where necessary, review a child's place at the Holiday Club.

Fees & Payments

Our fees reflect the quality of care, activities and meals provided throughout the Holiday Club programme.

- Fees are payable in advance.
- Tax-Free Childcare and childcare voucher payments must be allocated before attendance.
- Full fees remain payable for missed sessions due to illness or non-attendance.
- Bank Holidays are not charged.
- Fees are reviewed periodically and may be amended when required.

Late payment may result in sessions being cancelled until the outstanding balance has been cleared.

Late Collection Charges

To ensure appropriate staffing arrangements are maintained, late collection charges may apply.

Children collected after their booked session end time will incur a charge of £5 for every five minutes or part thereof. This charge helps cover additional staffing and operational costs.

Cancellations & Refunds

Cancellation can be purchased at a cost of £4 per session/per child. Where Cancellation Cover has been purchased, requests for refunds must be submitted in writing within 24 hours of the scheduled session start time. Trip costs are non-refundable.

Personal Property & Belongings

The Holiday Club provides a wide variety of toys, games and activities, so children are encouraged to leave personal items at home.

While reasonable care will be taken, we cannot accept responsibility for the loss, theft or damage of personal belongings.

Children must **not** bring:

- Mobile phones
- Smart watches / devices
- Tablets or iPads
- Other personal electronic devices

Collection & Security

Children will only be released to authorised adults named on their registration record.

If somebody different is collecting your child, you must notify the Holiday Club Manager in advance. For safeguarding purposes, the individual collecting your child may be required to provide a password and photographic identification.

Under no circumstances will a child be allowed to leave with an unauthorised person.

Court Orders

To help us keep your child safe during their time at the Club, you must let us know if there are any court orders or legal arrangements that relate to your child.

This includes Child Arrangements Order, Prohibited Steps Order or other legal restrictions. You should provide the Club with a copy of the current court order before your child's first booked session. We can only implement collection arrangements or legal restrictions where we have received and reviewed the relevant documentation.

Contact Us

If you have any questions about our Holiday Club Policies & Booking Information, please speak to the Setting Manager, who will be happy to assist.