



# **Play in Ltd Holiday Clubs Terms & Conditions**

## **Our Organisation**

Play in Ltd is run as a private business. 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. They can also be found on our website. Please visit [www.playinltd.com](http://www.playinltd.com) for a full list of our Policies & Procedures.

## **Data Protection**

All information will be kept confidential in line with our **Data Protection & Privacy Policy** and our **Privacy Notice**.

## **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**

### **1) Bookings**

Places are subject to availability and our booking system is updated regularly to provide you with the latest booking dates and options.

### **2) Standard Payment**

The whole cost of the holiday club is taken by credit or debit card when booking via our website. We do not accept cash or cheque.

### **3) Childcare Vouchers/GOV-TAXFREE**

We accept all types of Childcare Vouchers as full or part payment. All the Childcare Voucher companies that we are registered with are clearly stated on the payment page of the online booking form. If the company isn't shown, please contact 08000476523 and we can register with your requested provider. As with standard payment, all childcare voucher payments must be made when booking.

We are aware that vouchers can sometimes take a few days too process, however within this time period the booking is still classified as a booking and the cancellation policy still applies. If payment is not made within 5 working days your places will be cancelled. You will receive a notification email before cancellations are processed.

Please be aware that your booking will be provisional until the voucher has been verified on the system and we have contacted you to confirm this.

#### 4) Cancellations:

If you wish to cancel a place this must be done in writing via e-mail. Cancellations made 30 days before the booking will be fully refunded. Cancellations between 8 and 19 days before the booking will be subject to a 50% cancellation fee and the remainder will be refunded to you by the original payment method. Cancellations made 7 day or less before the booking will be none refundable.

Cancellations days cannot be credited to another holiday club period. However if able we will swap the days to another date within that holiday period. Please ensure that fees are paid promptly. Non-payment may result in your place being terminated. If you are having difficulty paying fees, please email.

#### 5) Credit Notes

In the instance where a credit note maybe issued (credit notes will only be issued in exceptional circumstances and only when confirmed via email), the credit note will be valid until the end of the same holiday term the following year. You can use the credit at any time within this period it expires.

#### 6) Changing your Booking

Where able we will change a booking like for like (subject to availability) at no extra charge if given 2 weeks (14 days) notice before your child's first day. We will always advise you of the most cost effective way to amend your booking. Please e-mail or ring in order to request these changes.

#### 7) Waiting Lists

If the holiday club period you require is fully booked, you can choose to be placed on a waiting list, this is an option on our online booking system. In the event of any cancellations we will contact you (on a first come, first served basis) and book your child into the holiday club.

### **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. Due time will be set aside for an induction. The induction will include running through Club's rules and routines 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 your child in each day on arrival and out each day on collection. Also we ask for you to provide us with 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 the morning and provide a password so we can confirm it is the correct person collecting. 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 is open from **8am-6.00pm**. Feel free to drop your child off and collect them at any time in between these hours. The club closes at 6.00pm, if for any reason you are delayed and will be later than this time, please contact the Play in Ltd contact number to inform us. There is a late collection fee of **£5 for each staff member for every 5 minutes after 6.00pm** to cover the costs of the staff who are legally required to stay and supervise your child.

If your child remains uncollected after 6:30pm 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.

### **Safeguarding and Child Protection**

We are committed to building a 'culture of safety'. Safeguarding is everyone's responsibility who come into contact with children, anyone under 18 years of age. We will identify concerns early, provide help for children, promote children's welfare and prevent concerns from escalating. It is important that we all (including those who do not work directly with children) recognise the important role we play in protecting children, in which the children in our care are protected from abuse, harm and radicalisation.

Safeguarding and promoting the welfare of children is defined as:

- protecting children from maltreatment
- preventing impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care, and
- taking action to enable all children to have the best outcomes

We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding and Child Protection 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

### **Additional Needs**

We make every effort to accommodate and welcome any child with additional 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 abilities, whilst working within limitations. Each case will be individually 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**.

### **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 an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors. We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in positive activities. The Club has procedures for dealing with unacceptable behaviour. We recognise that unacceptable behaviour can occur from time to time for reasons that are not always evident. 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. 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 him or her 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 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 on site 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**

At Play in Ltd we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is available on the premises at all times. If

you have any queries, comments or need to discuss any matters concerning your child or our setting, please feel free to speak to the Manager in private or email us directly.

The on site manager is responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident Record** and a **Complaints Record** will be completed.

Any complaints made will be dealt with in the following manner:

#### **Stage one**

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.
- Complaints about an individual staff member:
- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

#### **Stage two**

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager.

The manager will:

- Acknowledge receipt of the letter/e-mail within 7 days
- Investigate the matter and notify the complainant of the outcome within 28 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's DSL, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding and Child Protection Policy**. If a criminal act may have been committed, the manager will contact the police.

#### **Making a complaint to Ofsted**

Any parent or carer can submit a complaint to Ofsted about Play in Ltd at any time. Ofsted will consider and investigate all complaints. Any serious complaints Ofsted will need to be notified by the manager.

#### **Intimate Care**

When providing intimate care we will ensure that the child's safety, dignity and privacy are maintained at all times. 'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care. Wherever possible, staff will not carry out intimate care unless

absolutely necessary and will encourage the child to do it themselves, to avoid any unnecessary action from staff.

The child's parents will be contacted before any intimate care is given. Along side this the child themselves must give staff consent to assist them. When intimate care has been given to a child, staff will complete an **Intimate Care Record**. If the child refuses assistance then the on site manager will contact their parents to come and collect or change them. In each setting there will be at least one trained early years professional or on site management that will support the child. There will always be two members of staff present while giving intimate care support. One staff member assisting the child and the other in sight. There will not be two staff members assisting unless explained in the child's intimate care plan.

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis due to their age, ability or a medical condition we will ask parents to fill in an **Intimate Care Plan**. It is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents views on the number of staff providing personal care to their child will also be taken into consideration - some children may simply be unable to cope with more than one carer.

### **Missing Child**

At Play in Ltd we are always alert to the possibility that children can go missing during sessions. If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing
- Staff will conduct a thorough search of the premises and surrounding area
- After 10 minutes the police will be informed. The manager will then contact the child's parents or carers
- Staff will continue to search for the child whilst waiting for the police and parents to arrive
- We will maintain as normal a routine as possible for the rest of the children at the Club
- The manager will liaise with the police and the child's parent or carer

The incident will be recorded in the **Incident Log**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary. If the police or Social Care were involved in the incident, we will also inform Ofsted.

### **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 and 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
- Listen to your views and concerns to ensure that we continue to meet your needs 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

## **Food**

For the children's main meal we ask for parents to provide a healthy packed lunch with the child's name on. If you would like to include extra snacks within this for your children, feel free to do so. We promote healthy eating within the club, we kindly ask parents to stick to our healthy eating policy by providing healthy meals and snacks. If we feel the pack lunch is unhealthy we will have to raise this concern with parents during collection.

PLEASE BEAR IN MIND THAT WE DO NOT HAVE ANY REFRIGERATION FACILITIES TO STORE PACKED LUNCHES, therefore we ask for the lunch boxes to be self cooling or for parents to provide an ice pack to keep food fresh for food hygiene purposes.

## **NUT-FREE Zone:**

We are a **NUT-FREE** to ensure the health and welfare of the children coming into the clubs with survive nut allergies. All packed lunches must **NOT** contain nut based products or anything that states may contain nuts. Indicating this is unsuitable for club consumption.

Packaging must be checked for:

- Not suitable for nut allergy sufferers
- This product contains nuts
- This product may contain traces of nuts
- This product was made in the same factory as

**Children will be asked not to open/eat items that state any of the above on the packaging. Staff my use the club phone to search items content ingredients if unclear on packaging. This item will be replace with a healthy alternative.**

We ask parents to notify us regarding any special dietary requirements or allergies when they register their child. Information regarding food allergies is recorded on the Allergy Information Board which is visible to staff whilst food is being prepared.

## **Sudden Closure**

If due to unforeseen circumstances we had to close one of our sites, for explain building safety or infectious diseases etc. If for any reason a sudden closure is necessary, parents will be contacted as soon as possible via phone and email.

## Play in Ltd Holiday Clubs

### **Play in Ecclesall**

Held at: Castle Dykes Playing Field

Address: Castle Dyke Sports Ground, Ringinglow Road, S11 7TA

*OFSTED Setting Reference Number: 2809030*

### **Play in Birkdale**

Held at: Birkdale Secondary School

Address: Heeley Hall, Endcliffe Cres, Sheffield, S10 3EB

*OFSTED Setting Reference Number: 2809081*

### **Play in Westbourne**

Held at: Westbourne Junior School

Address: Ashdell Road, Sheffield, S10 2QQ

*OFSTED Setting Reference Number: 2729665*

**(Please see individual information packs for more details)**

### **Contact Information:**

#### **Niala Haq**

Special Education Needs Co-ordinator

Equalities and Inclusion Co-ordinator, Health and Safety Officer

Fire Safety Officer, First Aid Co-ordinator, EYFS Key Person, Child Protection Officer

**Phone** - 0800 047 6523

**Email** - [info@playinltd.com](mailto:info@playinltd.com)

**Website** - [www.playinltd.com](http://www.playinltd.com)