



## Terms & Conditions

### **Our Organisation**

Play in York 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.

### **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) Availability

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

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. 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) Cancellation Charges

Cancellations are subject to a 50% cancellation fee and the remainder will be refunded to you by the original payment method. Cancellations can be

made up to 7 days prior to the start of the holiday club or first day your child is booked in. If you wish to cancel a place this must be done in writing via e-mail. We are unable to refund any cancellations made less than 7 days before your child's first day.

#### 5) Changing your Booking

We will change a booking like for like at any point (subject to availability) at no extra charge. 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.

#### 6) 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.

#### 7) Sibling Discount

We offer a 5% sibling discount for the 1<sup>st</sup> sibling. To get this discount, please enter the promo code SIB05 when paying and 5% will be deducted from your basket total. You can also find information on this in the online FAQ section.

#### 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 rules and routines and introducing your child to 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 finishes at 6:00 pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £5.00 per 15

minutes will be charged if you collect your child after the Club has closed. 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.

### **Child Protection**

We are committed to building a 'culture of safety' in which the 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 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 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 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. 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**

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Manager in private. 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 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

## **Contact Information:**

**Play in York**  
**Millthorpe School**  
**Nunthorpe Avenue**  
**York**  
**YO23 1WF**

Phone Number - 07592112520

**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

EYFS Key Person, Child Protection Officer