



THE OUT OF SCHOOL PROVISION THAT PUTS THE KIDS FIRST!

Parents' Handbook-WPS

TOAST

Club no: 07958 068202

Please keep for your information

About the club

Firstly a warm welcome to our club. This document details basic club information, for further content on all our policies and procedures please visit our website at www.holidayzone.org.uk

We are an Ofsted registered club, based at Wilmslow Primary School. After school club (Toast) is open 4:10-6:30pm term time only. We also run a Holiday Club throughout the holidays from the infant hall. Please ask our knowledgeable staff for booking information.

At WPS, we have access to the form 3 & 4 classrooms and the enclosed outdoor space. during the holidays we are based in the school hall.

ORGANISATION

Holiday Zone Ltd has been operating as a private limited company since 2013, we were previously known as Schools out Wilmslow, this company was acquired by the Reynolds family in 2013. Since which, the company has undergone two Ofsted inspections, and the company has grown offering wrap around care to over 500 local Wilmslow families.

We employ over 25 members of staff, we enjoy close links with many local community groups around Wilmslow, and we have a close working relationship with all senior staff at WPS. We also enjoy close links with many other local schools in order to ensure continuity of care.

AIMS

At Holiday Zone we are passionate and enthusiastic about providing a safe, nurturing, fun and inviting environment for children to express themselves.

The clubs approach ensures our children have a sense of belonging and our mixed age group philosophy provides a positive and welcoming family atmosphere, as commented by Ofsted in 2018. (Ref. Ofsted Report 2018).

What we offer

Our Club follows the Playwork Principles, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available including art and crafts, games, reading corner and outdoor play, weather permitted. We will dedicate some 1-1 time with each child to do reading, also there will be group story time. We will liaise with the teachers on a regular basis and will link our activities with the school's curriculum.

What we provide

We provide healthy snacks, including fresh fruit and vegetables. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We always meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We request that food be consumed whilst sitting at the snack table. Snacks will be available from 4:10-6:00, this is important for the children who attend an after-school club before coming to Toast.

Staffing

Our Club is staffed by Manager Annabel Eccleston who has a BA (HONS) in Early Childhood studies, Annabel is also Paediatric first aid trained and is Safeguarding officer, Annabel supported by Mandy Fahey who is a teaching assistant at WPS & Natalie Reynolds Owner & Director of Holiday Zone Ltd, Natalie's children attend Wilmslow Prep and Toast. They are supported by a number of staff, the majority of which are ex pupils at the school. It is always our intention to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements.

Staff also have designated roles:

Annabel: Special Education Needs Co-ordinator, Safeguarding Officer

Natalie Reynolds: Equalities and Inclusion Co-ordinator, Health and Safety Officer, Fire safety Officer

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for meeting please contact the manager (contact details are at the back of this Handbook).

Organisation

Holiday Zone Ltd is run as a private business, employing 25 staff. We enjoy a close working relationship with Wilmslow Preparatory School in order to ensure continuity of care, and to maintain good communication links.

Policies and procedures

The Club has clearly defined policies and procedures. Brief points are included in this booklet and full copies of the full policies are kept at the Club and are available on our website for parents to consult at all times.

Terms and conditions

Admission

Our Club aims to be accessible to children and families from Wilmslow Preparatory School. 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.

Booking

Bookings for the term need to be made on the first week back. You can do this by filling in a booking form, email it to Natalie or leave it in the toast post box in reception. Your invoice will be emailed to you to confirm the booking.

Payment of fees

Termly bookings:

4:10pm-5:00pm £6.00 per child

5:00pm-5:30pm £3.00 per child

5:30pm-6:00pm £3.00 per child

6:00pm-6:30pm £3.00 per child

We accept children on an ad hoc basis, however different charges will apply. See below:-

Ad hoc bookings:

4:10pm-5:00pm £8.00 per child

5:00pm-5:30pm £4.00 per child

5:30pm-6:00pm £4.00 per child

6:00pm-6:30pm £6.00 per child

Fees are payable in advance by cash, cheque, bank transfer or childcare vouchers. Cheques should be made payable to "Holiday Zone Ltd". If you don't get chance to pay for your ad hoc session in advance, please pay on collection. We now accept card payments at the club.

The price per session per child applies to all children. This is payable for all sessions booked, irrespective of whether your child is sick, or on holiday. We offer a 10% discount for siblings. The 2nd and subsequent child will receive this.

Changes to days and cancelling your place

If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible providing we receive 48 hours notice.

Induction

During your child's first session, time will be set aside for an induction. The induction will include running through Club's 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.

QUICK PAYMENT METHOD

To make things easier we accept ELECTRONIC BANK TRANSFER payments.

These are the details you will need to process the payment

Natwest Bank: Acc Name: **Holiday Zone Ltd ACC:59024720 Sort code:01-09-17**

Please ensure you include your child's name as a reference

Arrivals and departures

A register is taken when children arrive in our care, the teacher will sign the child in and you must sign out your child 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.

See our **Arrivals and Departures Policy** for more details.

The club finishes at 6:30pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £10.00 per ½ hour will be charged if you collect your child after the Club has closed.

If your child remains uncollected 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**.

Child protection

We do our utmost to create an environment of safety & warmth at Holiday Zone. Our first priority is the safety of all children in our care. Any suspicion of abuse is taken seriously and dealt with promptly, professionally and appropriately. 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 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. For more details on equal opportunities and special needs, see our **Equalities Policy**.

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 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 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 straightaway. 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 there, 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. 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, also the Club holds relevant public liability insurance. 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, all such incidents are treated with the up most professionalism. For full details please view our **Illness and Accidents Policy**.

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. 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 your child's key person, the Manager, or any other member of staff.

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 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 special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

Holiday Zone Ltd
Wilmslow Preparatory School
Grove Avenue
Wilmslow
SK9 5EG

Club mobile number: 07958068202 (Please leave a voice message if there is no reply.) This is the number to contact if you wish to contact the club during opening times.

Email: holidayzonewilmslow@gmail.com

Web: www.holidayzone.org.uk

Ofsted Registration No: EY467608

Correspondence Address: Please post cheques here.

Holiday Zone Ltd
Bramdean, Jacksons Lane
Hazel Grove
SK7 5JW

Tel (Natalie): 07805269443 This is the number to contact to book an ad hoc place, or if it is outside of our opening times.

Club Staff

Manager: Annabel Eccleston

Playworkers:

Natalie Reynolds

Mandy Fahey

Natasha Fahey

Rebecca Hornby

Jackie Hampston

Early Years and Childcare Team:

Oakenclough Childrens Centre
Colshaw Drive
Wilmslow
SK9 2PZ Tel: 0165 374162

OFSTED:

Piccadilly Gate
Store Street
Manchester

M1 2WD Tel: 0300 123 1231

REGISTRATION FORM

Child's: _____ Date of Registration: _____

First name:	Surname:	What s/he likes to be called:
Date of birth and current age:	School attended: First language:	Name of key person:

Parent/Guardian details

Title:	First name:	Surname	Title:	First name:	Surname
Home address:			Home address (if different):		
Does this child normally live at this address? Yes / No			Does this child normally live at this address? Yes / No		
Work address:			Work address:		
Home number:	Mobile number:	Work number:	Home number:	Mobile number:	Work number:
Email address:			Email address:		
Does this person have parental responsibility? Yes / No			Does this person have parental responsibility? Yes / No		
Does anyone else have parental responsibility for this child? Yes / No (If yes, please provide details on separate sheet.)					

Emergency Contact Details (please provide details of two people we can contact if we are unable to get hold of you)

Name:	Telephone number:	Mobile number:
Address:		Relationship to the child:
Name:	Telephone number:	Mobile number:
Address:		Relationship to the child:

Child's Doctor

Name of Doctor:	
Address:	Telephone:

About your child

Please detail any additional/special needs your child has: (please provide full details)
Please detail any dietary requirements / food allergies for your child: (please provide full details)
Is there anything your child doesn't like (food, games etc) or is scared of?
What are your child's favourite activities?

Signature of Parent/Carer: _____
Date: _____

Please note all personal information will be kept strictly confidential, in line with our Data Protection Policy

PARENT/CARER CONTRACT

Child's name:

Parent or carer's name: _____

- I consent for my child to attend Holiday Zone Ltd. I understand that the club has policies and procedures (which are available for reference at the club), and that there are expectations and obligations relating both to the club and to myself and my child, and I agree to abide by them.
- I understand that Holiday Zone Ltd is a play setting and that whilst my child is there Holiday Zone Ltd is legally responsible for him/her.
- My child will be provided with a snack and drink whilst at the club unless otherwise requested.
- Once my child arrives at Holiday Zone Ltd he/she will be in the care of Holiday Zone Ltd until collected and signed out by an authorised person.
- **Payments and Bookings; I will book my child into the club on a termly basis I'm aware payments must be made in advance for the term or split into 2 payments. This payment must be made by bank transfer or childcare vouchers**

I am aware I will pay for all booked sessions whether my child attends or not (eg due to illness), unless I have made other arrangements with the setting Manager or Company Director.

Ad-Hoc places, when available must be paid for 24hrs in advance, or in exceptional circumstances on the time of collection, by cash or card. Any incidents of none payment, will lead to immediate exclusion from the service, with all pre booked sessions still being charged for.

We apologise if this system of payment seems regimented, however experience has taught people sometimes abuse our system. Unfortunately we have staff rotas to plan, people abusing the service, puts the future of everyone's childcare in question, your co-operation in this matter is appreciated and respected.

- It is my responsibility to keep the club manager informed of any alterations to the information regarding my child (eg contact details, medical conditions, etc).
- I accept that my child may take part in messy activities while at Holiday Zone Ltd. I understand that I can provide my child with appropriate clothing to accommodate this if I wish.
- Holiday Zone Ltd closes at 6.30pm. If, due to unforeseen circumstances, I am going to be late, I will contact the manager/deputy as soon as possible.
- If I do not collect my child by 6.30pm I will pay a charge of £10 per quarter of an hour to cover the costs of the two staff who are legally required to supervise my child.
- If I do not collect my child by 7.00pm, and the club has been unable to reach me or any of my emergency contacts, I understand that Holiday Zone Ltd will follow its **Uncollected Children Policy** and contact Social Care.
- Whilst Holiday Zone Ltd tries to ensure the safety and security of items, I understand that it cannot be held responsible for loss or damage to my child's property.
- I have read the club's **Behaviour Management Policy** and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the club, and I will pay for any missed sessions unless otherwise agreed with the manager.
- If there are any accidents or incidents at Holiday Zone Ltd involving my child, I will be informed.
- If my child has an accident at the club, he/she will be treated by a qualified first aider and I will be informed as soon as possible. If my child needs urgent medical treatment and I am unavailable, a member of staff from Holiday Zone Ltd will sign any consent forms necessary for treatment on my behalf, as stated on the club's **Medical Form**.

- Information held by Holiday Zone Ltd regarding my child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, I understand that the club has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.
- I agree to WPS passing on any relevant information to Holiday Zone Ltd if we do not have the registration forms filled in. This will be in an emergency situation only.
- I understand aggressive & abusive behaviour, will not be tolerated towards any staff or associates of Holiday Zone Ltd. Any such behaviour will lead to permanent exclusion without notice and all booked sessions will still be charged for.
- Holiday Zone has a number of Policy documents, which I have read and understand, I have also paid particular attention to the 'Privacy Notice' document, and this has been signed.

I have read and **understood** the above terms and conditions and I agree to abide by them.

Signature: _____ Date: _____

MEDICAL FORM

Child's name:	Date of Birth:
Doctor:	
Doctor's address:	
Doctor's telephone:	
Has your child or the child in your care have any known medical problems or additional needs? (Please list)	
Please detail any medical needs your child has/medication taken: (please provide full details, if medication is needed an additional medication consent form will need to be completed)	
Does your child have any known allergies? (an Allergy Management Plan will be put in place where required)	
Does your child have any dietary requirements?	
Any other information relevant to your child's health	
Parent/Carer emergency contact telephone numbers:	

In the event that my child is involved in a serious accident I expect to be contacted immediately on the above telephone numbers.

In the event that my child requires immediate medical treatment before I can get to the hospital I hereby authorise the staff member present to consent to any emergency medical treatment necessary to ensure the health and safety of my child on my behalf.

Signed: _____ Date: _____

Photograph Permission Policy

The use of photographs is an important developmental tool which is widely used in play and educational settings for recording, sharing and displaying activities that your children have undertaken. At Holiday Zone Ltd we take the issue of child protection very seriously and we would never knowingly publish an image of your child without your consent.

As the parent or carer of the child named below, I grant permission for images of my son or daughter to be used for the following purposes:

(please tick for consent)

- Electronic and printed information, displays and exhibitions at the Club
- Website for Club
- Promotional material for the Club
- To accompany staff or student coursework
- Observation and assessment
- Club records of my child
- Local newspaper or magazine
- National newspaper or magazine
- Other organisation's website
- Other organisation's promotional material
- Other

I understand that personal details or names of any child in a photograph will never be given in such a way that would allow them to be individually identified.

I understand that this image will NOT be used for anything which may be viewed as negative in tone or that may cause offence, embarrassment or distress for the child or their parent or carer.

I understand that there will be no payment for my child's participation.

Child's name: _____

Signed

Date _____

Parent/Carer

Sun Protection Policy

Children love to play outside in the sun, but sunburn in childhood increases the risk of developing skin cancer in later life.

Children's skin is delicate but you can protect their skin by:

- Avoiding the midday sun (between 11am and 3pm)
- Playing in the shade
- Wearing a hat that covers the ears and neck
- Covering up with a T-shirt and wear sunglasses that have UV filters
- Using a minimum of SPF15 sunscreen on exposed skin. Apply sunscreen liberally and reapply regularly.

Holiday Zone Ltd is concerned about protecting your child from sunburn and skin damage. Please provide a suitable hat, such as a legionnaire's hat or sunhat. On sunny days apply sunscreen to any exposed parts.

With your consent we will also help your child apply sunscreen when necessary. Please complete and return the consent form below.

.....

Permission to apply sunscreen

Child's name:

I am happy for my child to have sunscreen applied at Holiday Zone Ltd.

Please delete as appropriate:

(A) I am happy for my child to use the sunscreen provided by the Club.

or

(B) I will provide a bottle of sunscreen labelled with my child's name for use at the Club.

Signed: _____ Date: _____
(parent/carer)

Print name: _____

This consent will remain valid whilst your child is in the care of this Club.

Privacy Notice

At Holiday Zone Ltd we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used

only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone, text and email so that we can send you information about your child, our Club and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

Please sign and date below to confirm that you have read this Privacy Notice and that you give your permission for us to contact you regarding relevant matters.

Signed: _____ Date: _____

Name: _____

** We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*