



The Dell Out of School Club

Registered Charity No. 1038546

Policy No.

DP – 2.03

Amended 3rd Feb 2016

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Rules and Conditions of Use

The following information is a summary of our policies supplied to users with the booking/registration forms:-

Please be aware that The Dell Out of School Club, is a registered charity which does not make a profit and is managed by a committee of parents. Although operated on Morgan's School and Abel Smith premises and in partnership with the schools it is independent of the schools and has a different admissions policies. A place at the school does not guarantee a place at The Dell.

BOOKINGS

1. All children must be registered before they can attend. The Dell's Co-ordinator may contact you to discuss your registration and may need to seek advice before a place can be offered.
2. Holiday club places are booked and paid for in advance. **Please note a packed lunch is required.**
3. There is no refund for unused pre-booked sessions, whether booked daily or weekly.
4. We should be informed if your child is going to miss a booked session in advance, either in writing, in person or by phone 07958 521201/2, or on the phone at Abel School (07432 120678) so as to avoid the child being presumed missing. If your child is attending a sports or special interest club after school please ensure that The Dell is informed.
5. Confirmation that you have a holiday club place will be made via email or via the SAE that you send in with your booking form. A completed Registration Form is required with every holiday club booking.
6. Casual bookings. If it is possible to accommodate requests for additional childcare requirements on an ad hoc basis The Dell is happy to oblige if we have sufficient staff and space. Please arrange directly with The Dell's Co-ordinator if care is required that day or Sara Atkins if you are able to give more advance notice.
7. Once a session (i.e. Mondays) are booked, The Dell has no ability to swap days.
8. Where the school is closed due to snow or other event outside of The Dells control the Dell will not be able to operate. No refunds will be given for places cancelled due to closure in this instance.

We are committed to continually providing high quality affordable child-centred care with positive play opportunities for every individual in the club in a safe, happy environment in partnership with parents.



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DROPPING OFF CHILDREN TO BREAKFAST AND HOLIDAY CLUBS

Children **MUST** be brought onto the premises by a parent/carer and signed in. Please don't leave your child in the corridor or to walk in by themselves from the car park. This also applies during the holiday club.

Breakfast hours are confirmed on your booking forms -please **DO NOT** drop your children off any earlier.

COLLECTION OF CHILDREN

Children must be signed out by their parent or authorised collector.

Children will only be allowed to leave the premises with an authorised collector, as indicated on their registration form. In cases of emergency please telephone 07958 521201/2 or Abel Smith (07432120678) to let us know if someone else is unexpectedly collecting your child. All children must be collected by an adult. Any person unknown to staff will be challenged.

There is a late collection fee of £7.00 per 15 minutes or part thereof for every child collected after 6.00pm. This fee will be invoiced to you in due course.

VALUABLES

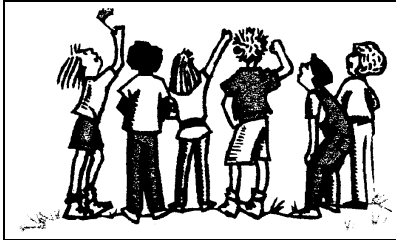
Precious and valuable items should not be brought to The Dell. The Dell accepts no responsibility for the loss of any item whatsoever. Clothing and bags should be labelled with the owner's name. No outside toys (scooters, skates, skateboards, bikes etc.) should be brought to The Dell at any time.

EQUAL OPPORTUNITIES

We are determined to make sure every child is treated fairly and equally. Our Equal Opportunities Policy is available for all parents to read. It is, however, essential that parents speak with The Dell's Co-ordinator prior to registration regarding any special needs be they medical or social so as to ensure that we can endeavour to meet them in a timely fashion and if necessary arrange to recruit additional staff with appropriate training.

BEHAVIOUR MANAGEMENT

Our aim is to provide a safe and happy environment for all children. We want your children to have a good time, but we expect them to be responsible and courteous to each other and to the leaders. They are expected to obey any instructions given by staff. If there is a persistent problem the Co-ordinator will talk to the parents about their child to try to sort out the difficulties together. No child will be punished physically. If a child is breaking the rules, they will initially be reminded of them. They may be withdrawn from the group for a time,



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and spoken to by the Playleader. All incidents of a serious nature will be recorded. It may be necessary to telephone parents and request that they speak to their child over the phone or come to collect them.

The Dell operates a Three Point Rule Policy copy enclosed.

EXCLUSIONS

If there is persistent uncontrolled and undisciplined behaviour (including shouting, swearing, refusing to obey instruction, aggressive, violent, bullying and intimidating behaviour) we may have to suspend or permanently exclude a child from The Dell, the safety and well-being of other children will be given greater consideration. No refund can be made in the case of exclusion or suspension.

ILLNESS

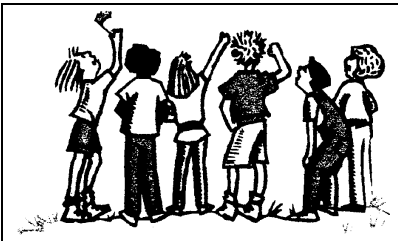
Children who are ill should not attend. No refund can be made in the case of illness.

CHILD PROTECTION

We work in partnership with parents/carers and respect confidentiality. However, the Children's Act 1989 promotes the welfare and safeguard of children in childcare and education establishments. As a result, our first concern will always be the welfare of our children and if a concern is raised within The Dell we cannot guarantee confidentiality, as it will be reported to Social Services.

COMPLAINTS PROCEDURE

If you have a complaint, which you have been unable to resolve with The Dell Co-ordinator you can obtain a copy of our complaints procedure from our website.. For those wishing to take a complaint further Ofsted: 0300 123 4666



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Policy adopted: 3 December 2002

Approved by:

Co-ordinator

Chair

Review Date:

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