

Holiday Clubs (and ad hoc holiday bookings) - Terms and Conditions

1. Provision of services

The Dell provides OFSTED registered and regulated childcare for Children aged 3 to the end of Primary school years generally aged 11+, in line with our equal opportunities policy.

We offer a range of recreational and play activities to children in a safe, caring and nurturing environment to include games, sports and arts and crafts.

Our holiday club programme is available via our website and via our online bookings pages. This will detail the types of activities your child may be doing during the day. Where a trip or an outing or an external visit has been arranged this will be detailed in the programme.

The club is staffed to at least a 1:8 ratio for children under aged 8 and 1; 10 ratio for over 8s. Our key staff are qualified childcare practitioners and all our staff are DBS vetted and capable of providing safe and fun recreational activities. Staff receive training in first aid, food hygiene and safeguarding.

Healthy snacks and drinks are available for the children at all times, Breakfast Club will include the provision of cereals and toast for children. A high tea will be served during the late afternoon. E.g. wraps, pasta or soups although we cannot always guarantee a hot meal. Children are asked to bring a packed lunch and drink for lunchtime.

2. Holiday Club Opening times

The Dell is open in line with school holidays (and inset days – subject to demand). The Dell closes between Xmas and New Year (and for a short period at Easter). Plans are in place to trial whole summer opening for the full 6 weeks summer holiday period (but reserve the right to close the last two weeks of August if there is insufficient demand).

Our holiday club is open from 9 am to 6 pm Monday to Friday and we also offer a paid Breakfast Club early start which operates between 7.30 am to 9 am.

3. Online Bookings

We encourage all parents to book via our online booking portal provided via links from The Dells website within the holiday club pages.

During the holidays we welcome children from other local schools to attend. Due to staff and space limitations the maximum number of places we are able to offer is limited to 48 children. Bookings are taken on a first come first served basis up to our maximum numbers.

The booking window is generally open for 6 weeks prior to the holiday commencing and will close 2 weeks before the first session starts. This will offer parents a preferential price for booking early. After this time it will be possible to make an ad hoc booking directly with our Coordinator but this will be charged at the higher ad hoc price due to short notice and administration fees.

Completion of an online booking will provide us with the registration details we need, so please take the time to complete the online booking, then subject to providing the information required no further registration from will be required. This information includes any medical information, details of any special needs, dietary information and also emergency contact details. It is a condition of our OFSTED registration that we receive this information before accepting any child into the club. This must also include any special provision for collection and the persons who will most likely be collecting your child/children from the club

Places are provided on the assumption that the children will be permitted to engage in the activities offered within the holiday programme. If you have any concerns about your child participating in any of our activities then this must be discussed with the club manager in advance of a place being booked. On occasions where the children are taking part in a trip or a sports or recreational activity it may not be possible for us to provide alternative activities or care - due to cost, ratios of children and logistics.

4. Payments

Our charges are set out on the website and provide an inclusive rate which covers all activities, snacks and an afternoon tea. An additional charge is levied to cover Breakfast club from 7.30 am to 9 am.

Online payments can be made using a debit or credit card, (NB no additional booking charges are levied) The Dell accepts Childcare Vouchers for which you will need to speak to our Manager to secure a code to allow you to make the online bookings using this payment form. For pupils attending our host schools a discount of 4% is available.

5. Ad hoc/late bookings

Bookings made after the close of the online bookings window are subject to a higher ad hoc charge and can be booked directly with the Coordinator. No verbal bookings will be allowed and each booking must be accompanied with a bookings and registration form and full payment. (Cheque or proof of BACS transfer). Bookings will not be confirmed unless we are in receipt of the above.

6. Cancellation

As with our term time bookings we provide the option to cancel your booking up to one month in advance of the start date of the holiday club. After this time staffing will have been arranged and resources purchased and so refunds will not be available.

7. Absence and non-attendance charges

If your child is going to be absent our normal fees will be applicable. Please advise us by leaving a telephone message on the settings phone if your child is absent and not going to be attending The Dell.

8. Late collection charges

The Dell reserves the right to charge late fees in the event of a late collection. Because of our Safeguarding practices 2 members of staff are required to stay behind to look after the child. The fees charged are to cover the related costs of this additional staffing and are charged in 15 minute increments from 6pm. Please see our current fees for late charges.

At 6pm our registers close and charges will be made for every 15 minutes the parent or guardian is late i.e. if the club is due to finish at 6pm and the parent arrives at 6.12pm they will be charged a late fee. If they arrived at 6.25pm they would be charged 2x the late fee. Charges will be invoiced for any late fee collection fees which should be paid within 30 days of the date of invoice.

9. Reasonable other charges

Snow days or other Emergency Site Closures – where the site is closed due to health and safety limitations The Dell reserves the right to charge for these sessions which may be cancelled at short notice.

10. Non-payment of fees

For our ad hoc sessions we ask that fees are paid for by cash or cheque at the time of booking or at the latest on collection.

However where parents /carers have not paid for any space used we reserve the right to withdraw any future bookings until payments are made.

11. Drop off and collection

Parents are expected to bring their children in to the Dell and sign them in on the register. At the end of the day, to collect them from The Dell building and sign them out from the register.

Parents should indicate on the registration form who will usually have access to collect your children. Due to our Safeguarding practices, if someone new and unknown to us is collecting your children then please advise the club in advance.

12. Code of behaviour (including exclusion).

We have a formal code of behaviour for our children, our behaviour policy uses both reward for good behaviour and also measures to ensure that children who breach the boundaries are sanctioned. We ask all children and parents to sign a Child / Parent /Dell Agreement when they start to ensure that they will respect others and participate with activities provided.

The children at The Dell are aware of the sanctions if they misbehave and in general they receive timely warnings to improve behaviour. The children receive 3 warnings before a time out away from the activity is exercised. In extreme circumstances or for persistent misbehaviour we may need to contact the parent by phone to discuss the behaviour and ask parents support us in talking to the child so that they can remain in club until they can be collected.

Where a child is persistently misbehaving we reserve the right to invoke a period of exclusion which will be discussed with the parent and child and formalised in writing.

In extreme circumstances and because of risks to other children - it may be that a permanent exclusion is deemed necessary. Our Management Committee will be actively involved in this decision and in the case of exclusion our notice period will be waived and any deposit less fees outstanding up to the point of exclusion will be refunded. And this will be confirmed in writing.

13. Complaints

The Dell aims to provide high quality efficient and accessible services to parents and children. However from time to time a parent or child may feel that they have a complaint about some aspect of our club or an individual member of staff. Usually it should be possible to resolve matters informally and this should be first raised with the setting Manager or Deputy.

If you have been unable to resolve the complaint we ask that this is referred by email to our Business Manager (thedellhertford@hotmail.com) stating the time and details of the complaint and they will investigate the matter further on behalf of The Management Committee of The Dell. You can obtain a copy of our full complaints procedure from our website. If you feel your complaint hasn't been dealt with satisfactorily then you can refer the matter to OFSTED 0300 123 4666, for further advice.

14. Data Protection - GDPR

Confidential information about Children (and staff) is stored in a secure place and access is restricted to Managers and senior staff. This includes the details on the registration form as well as other personal information.

We follow Data protection guidelines with storage and use of information and are registered with the Data Protection Commission to ensure our records and storage and use of information meets legislative standards. If you have a complaint about a breach of data protection then this should be first raised with the setting Manager or The Dells Business Manager. Personal details are not provided to a third party unless there is a child protection issue.

More information about our Data Protection Policy and how we handle your data can be found on our website www.thedell.org.uk/policy-documents/

15. Child protection

We work in partnership with parents and carers and respect confidentiality. However the Children's Act 1989 promotes the welfare and safeguards of children in childcare and education establishments. As a result our first concern will always be the welfare of children. If a concern is raised within The Dell we cannot guarantee confidentiality and will have a duty of care to make a referral to Social Services, the local child safeguarding team or the police. Our Safeguarding Policy can be found on our website www.thedell.org.uk/policy-documents/

16. Equal Opportunity

We are determined to ensure every child is treated fairly and equally. Our Equal Opportunities Policy is available for parents to read. It is essential that parents speak to The Dells Manager before registration and attending The Dell regarding any special needs be they medical or social – so we can ensure that these are met in a timely fashion and if necessary arrange the training of staff or recruitment of additional staff with appropriate training.

17. Valuables

The Dell accepts no responsibility for the loss of any item. Please don't bring precious or valuable items to The Dell. Clothing lunch boxes, drinks containers and bags should be labelled with the child's name. No outside toys, i.e. scooters skates/skateboards or bikes should be brought to The Dell.

18. Electronic Equipment

The Dell accepts no responsibility for the loss or damage of any item including phones, tablets and portable games consoles the children may have. The Management Committee ask that parents do not allow children to bring electronic devices into the club. Because many access photos and social media and the web we have to limit use of personal electronic equipment to safeguard the welfare of all the children who attend. The Dell has got its own electronic equipment such as Nintendo Switch, Wii and other things for the children to use - but we also like the children to participate in the diverse programme of activities provided.

19. Medical treatment

The Dell has a number of trained first aiders on site. Where an accident or illness occurs during the session our first aiders will treat the injury or illness according to their training and our procedures. Parents are advised of the need to tell us of any existing medical condition when booking their child into the club. Together with any medicines which may be required for us to administer during the session. Where the injury or illness is severe we will contact 1111 or summon an ambulance for further assistance. Parents will also be contacted to inform them of what has happened and what we have done to treat a child and whether the medical services have decided to take the child to hospital for further treatment. Where a child is taken to hospital we will ensure that wherever possible we will send a member of staff to accompany them until the parent/carer can attend.