The Play Shelter Ltd

Play Coordinators & Consultants

Parent/Carer Handbook

Malorees After School Club

07914 684 175

The Play Shelter Ltd

Play Coordinators & Consultants

Contents

	Page
Introduction	1
Why do you need this service?	2
Services Provided:	3
Holiday Play Schemes	3
After School Club	5
Every Child Matters	8
Early Years Foundation Stage	8
Ofsted	9
Staff	9
Partnership with Parents	9
Partnership with Schools	9
Children with Additional Needs	9
Policy and Procedures:	10
Childcare places and fees	10
Waiting list	10
Collection Procedures	10
Walking Bus	11
Late Collection	11
Missing Child Procedure	12
Withdrawal Procedures	12
Behaviour policy	13
Anti-Bullying Policy	14
Equality and Diversity	15
Health and Safety	16
Administering Medication	17
Sick Children	17
Safeguarding Children	17
Complaints	18
Transmissible disease – Parent Policy	19
Closure Policy	21
Data Protection Policy	23
Privacy Notice	24
Terms & Conditions	25

The Play Shelter Ltd
Play Coordinators & Consultants

Introduction

Welcome to The Play Shelter, an innovative childcare experience designed for children. We provide quality childcare provisions for children aged 4 – 12 years of age whilst providing a variety of options to suit your needs.

The Play Shelter is an Ofsted registered childcare provision, and has been identified as providing 'Outstanding Education, Care and Skills' throughout the following services:

- Holiday Play Schemes
- After School Clubs

We believe that every child needs to play freely in order to grow into a healthy, happy, creative and confident adult. Therefore, our mission is to provide high quality Play provisions that are accessible, free from unacceptable levels of risk, yet stimulating and challenging. We provide a programme of activities that extends children's learning through fun experiences and varied educational opportunities, whilst recognising and responding to children's individual needs. All children are encouraged to make choices and learn good practices through interaction with other children and adults to develop socially, physically, morally, intellectually, emotionally and creatively.

Our objectives are:

- To provide an integrated, quality, affordable and accessible childcare service for children aged 4 - 11 years for working and non-working parents.

- To provide a range of informal educational opportunities that suit differing ages, stages of development, cultural and individual needs and which build upon the strength, self-esteem and confidence of the child by acknowledging, recognising and valuing emerging skills and efforts.

- To establish effective partnerships with schools and other similar service provisions in order to contribute to the efficiency and consistency of the service provided.

- To provide an experienced, trained, skilled and pro-active staff team who play a part in organising effective programmes that encapsulate the personal values and contributions of children.

- To assist with childcare workforce retention by offering employment and training opportunities within the community.

Why do you need this service?

Registering your child at one or more of The Play Shelter provisions will give you peace of mind knowing that your child is supervised within a safe, structured and caring environment filled with learning opportunities. Your child will receive education, guidance, support and care, whilst benefiting from interaction with other children in their age group. Children attending The Play Shelter provisions gain social skills, freedom to express creativity and are encouraged to explore individual identity. Our experienced staff team are NVQ qualified, hold first aid qualifications and undergo regular criminal record checks with the Disclosure and Barring Service.

The Play Shelter understands that the cost of registered childcare may seem expensive to a parent/carer, however, providing a high quality, safe and stimulating service for children is not cheap. To ensure the continued high standards and sustainability of our provisions, we must ask that parents/carers respect our policy on fees.

Join our fun-filled environment. We welcome you and your child/children aboard!!

For general information about The Play Shelter, contact us or visit our website.

Head Office: 0207 407 6744
Out of Hours: 07941 315 271
The Play Shelter @ Brunswick Park: 07905 007 964
The Play Shelter @ Malorees: 07905 007 996 / 07914 684 175
Email: admin@theplayshelter.co.uk
Web: www.theplayshelter.co.uk

Mishel & Jackie

Mishel Isaacs – Childcare & Business Development Manager
Jackie Croasdaile – Regional Development Manager

Services Provided

The Play Shelter curriculum is consistent throughout the services we provide. Our curriculum focuses on play, using informal educational opportunities to expand on children's prior knowledge and facilitate learning.
Because children explore lives through play and learn who they are, Play becomes a vital tool in assisting their development.
The Play Shelter curriculum extends children's development through:

- **Personal, Social and Emotional Development**
- **Communication and Language**
- **Physical Development**
- **Understanding of the World**
- **Literacy**
- **Numeracy**
- **Expressive Art & Design**

Holiday Play Schemes

The Play Shelter provides half term, Easter and summer holiday play schemes. We offer opportunities for a mix of children, with and without specific needs, from different social and cultural backgrounds.

Our holiday schemes focus on play and development opportunities ranging from Dance, Drama, Creative Arts & Crafts, Music and various sporting activities. Our experienced Play Leaders use children's activity choices to promote children's interests and encourage emerging skills. Where play provisions are distinct from school because of its voluntary nature of attendance, the importance lies in children making choices about what they do therefore our curriculum focuses on children learning through fun activities and interaction with other children and adults.

An exciting variety of outings are available during the holiday scheme, such as Go-karting, Bowling, Ice-skating, Cinema, Horse riding, Chessington World of Adventures, amongst others. All outings aim to be back at the centre by 5.30 pm (All day trips such as Chessington World of Adventures, Thorpe Park or Legoland aim to return by 6.00 pm). Outings will need to be paid for in advance, when registering your child.
Breakfast is provided as are afternoon Tuck snacks. Children must be provided with a packed lunch daily, Packed lunches provided by us will be charged at £4.00 (please note: facilities are available to re-heat pre-cooked food; however frozen dinners cannot be accommodated through this facility).

Our End of Scheme concert and Disco provides the opportunity for children to say goodbye to the new friends they have made, perform dance/drama routines as well as showcase things they have made during the scheme. The children also get the opportunity to vote for the children they believe deserve to be the 'King and Queen' of the scheme (Those children who have been kind and helpful towards them. Children can also vote for themselves). The children vote using the end of scheme evaluations they fill in. The King and Queen ceremony has become one of the highlights of our end of scheme concert.

Holiday Play Scheme times of operation:

Opening times:	9.00 am – 6.00 pm
Breakfast:	9.00 am – 9.30 am
Warm ups:	9.45 am - 10.00 am
Activities and Trips:	8.00 am – 12.30 pm
Lunch:	12.30 pm – 1.30 pm
Activities and Trips:	1.30 pm – 3.30 pm
Tuck snack:	3.30 pm – 4.00 pm
Activities:	4.00 pm – 6.00 pm
Normal day close:	6.00 pm
Extended day close:	
Specific sites only	6.30 pm

Holiday Play Scheme Fees

The Holiday Play Scheme fees are:

Working parents:

£120.00 per week.
Extended day at specific sites only - Additional £5 per day (up until 6.30pm)
Late Collection - £7.00 per 15 minutes (up to and inclusive of)

The fee is charged for the registered place and represents a weekly fee; part time places are not available and daily rates do not apply.

To register a place for your child to attend a holiday play scheme, you will need to attend one or our advertised enrolment evenings (Enrolment evenings are advertised on posters in and around the school). If your child already attends the After School Club or Breakfast Club at any of our sites, you will be able to register with the manager of the provision.

Tuck Snacks
£1.00p per day - £5.00 per week

Lunch
Packed lunches must be provided for children, however in an emergency we can provide a packed lunch to be charged at £5.00

After School Club

Our After School Club's (A.S.C) use themed projects to facilitate children's learning. The activities we provide are designed to develop children's communication, language and social skills. All of our A.S.C's provide safe and reliable childcare within appropriate facilities, using quality resources. Your children will be supervised and cared for within a safe and stimulating learning environment.
The duration of a registered place for the After School Club is for the school year. Registration forms will need to be completed at the end of the school year (July) for the start of the following school year (September). A selection of our clubs run a Walking Bus service where children are collected from a neighbouring school. Each After School club operates a waiting list when full capacity is reached. Parents will be notified each term where they are on the waiting list.

Activities

The activities we provide enable children to develop social communication skills, improve levels of self-confidence and build self esteem.
Children are provided with a range of stimulating play opportunities and learning experiences to choose from:

Dance	Cookery	Arts & Crafts	Cultural celebrations
Drama	Sports	Music	Homework Clubs
Sewing	Media	Team games	Off-Site activities

Tuck Snacks

Tuck snacks are provided to give the children a nutritious start to the After School Club day. Snacks include cheese/tuna wraps with salad, crackers with various toppings, yoghurt and fruits, milkshakes or juice.

Healthy eating habits have been adopted and promoted at the After School Club.

- Children are encouraged to try new tastes.
- Staff are aware that children may be hungry or thirsty outside the allocated times for refreshments.
- Water is always available and a flexible approach is allowed.
- Children are allowed to eat at their own pace, whilst staff promote a relaxed atmosphere and encourage conversation.
  Gloves are worn when preparing food for children

After School Club times of operation:

Opening times:	3.15 pm or 3.30 pm – 6.00 pm
Registration:	3.30 pm - 3.45 pm
Tuck snack:	3.45 pm - 4.15 pm
Activities:	4.15 pm – 5.30 pm
Free Play:	5.30 pm – 6.00 pm
Extended day at Specific sites only:	6.00 pm – 6.30 pm

After School Club Fees:

- A deposit of one week's fees must be paid in advance.
- **No more than one week fee arrears is permitted**.
- Fees and tuck payments are to be paid weekly, monthly or termly in advance of the period attending.
- Fees must be paid on Fridays for the following week.
- All fees and charges must be paid a week before due leaving date.
- All fees are charged for the registered place and are still payable if your child does not attend the provision.
- For midweek school closures, the daily or weekly charge applies when the base school of the club is open for two or less days in the week ending or beginning a term (**if the school is open for three consecutive days in a week the weekly charge applies**).
  (See Childcare and Fees Policy on page 10).
- Unpaid fees will result in a debt recovery agency being instructed and legal action taken to recover the debt. An additional administration fee will be added to the debt.

Parent Fees:

£55.00 per week	-	Three or more days
£20.00 per day	-	Two or less days
Extended day	-	£20 per week (up until 6.30pm if applicable to setting) £5.00 per day (up until 6.30pm if applicable to setting)
Emergency care	-	£25 per day (up until 6.30pm if applicable to setting) inclusive of tuck snack
Tuck Snacks	-	£1.00 per day

No more than two emergency days per full term per child is permitted. Priority will be given to parents needing a full-time place.

Childcare vouchers:

We currently accept the following Childcare Vouchers: -
Perk Up, Enjoy Benefits, Sodexo, Fair Care, Edenred, RG Childcare, Care-4, EFC Vouchers, Computershare, Kiddivouchers, Fideliti, Busy Bees.

Please inform the Centre Manager if your voucher scheme does not appear on the list above.

Tax-Free Childcare scheme:

The Play Shelter After School Clubs are registered with the government's Tax-Free Childcare scheme. You can get up to £500 every 3 months (£2,000 a year) for each of your children to help with the costs of childcare. If you receive Tax-Free Childcare, the government will pay £2 for every £8 you pay for your childcare. This is paid via an online childcare account that you set up for your child. Tax free childcare replaces childcare vouchers and has to be used instead of childcare vouchers if you are not already in a Childcare Voucher scheme.
Please see https://www.gov.uk/tax-free-childcare for more information,
When paying fees via this method, please give the After School Club your child's unique reference number prior to making your first payment.

Universal Credit (formerly Working Tax Credits)

If you are working, Universal Credit can help with the costs of childcare, no matter how many hours you work.
You may be able to claim up to 85% of your childcare costs if you're eligible for Universal Credit and meet some additional conditions. The amounts you can receive in childcare costs are:

- a maximum of £646.00 per month for one child
- a maximum of £1108.00 per month for 2 or more children

Childcare support is paid in arrears. This means that you will usually pay the costs yourself, and Universal Credit will then pay you some of that money back. If you think you need help with the costs at the time you pay them, you should discuss this with your work coach.
Parents should contact **Universal Credit** on **0800 328 5644** or **Tax Credit Helpline** on **0345 300 3900** to make a claim or enquiry about eligibility.

Cashless Fees system:

The Play Shelter operates a cashless fee system where parents can make BACS payments or set up Standing Orders to the account associated with your After School Club. Cash and cheque payments for fees are no longer accepted in the clubs. Tuck payments can still be made via cash.

Bank Transfer Details:

Bank – Natwest
Name – The Play Shelter @ Malorees
Sort code – 60 21 34
Account - 56222904

Withdrawing your child from A.S.C

A parent/carer who voluntarily withdraws their child must give **2 weeks written notice or 2 weeks fees in lieu of service**. This is to ensure that all fee payments are up to date (all fees and charges must be paid one week before due leaving date) and also to enable the provision to inform and allocate places from the waiting list. Please be advised that withdrawing your child's place must be communicated to the Centre Manager and a withdrawal form signed. Simply not having your child attend the After School Club is not a sign of withdrawal and fees will accrue until we have been notified.

A late collection charge of **£7.00 per child, per 15 minutes** (up to and inclusive of) applies to the holiday schemes and After School Club. Please see our Late Collection Policy on page 11.

Ask the Centre Manager for more details of the services provided, see our website or contact our head office on 07941 315 271

Every Child Matters (ECM)

At the Play Shelter, our ethos is to promote the well being of children and young people and assist them to fulfil their potential by supporting them in overcoming particular barriers and obstacles. We achieve this by working to the national framework Every Child Matters:

Every child has the right to **Be Healthy**

Every child has the right to **Stay Safe**

Every child has the right to **Enjoy and Achieve**

Every child has the right to **Make a Positive Contribution**

Every child has the right to **Achieve Economic Well-Being**

These five outcomes form the basis of The Play Shelter Curriculum.

Early Years Foundation Stage (EYFS)

The Play Shelter recognises that every child deserves the best possible start in life and support to fulfil their potential. A child's experience in the early years has a major impact on their future life chances. A secure, safe and happy childhood is important as it provides the foundation for children to make the most of their abilities and talents as they grow into adolescence and adulthood. When parents choose to use early years services they want to know that the provision will keep their children safe and help them to thrive.

The Play Shelter works to the Early Years Foundation Stage (EYFS) framework to provide that assurance.

The overarching aim of the EYFS is to help young children achieve the five *Every Child Matters* outcomes of staying safe, being healthy, enjoying and achieving, making a positive contribution, and achieving economic well-being by:

■ setting the standards for the learning, development and care young children should experience when they are attending a setting outside their family home, ensuring that every child makes progress and that no child gets left behind;

■ providing for equality of opportunity and anti-discriminatory practice and ensuring that every child is included and not disadvantaged because of ethnicity, culture or religion, home language, family background, learning difficulties or disabilities, gender or ability;

■ creating the framework for partnership working between parents and professionals, and between all the settings that the child attends;

■ improving quality and consistency in the early years sector through a universal set of standards which apply to all settings, ending the distinction between care and learning in the existing frameworks, and providing the basis for the inspection and regulation regime;

■ laying a secure foundation for future learning through learning and development that is planned around the individual needs and interests of the child, and informed by the use of ongoing observational assessment.[1]

Ofsted

Nationally, Play and Childcare provisions for children under the age of eight years old must be registered and inspected by Ofsted. This is to ensure that Breakfast Clubs, After School Clubs and holiday play schemes meet legal requirements laid down within the Childcare Act 2006 and Care Standards Act 2000, regulated by the Office for Standards in Education, Children's Services and Skills (Ofsted).

The Play Shelter is a provision inspected by Ofsted and in August 2009 was awarded 'Outstanding Provider 2008/2009' providing 'Outstanding Education, Care and Skills'.

Staff

The Staff employed by The Play Shelter are CRB checked and qualified, experienced Play Leaders. Learning and development opportunities ensure that all Play Leaders access Safeguarding Children, Food Safety & Catering, Equality and Diversity, First Aid and Health & Safety training. Staff members also access NVQ training and Activity skills workshops. Staffing ratios are met as set out by the Office for Standards in Education, Children's Services and Skills (the regulatory body known as Ofsted).

Partnership with Parents

The Play Shelter is committed to working in partnership with parents/carers to provide high quality and stimulating care, learning and play opportunities for children. Parent/carers are encouraged to talk to the staff if there are any concerns regarding the care your child is receiving or any other issues relating to your child. Staff at all times will ensure parents/carers are made to feel welcome and valued in all dealings with The Play Shelter and will make time to ensure your views/concerns are heard and addressed.

Partnership with Schools

The Play Shelter works in partnership with schools not only to keep continuity with the learning and curriculum offered, but importantly to safeguard your children and share information about your child's learning and progress.

Children with Additional Needs

The Play Shelter is aware that some children have additional needs and/or physical disabilities that require particular support and assistance. The Play Shelter are committed to taking appropriate action to make sure that all children are able to access our services, made to feel welcome, and that our activities promote their welfare and development. At times, The Play Shelter may not be able to offer services to those children who have additional or physical needs due to the increased staffing ratio needed or constraints within the school building. When this happens, The Play Shelter will endeavour to utilise whatever funding resources are available, which may include parents funding the cost themselves and/or Children's Social Care funding support to try to meet the needs of the child.

[1] *Crown Copyright 2008, 'Statutory Framework for the Early Years Foundation Stage: Setting the Standards for Learning, Development and Care for children from birth to five' May 2008*

Policies and Procedures

Childcare Places and Fees Policy

This notice outlines the policy and the payment of fees for a childcare place at our, After School Club and Holiday Play Schemes.

An application to register a childcare place at the After School Club is per week. The After School Club operates term time only.

The duration of a registered place for the After School Club is for the school year. Registration forms will need to be completed at the end of the school year (July) for the start of the following school year (September).

Parents who register for a place at the After School Club must pay upon submitting a completed registration form. **If your child does not attend the After School Club or Holiday Scheme, full payment is still due**. Should the provision not open for a full 5-day week due to school closure days/staff inset days/school strike days, the daily or weekly charge will apply.

The daily or weekly charge applies when the base school of the club is open for two or less days in the week ending a term or beginning a term (**if the school is open for three consecutive days in a week the weekly charge applies**).

Parent/Carers opting to use daily childcare must indicate the chosen days of use on a **half termly basis** and will be given a **Change of Attendance Form** to complete and return before the end of each term (The days chosen must be the same for the duration of a half term) once days are agreed. If during the term you request to change your days of use due to an emergency, one week's notice must be given and a change of attendance form will need to be completed. Please check with the centre manager that spaces are available for the days you wish to change to as priority will be given to parents needing a weekly place.

Where a school is closed for inset day/polling days/ strike days and these fall on the days your child would normally attend, you will have the option for your child to attend on the remaining days in the week, for the number of days they would normally attend in a week. This option will **only** apply to the week the school has closure days.

Two weeks' notice is required when withdrawing your child from the After School Club. Parents can suspend their child's place for a **maximum of 2 weeks per full academic year** without losing their childcare space if going on holiday or maternity/family circumstances. Two weeks' notice must be given and a Temporary Withdrawal form must be completed.

An application to register a childcare place during the Holiday Scheme is per week. The Play Shelter operates Holiday Schemes during the half term holidays within the months of February, October, Easter and summer holidays – 9 weeks of the year.

Payment of fees for a place registered for the Holiday Scheme is required at the advertised enrolment nights.

Fee refunds may only be authorised on provision of a medical certificate, when a child has been absent due to sickness or on a residential trip with the school. Parents must inform the Centre Manager of this prior to the event. Fee refunds can be credited towards an After School Club place or holiday scheme place. Childcare voucher refunds will be directed back to the childcare voucher scheme.

A late collection charge of £7.00 per child, per 15 minutes (up to and inclusive of) apply to both Holiday Play Schemes and After School Clubs.

The Play Shelter is committed to providing a high quality and consistent childcare service, which is available on all days that the base school it is operating in is open.

This charging policy is to support sustainability and the employment of a highly experienced and trained workforce.

Waiting lists

Once an After School Club reaches its full capacity of children, parents will be placed on a waiting list. Parents will be notified of their place on the waiting list at the end of each term.

Collection Procedures

- Each child must be signed in the After School Club or Holiday Play Scheme on arrival. A note will also be made of the time of registration.
- Once a child has registered at the After School Club or Holiday Play Scheme, The Play Shelter has a legal responsibility to care for the child until she/he has been collected.
- A child is only allowed to leave the After School Club or Holiday Play Scheme when a parent/carer or authorised adult has arrived or if the parent/carer has made alternative arrangements for collection with the centre manager.
- Only adults (16 years and over) are authorised to collect children.
- If a parent/carer wishes to arrange for his/her child to travel unaccompanied from the After-School Club, please be aware that The Play Shelter cannot be held responsible for their child's safety when not on Club premises. In such cases, parent/carers will be asked to sign a statement to this effect.
- Each child must be signed out when leaving the After School Club or Holiday Play Scheme. The time of collection and who collected will be recorded.
- At no time will any child be allowed to leave the club on their own, without prior, written notification from a parent/guardian.
- No child will be left unattended at the end of a session if they have not been collected.

- Persistent lateness in collecting child/children will result in a Late Collection charge and could also result in the loss of your child's place.

Walking Bus

We operate a walking bus service **in some of the schools in which we operate**. Children will only be collected directly after the school day as we cannot collect children from school activities that begin after the school day. Parents must notify the After School Club by 10.00am if they do not wish for their child to be collected. We cannot accept messages relayed by your child or by your child's base school.
Parents will be notified by the After School Club Centre Manager or our Head Office if the After School Club cannot operate due to base school closures.

Late Collection Policy

A late collection penalty has been put in place for parents who collect their children late from the After School Club or Holiday Scheme.

A child collected late from any organisation that looks after children is viewed as an 'abandoned child' in the eyes of Social Services. The Play Shelter therefore has a legal duty to operate specific Safeguarding measures in the event of an uncollected or 'abandoned' child. It is important to remember that children become distressed if they are the last one at the centre and left uncollected.

When registering, parents sign a contract to state their children will be collected from the Holiday scheme or After School Club on time. Therefore, in order to deter late collection, a charge of **£7.00 per child per 15 minutes** is charged (up to and inclusive of).

Late collection of children not only affects the child emotionally but also puts a strain on our most valuable resource – our staff team.
This is why a penalty structure has been put in place.

Late Collection & Uncollected Children Procedure

- Children must be collected by an authorised adult by 6.00 pm unless parents have opted for the extended day service (if this service applies to the provision).
- Parents/carers who are running late in collecting their child from The Play Shelter must contact the provision to inform the manager. If parent/carers arrange for another authorised adult to collect the child by 6.00pm, please inform the manager/staff of who this may be and explain these late collection procedures to the person collecting your child, as their late arrival can result in a late collection charge made to you and put on your record.
- It is not acceptable for children to leave The Play Shelter alone or with anyone under the age of 16. Children must be handed over to an authorised adult nominated on the child's registration form or who the Centre manager has been informed will collect the child.
- In the interest of safeguarding the welfare of children, failure to collect a child after 6.30pm if paying for a normal day service or 7.00pm if paying for an extended day service will result in Social Services being informed.

Missing Child Procedures

In the event of a child going missing from the After School Club Premises:

- A thorough check of the After School Club will be carried out and a note will be taken of the time and place where the child was last seen.
- If the child cannot be located staff will contact the parent/carer, or in their absence, the emergency contact person, in addition to the Police, and/or Social Services to inform them of the situation.
- A minimum of one member of staff will also be appointed to search the local vicinity including local shops.
- If the child is then found or arrives at the After-School Club, relevant parties will be notified immediately of their arrival.

Withdrawal Procedures

A child's place may be withdrawn from The Play Shelter under the following circumstances:

1. A parent/carer voluntarily withdraws their child, (The place will then be offered to another child)
2. If the child is not attending the provision for no apparent reason and the parent/carer refuses to pay outstanding fees due.
3. Where the parent/carer fails to pay fees owed to The Play Shelter in respect to a child's attendance.
4. Where an assessment has been made that the child's needs cannot be catered for by the provision.
5. Where the child's attendance poses danger to themselves or other children.
6. Persistent late collection of a child.
7. Where false information is given to deceive Tax Credits, Benefits agencies, University/college training bursaries, student grants, HMRC etc.

Note for Parents:

- Always inform the provision if your child will not be attending.
- All fees and charges must be paid in full one week before due leaving date.
- **We can withdraw your child's place if you are in 2 weeks arrears of fees.**
- Refusal to pay outstanding fees will initiate contact with our Debt Recovery Agency and incur an additional charge. Parents are advised to make payment plans with their Centre Manager in order to delay the referral to the Debt Recovery Agency.

Behaviour Policy

The Play Shelter recognises that good behaviour is important to achieve a positive and safe environment.

We have an effective policy that encourages good behaviour and identifies the right of our children, parents, carers and the staff team.

The Play Shelter discourages inappropriate behaviour, which is defined as:
Bullying i.e. threatening gestures, harassment, intimidation, deliberately damaging a child or The Play Shelter property,

Persistent fighting
Swearing
Rudeness to staff
Theft
Unsociable behaviour
Vandalism
Disrupting activities
Sexist behaviour
Verbal abuse
Racism
Breaking The Play Shelter rules.

The Play Shelter will deal with unacceptable behaviour by:

- Recording all incidents.
- Inform Parent/Carer of child's behaviour and arrange suitable time to meet.
- Develop a plan of agreed targets.
- Liaise with agencies currently involved with the child/family.
- Where inappropriate behaviour persists, it may be necessary to affect The Play Shelter's Withdrawal policy and procedures.

We expect children to be responsible for:

- Taking care of The Play Shelter property and equipment.
- Telling a member of staff if they are being bullied or witness an act of bullying.
- Showing consideration for others and to not behave in any discriminatory way.
- Being truthful and honest and respecting others and their possessions.
- Respecting the diversity of individual cultures.

Our responsibility to you is:

- The Play Shelter recognises that not all children will find it easy to behave well and acknowledges this. However, we will not condone unacceptable behaviour.
- To use sanctions appropriately as agreed by the provision.
- To treat everyone fairly and with respect.
- To provide enjoyable activities that reduces inappropriate behaviour.
- We will use sanctions appropriately and give warnings prior to administering sanctions.
- To inform you of our concerns and work with you to improve your child's behaviour.
- To promote and encourage good behaviour through rewards and praise.
- To listen and respond immediately when a child informs us of any unacceptable behaviour.
- The Play Shelter staff team are committed in being positive role models for your children.

Dealing with physical behaviour in children

- Staff should avoid physical contact with children or young people and only use reasonable restraint, only when a child is posing a danger to her/himself or other people.
- Female staff should always assist male staff if having to restrain physical behaviour presented by female children.
- Staff may need to remove a child displaying physically harmful behaviour from the area by holding her/his arm.
- The staff member should make a written record of any incident where a restraint action was used.

Anti-Bullying Policy

The Play Shelter is committed to providing a caring, friendly and safe environment for all children and young people so they can access our facilities in a relaxed and secure atmosphere. Bullying of any kind is unacceptable and is not tolerated at any provision run by The Play Shelter. If bullying does occur, all children and young people should be able to tell a member of staff and feel safe in the knowledge that incidents will be dealt with promptly and effectively. The Play Shelter designs strategies and activities to help children deal with their own or others unsociable behaviour.

What is bullying?

Bullying is the deliberate use of aggression in order to cause pain and/or distress towards another. Bullying can take on many forms including:

- Name-calling
- Excluding
- Tormenting
- Homophobic comments
- Taking friends away
- Spreading rumours
- Sarcasm and teasing
- Threats and intimidation
- Making things up to get others into trouble
- Racial taunts
- Hitting, kicking, pinching, biting, pushing and shoving or any use of violence
- Taking things away from others
- Damaging others' belongings

Our rights and responsibilities at The Play Shelter:

- We all have a right to feel safe
- We all have a right to be respected
- We all have a right to be listened to
- We all have a responsibility to help others feel safe and look after one another
- We all have a responsibility to respect others
- We all have a responsibility to listen to others

Prevention Methods

The methods we use to for helping children to prevent bullying include:
• writing club rules together
• signing a behaviour contract
• writing stories, poems or drawing pictures about bullying
• reading stories about bullying or having them read to children individually and in groups
• role play and digital drama
• hold discussion groups about bullying and why it matters

Equality & Diversity Policy

The Play Shelter is committed in working to anti discriminatory practices.
Every child has the right to be happy, respected and valued. S/He should enjoy the freedom to be and express themselves within a secure, stable environment.

Children who achieve or excel in activities are consistently encouraged, which boosts self-esteem and promotes self-confidence.

Diversity within the community of culture, religion, language, gender, sexuality, class, challenging ability and age are to be acknowledged, valued, respected and celebrated.

Gender mixed sessions and separate Junior & Infant sessions encourage children to interact socially and increase their own abilities without any pressure, within their own common bond groups.

Activities and special projects such as religious festivals, cultural cookery and studies of people with disabilities will give the children an insight to minority groups and areas of life which are different to their own. As the children learn, it will allow them to respect and understand the needs of others.

Every child within The Play Shelter has the right to the highest possible expectations of his/her ability and potential.

The Play Shelter has developed a program that recognises and responds to children's and adult's racial origins, cultural backgrounds, gender, class, family groupings and abilities.

Our program enables children to understand that racism, sexism; bullying and other discriminatory behaviour is unacceptable.

For this Equal opportunities policy to be effective, The Play Shelter will challenge any discriminatory behaviour immediately and record such incidents for monitoring purposes.

Health & Safety

The Play Shelter is committed to keeping children safe within a secure environment.

We provide a qualified and experienced staff team.

All staff members are CRB checked and hold a full CRB disclosure.

Parents/carer's must sign children in upon entering the scheme and sign children out before leaving the scheme.

Children are only allowed to leave the scheme with an authorised adult specified on the child's registration form.

We will ensure that children are supervised by members of staff in all areas at all times.

We will maintain the required ratio in activities and on outings.

We check all equipment prior to use and any faulty equipment found is removed.

The quality of all toys, equipment and materials must be adequate, clean, in good working order and condition

We will conduct regular fire drills to ensure children understand the importance of fire safety.

We will record all accidents and incidents and inform you of any accidents or incidents your child is involved in. You will also be required to sign the accident/incident record.

The First Aid Box is to be kept stocked in accordance with the guidance list. This is checked periodically to replenish contents and to check for use-by-dates.

We will ensure cuts or open sores on adults and children are covered with plasters or other dressings.

We will ensure that adults and children wash their hands properly before meals and after using the toilet.

All harmful cleaning materials are to be kept in a locked cupboard.

Waste is to be disposed of out of children's reach.

Adults are NOT permitted to use the children's toilets

No Smoking is permitted on the premises

Written records are kept of all food allergies and dietary requirements. A list of allergies are displayed in the food serving area. This is updated on a regular basis through consultation with parents/carers.

All staff are made aware of children's allergies and special dietary requirements as well as specific dietary rules of different ethnic and religious groups will be met.

Administering Medication

If a child has any medication to be administered during the time they are attending the After School Club or Holiday Scheme, the parent/carer must complete a Medicines Consent Form, which acts as authorisation to administer medication or supervise children taking medication. Our staff will complete a Medicine Record for each dosage of medication administered to children which you will be asked to countersign. Medicines will not be given without parent/carers completing a Medicines Consent Form. If for any reason a child refuses to take his/her medication, our staff will not force them against their wishes but will contact you to seek further advice.

All medication must have a GP label stating the child's name and exact dosage. The staff team are not permitted to administer any over the counter medicines. Children who are able to administer their own medication i.e asthma inhalers/Epi-pens can do with supervision from staff Parents/carers must ensure that all medication given to administer has a valid expiration date.

Sick Children

If a child is unwell or has an accident, we will contact the parent/carer to inform them of the situation. If it is felt by our staff that due to the child's condition they should not remain in the After School Club you will be asked to collect the child.

If the child is well enough to remain, the child will be allowed to rest in a quiet area of the After School Club.

To prevent the spread of infectious diseases in our setting, it is our duty to report to the Health Protection Agency.

Children will not be permitted to attend the After School Club during the same period they are off school due to illness.

We will refer to the guidance information set out in ***'School Health Matters: A guide to communicable diseases and infection control'*** for incubation and exclusion periods.
We will also inform parents/carers of any out breaks of infectious diseases.
Refunds for non-attendance due to ill health are given on submission of a sick certificate/note issued by your GP.

Safeguarding Children

The Play Shelter is committed to Safeguarding children. Our Safeguarding and Child Protection policy states:

- The welfare of the child is paramount;
- All children, whatever their age, culture, disability, gender, language, racial origin religious beliefs and/or sexual identity have the right to protection from abuse;
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately;
- All staff (paid/unpaid) have a responsibility to report concerns to the Designated Person with responsibility for child protection.
- Staff/volunteers are not trained to deal with situations of abuse or to decide if abuse has occurred**.**

We will safeguard children by:

- Adopting child protection guidelines through procedures and a code of conduct for staff and volunteers.
- Sharing information about child protection and good practice with children, parents and carers, staff and volunteers.
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately.
- Carefully following the procedures for recruitment and selection of staff and volunteers.
- Providing effective management for staff and volunteers through support, supervision and training.
- We are committed to reviewing our policy and good practice regularly.

A full copy of the policy is available on request

Complaints

The complaints procedure has been developed to ensure that complaints are dealt with timely, fairly and sensitively.
The Play Shelter managers are accessible and always approachable to deal with matters that concern you or your child.

A copy of the complaints procedure is available on request.

Transmissible Diseases and Coronavirus Covid-19
Parent Policy

What to do if transmissible diseases affect the After School Club

Introduction

[2]According to the World Health Organization (WHO), Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.
The official symptoms of Coronavirus Covid-19 are:

- A high temperature
- A new continuous cough, meaning coughing a lot for more than an hour or experiencing 3 or more episodes of coughing in a day
- Loss of taste and smell (Anosmia)

Most people with coronavirus have at least one of these symptoms.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

What we aim to do to minimise the risk of infection and transmission

[3]In childcare settings, preventing the spread of coronavirus involves dealing with direct transmission (for instance, when in close contact with those sneezing and coughing) and indirect transmission (via touching contaminated surfaces). We have employed a range of approaches and actions to reduce the risk of infection and control the transmission of the virus.
These include:

- Minimising contact with individuals who are unwell by ensuring that those who have coronavirus symptoms, or who have someone in their household who does, do not attend the After School Club
- Cleaning hands more often than usual – children and staff will wash hands thoroughly for 20 seconds with running water and soap and dry them thoroughly or use alcohol hand rub or sanitiser ensuring that all parts of the hands are covered. Cleaning of hands must occur after someone blows their nose, sneeze or cough, and before children eat and staff handle food
- Ensuring good respiratory hygiene practices by promoting the 'catch it, bin it, kill it' approach and encourage children to cover their coughs or sneezes with a tissue, then throw the tissue in a bin.
- Staff will regular clean the setting and clean frequently touched objects and surfaces using child safe detergents and bleach.
- Minimise contact and mixing by altering, as much as possible, the environment and

[2] World Health Organization - https://www.who.int/health-topics/coronavirus#tab=tab_1
[3] Effective Infection Protection & Control - https://www.gov.uk/government/publications/coronavirus-covid-19-implementing-protective-measures-in-education-and-childcare-settings/coronavirus-covid-19-implementing-protective-measures-in-education-and-childcare-settings

activities.

- Regularly remind children to avoid touching their eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who have symptoms

What to do if your child develops symptoms
If your child becomes unwell with a new, continuous cough or a high temperature, we will contact you to collect your child.
In an emergency, we may need to call 999 if your child is seriously ill or injured or their life is at risk.

Recording of symptoms
All cases of coronavirus related symptoms will be recorded and the information shared with the school.

Parents Responsibilities
Please note that if you do have to come on to the premises to collect your child or wish to speak to the manager, please wear a mask or face covering upon entering the club.

After School Club Closure Policy

General After School Club Closures

The daily or weekly charge applies when the base school of the club is open for two or less days in the week ending a term or beginning a term (**if the school is open for three consecutive days in a week the weekly charge applies**).

Parents Opting for Daily Use of the Provision

Parent/Carers opting to use daily childcare must indicate the chosen days of use on a **termly basis** and will be given a Change of Attendance Form to complete and return before the end of each term. If during the term you request to change your days of use due to an emergency, one week's notice must be given and a change of attendance form will need to be completed. Please check with the centre manager that spaces are available for the days you wish to change to as priority will be given to parents needing a weekly place.

Where a school is closed for inset day/polling days/ strike days and these fall on the days your child would normally attend, you will have the option for your child to attend on the remaining days in the week for the duration of days they would normally attend in a week. This option will **only** apply to the week the school has closure days.

Emergency After School Club Closures

If in the event that the After School Club or Holiday Play Scheme is forced to close temporarily at short notice due to a shortfall on our part (e.g. shortage of staff), The Play shelter will offer parents a credit against the days that the After School Club is closed where parents have paid in advance.

If in the event that the After School Club or Holiday Play Scheme is forced to close at short notice for more than 5 consecutive days due to circumstances outside of our control, such like a pandemic, The Play Shelter **may ask** parents who have paid in advance if they are willing to contribute a partial credit of 25% against the days/weeks the After School Club or Holiday Play Scheme is forced to close. We **may** therefore ask parents who have not paid in advance if they are willing to contribute 25% of fees for the days/weeks the After School Club or Holiday Play Scheme is closed up to a maximum of half a term.

The suggestion of a 25% contribution as a result of emergency closure will solely be used to support the incurring costs and overheads of the After School Club which will allow us to re-open after a forced closure, resume service and continue to care for your children in the future.

Data Protection Policy

At **The Play Shelter** we respect the privacy of the children attending the Club and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at The Play Shelter can do so with confidence that their personal data is being kept secure.

Our lead person for data protection is the Centre Manager. The lead person ensures that the Club meets the requirements of the GDPR. The senior data protection team comprise of the Childcare & Business Development Manager and the Regional Development Manager. The senior data protection team liaise with statutory bodies when necessary, and respond to any subject access requests.

Confidentiality

Within the Club we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child.
- Information given by parents to Club staff about their child will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Club, except with the designated Child Protection Officer and the manager.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- All personal data is stored securely in a lockable filing cabinet and/or on a password protected computer.
- Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.

Information that we keep

The items of personal data that we keep about individuals are documented on our personal data matrix. The personal data matrix is reviewed annually to ensure that any new data types are included.

Children and parents: We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Once a child leaves our care we retain only the data required by statutory legislation and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.

Staff: We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. We retain the information after a member of staff has left our employment for the recommended period of time, then it is deleted or destroyed as necessary.

Sharing information with third parties

We will only share child information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (eg Police, HMRC, etc). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Subject access requests

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable, and will respond to the request within one month at the latest.
- If our information is found to be incorrect or out of date, we will update it promptly.
- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

GDPR

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.

This policy was adopted by: The Play Shelter Ltd This policy was reviewed by: The Play Shelter Ltd	Date: 14th May 2018 Date: 1st September 2026
To be reviewed: August 2027	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information and records [3.68 -3.71].*

Privacy Notice

At **The Play Shelter** 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. Any photographs taken of your child participating in activities with your consent will also be erased after your child has ceased attending our club.

We will use the contact details you give us to contact you via phone, email, and post, 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, law enforcement agencies or regulatory bodies (i.e. Ofsted)
- engage a supplier to process data on our behalf (e.g. 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).

TERMS & CONDITIONS

The Play Shelter Terms & Conditions

In this document, the term 'provisions' refers to the After School Club and Holiday Play Scheme provisions.

In this document 'Services' refers to Off-site activities and Outings.

1. Registration

(1a) All parents/carers must complete our registration form before a child can be accepted at the club. No child will be accepted to any of our services without a completed registration form. Registration forms for all services can be obtained from our After School Clubs. Registration forms for Holiday Schemes can also be obtained at one of the enrolment evenings.

(2b) Any changes to the information contained on the registration form for the After School Club, whether it is contact details, medical details, change of address, collection arrangements etc., must be notified in writing the After School Club.

(3a) Extended day ends at 6.30 pm. An additional cost applies to this service. The Late Collection charge and Procedure also applies to this service.

(4a) One day Emergency Care is at the discretion of the manager and runs from 3.15/3.30pm - 6.30 pm. No more than 2 days emergency care per full term, per child is permitted.

(5a) These terms and conditions also apply for applications made by outside agencies (Social Services, Children's Services etc) on behalf of parents/carers.

2. Collection arrangements

(2a) Children are not permitted to leave the provision unaccompanied.

(2b) Children must be collected by an authorised adult (aged 16 years or over)

(2c) Children will be collected from class or handed over by a member of school staff to attend the After School Club.

(2d) If a parent/carer wishes to arrange for his/her child to travel unaccompanied from the After School Club (applies to year 6 children only), The Play Shelter cannot be held responsible for their child's safety when not on club premises. In such cases, parents/carers must sign a statement to this effect.

(2e). Children will only be handed over to persons specified on the registration form unless the club has been notified by the parent/carer of a different adult collecting the child.

3. Payment of fees and Penalties

(3a) Fees for emergency registration must be paid immediately on acceptance of registration form.

(3b) Unless otherwise arranged in writing with the manager, all fees must be paid each week, or in advance for monthly or termly payments.

(3c) In the instance that a parent/carer has voluntarily withdrawn their child from the provision, 2 weeks written notice must be given or 2 weeks fees in lieu of services.

(3d) Unless otherwise arranged in writing with the After School Club manager, all fees must be paid at the beginning of each week or in advance for monthly or termly payments.

(3e) After School Club fees must be no more than one week in arrears.

(3f) Unless otherwise arranged in writing with the Holiday Scheme manager, all fees must be paid at the beginning of each week or in full for the entire scheme period.

(3g) Holiday Scheme fees must be paid in full by the end of the scheme.

(3i) No parent/carer should consider a place is secured and accepted until payment has been received by the provision manager.

(3j) All fees and charges (excluding payments for tuck snacks) must be paid via bank transfer or childcare vouchers in accordance to the fees policy of the service provision.

(3k) Childcare Voucher payments will only be accepted if The Play Shelter is currently registered with the voucher scheme.

(3l) Failure to settle all fees and/or penalties when due may result in The Play Shelter taking action (including legal action) to recover all outstanding debts. If we are forced to instruct a debt recovery agency to recover monies due, we reserve the right to add £100.00 administration fee to the amount of the debt.

(3m) The responsibility for all fees, charges and penalties lies at all times with the person who has registered the child to the provision.

(3n) Failure by The Play Shelter to make a written or verbal request for payment of fees, charges or penalties does not constitute an excuse or reason for late or non-payment.

(3o) All fees are charged for the registered place and are still payable if your child does not attend the provisions.

(3p) A child's place can be suspended for a maximum of 2 weeks per full academic term without losing their place. Two weeks' notice of this must be given and a 'Suspension of Place' form must be completed.

(3q) The Play Shelter reserve the right to increase its fees annually where 3 months' notice will be given.

4. Cancellations and Refunds for Off-site Activities/Outings/Booked places

(4a) Refunds will not be given for non attendance of booked and paid for places unless:

> **(i)** Parent/carers provide proof of a child's illness for the period of absence.
>
> **(ii)** The Play Shelter (not the base school) closes the provision, for example such as unforeseen circumstances.

(4b) Off-site activities and outings paid for cannot be refunded unless:

> **(i**) Contact has been made with the provision to inform of sickness at least 24 hours prior to the booked activity/outing is to take place and a sickness certificate is provided as evidence.

(4c) A cancellation fee applies when registered childcare places (i.e. After School Club, Holiday Play Schemes and outings) booked and paid, for are cancelled less than 48 hours from the start of the provision or service.

(4d) A cancellation fee of £15.00 applies when registered childcare places (i.e. After School Club, Holiday Play Schemes and outings), booked and paid for, are cancelled less than 48 hours from the start of the provision or service.

(4e) No refunds are given for After School Club, Holiday Play Schemes and outing places booked and paid for but not attended for reasons other than evidenced illness.

5. Non-Collection or 'Abandoned Children'

(5a) Children not collected 30 minutes after the close of the provision will be reported to Social Services as an 'Abandoned Child' if parents and/or emergency contacts cannot be contacted.

6. Penalties for Late Collection

(6a) It is the responsibility of all parents/carers collecting children to so promptly at the end of the After School Club or holiday scheme. Failure to do so will expose the parent to a financial penalty and will constitute a breach of the terms and conditions, entitling The Play Shelter to exclude the child from the provision.

(6b) All parents/carers collecting children up to and inclusive of 15 minutes after the provision has ended will be charged a £7.00 late collection penalty per child. This applies up to every 15-minute interval the child remains in our care (unless and until we report the child to Social Services as an 'abandoned child').

(6c) The Late collection penalty must be paid by the next working day.

(6d) Where the penalty is outstanding and the parent/carer seeks to continue using the provision, The Play Shelter reserves the right to exclude the child from the provision until the penalty is paid without issuing a refund for sessions unattended.

(6e) In the instance that a parent/carer has voluntarily withdrawn their child from the provision and has incurred a late collection penalty, payment must be made immediately.

(6f) The late collection penalties apply to the Extended day provision.

(6g) The late collection penalties apply to Emergency Care.

7. Child Tax Credits

(7a) The Play Shelter co-operates with Her Majesty's Revenue & Customs (HMRC) in verifying all claims made under the childcare element of the Child Tax credit scheme.

(7b) Any parent/carer suspected of abusing the childcare element of the child tax credit will be reported immediately to HMRC.

(7c) The Play Shelter do not and will not support fraudulent claims and will assist HMRC in any claim enquiries they may make.

8. Grounds for Exclusion

(8a) Any child who has suffered from diarrhoea, ring worm, sickness, high temperature/fever or conjunctivitis must be kept away from the club for a period of 48 hours after such conditions have ceased.

(8b) Any child suffering from head lice must be kept away from the club until the hair has been fully treated and cleared.

(8c) Any child suffering from Chicken Pox, Measles or other transmissible disease must be kept away from the club for a minimum of 5 days from onset of the rash or symptoms.

(8d) Any child who has undergone a major operation cannot attend the club until signed off by a GP and a GP note/Dr's certificate provided.

(8e) Should any child suffer from any of the above whilst at the provision, the staff will contact and ask the parent/carer to come and collect the child as soon as possible.

(8f) Other grounds for exclusion are persistent poor behaviour on the part of the child (which includes, but is not limited to, bullying, verbal abuse, physical violence, fighting, racial incidents, defiance, rudeness to others, dishonesty, disobedience and deliberate damage to property), or non-persistent incidents of particularly serious behaviour (i.e. endangering children and/or staff) or where a parent/carer is in breach of any of our terms and conditions.

(8g) Refunds will not be made if children are excluded on the grounds set out above.

9. Reservation of Rights

(9a) The Play Shelter reserves the right to exclude a child or family from attending on of its provisions or to refuse to accept a registration on its sole discretion.

(9b) The Play Shelter reserves the right to close one or more of the provisions on the grounds of staff shortage, unavailability of facilities or any other reason which in its reasonable opinion necessitates closure. Reasonable notice will be given where possible.

(9c) The Play Shelter reserves the right to change these terms and conditions at any time and will give written notice of such changes to parent/carers.

10. Legal: Waivers, Exclusions, Jurisdiction

(10a) No failure or delay by The Play Shelter in exercising any of its rights or remedies shall prejudice or affect its ability to do so unless it has provided a specific waiver or release in writing.

(10b) These terms and conditions are governed by English law and subject to the jurisdiction of the courts in England and Wales.

(10c) The Play Shelter shall not be liable for any direct or indirect loss suffered by parents/carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.

(10d) The Play Shelter accepts no liability for the administration of medicine in accordance with parents/carers written instructions. Medicines will not be administered in the absence of written instructions.

(10e) The Play Shelter accepts no liability for loss or damage (including consequential loss) to property brought to the provision caused by the actions of children or third parties or for accidental damage caused by staff at the provision

(10f) The Play Shelter accepts no responsibility for injury caused from pre-existing medical conditions which are not notified to the provision.

(10g) The Play Shelter does not tolerate verbal or physical abuse, aggression or violence from parents, carers, members of the public. In such circumstances The Play Shelter reserves the right to call the police and ban the offender from entering the premises/provision.

(10h) The Play Shelter reserves the right to refuse a child's registration.

(10i) The Play Shelter reserves the right to increase fee costs annually.

Head Office / Out of Hours: 07941 315 271
The Play Shelter @ Brunswick Park – 07905 007 964
The Play Shelter @ Malorees – 07905 007 996
Email: admin@theplayshelter.co.uk
Web: www.theplayshelter.co.uk

Published in June 2010
Revised September 2026