

## SMARTCARE REGULATIONS

### Registration Process

After reading these regulations, please complete the Registration and Consent forms and return them to Smarties Smartcare Ltd at the address below or to [info@smartiesnursery.com](mailto:info@smartiesnursery.com)

### Age of Admittance

Smartcare caters for children aged from 4 years (and are in their first year at school) to 11 years old.

We will only accept 4 years old in the summer holidays before they start school, if they have attended Smarties Nursery and their key person feels they will settle mixing with the older age groups.

### Session Times

Full day children will be accepted at 8.00am and should be collected by 6.00pm.

**Part time morning sessions:** Children will be accepted at 8.00am and should be collected by 1pm

**Part time afternoon session:** Children will be accepted at 1pm and should be collected by 6.00pm.

Parents are requested to adhere to these times.

### Fees

Fees are calculated on a daily basis and are due for the full holiday period, on or before the first day of attendance. Once an invoice has been raised the full fee will be charged.

Full fees are payable for sessions missed through sickness.

A 10% reduction is given on fees when two or more siblings attend. The reduction is for the second child.

A 10% reduction is given if a full week (5 days) is booked.

### Mealtimes

Children will be provided with a snack in the morning of fruit or cereal and a high tea in the afternoon with foods we know they like such as pizza, jacket potato or light pasta dishes. We would ask parents to please bring in a packed lunch for lunchtime in clearly named cool bags/boxes and containers which will be stored in the kitchen area. We are a 'nut free' setting so **no packed lunch may contain nuts** of any sort, due to the allergies we have on site. If you would like assistance on healthy packed lunch options please don't hesitate to ask.

### Late collections

Your attention is drawn to our strict session times as stated. With regret a surcharge of £5 per each quarter of an hour will be added to your invoice for children being collected out of session times.

To avoid upset to your child, who is waiting for your arrival, and the disappointment for any extra costs to your fees, please respect our hours of opening.

If any person other than the named parent/carer is collecting the child please inform us immediately with a description of the person collecting and password must be given.

### Absences/Holidays

Smartcare must be informed if your child is to be absent through illness or on holiday. This should be done by telephoning 01829 741608.

### Illness/Medical care

Any child suffering from a doubtful rash, sore throat or discharge from the eyes and nose should be kept at home until the symptoms have disappeared. For sickness and diarrhoea your child should be clear for 48 hours before returning. Should a child become sick at holiday club, every effort will be made to contact the parents/carers. Please ensure that you indicate where you can be contacted during club hours and inform the office of any change in contact details. The manager and deputy manager reserve the right to remove a child to hospital in the event of an emergency. We also reserve the right to refuse admittance of a child upon arrival if we believe that he or she is unwell.

### \* Covid-19

**If your child displays any symptoms of covid – high temp, persistent cough or loss of smell, please do not send them to the holiday club. If your child develops symptoms whilst at Smartcare parents will be called to collect and will be asked to take their child for a Covid test as per government guidelines.**

### **Medicine**

Children will be given medicine on the signature of our medical forms or on verbal instruction by the parents/carers over the phone with a signature on arrival if child falls ill whilst at Smartcare. All medications will be administered by a senior member of staff and witnessed by another member of staff to ensure that the correct dose is given. Parents/carers will be informed at the end of the day of exact times medication has been given. If a child is prescribed with antibiotics we ask that children are kept at home for the first 24 hours of treatment unless accompanied by a doctor's note. Please see our Medication Policy for more details.

### **Accidents/incidents**

Our staff complete training in paediatric first aid which is updated every 3 years.

If a child is injured during their time at Smartcare then the appropriate first aid measures are carried out. All accidents are recorded in the accident record book which parents/carers are asked to sign when they collect their child. Similarly, this means that if your child suffers from a bump or knock at home then we need to record it at Smartcare to tell us what happened.

### **Clothing/personal belongings**

All clothing must be clearly marked with the child's name. No jewellery, money or other valuables are to be brought into the club. We would ask that small hair accessories are not brought in as they are a choking hazard. Articles are left at owner's own risk. Please send children in appropriate clothing suitable for outside/messy activities.

### **Parking**

Please exercise great care using the car park. People use the car park at their own risk. Smarties Smartcare Ltd accepts no responsibility for injury, damage or loss to persons, vehicles or property.

### **Closure of the club**

In the event that Smartcare has to close due to circumstances beyond our control e.g. extreme weather conditions, regrettably we are not able to refund fees or offer alternative days.

### **General information**

If the Manager at any time feels that the holiday club is proving unsuitable for a child or for the holiday club, she reserves the right to ask parents to remove the child. The same right applies if there is any breach of regulations.

### **Policies and procedures**

All of the club policies and procedures are available for you to read. Ask any member of staff to see them.

### **No smoking, mobile telephones or cameras**

The Club operates a strict **No smoking** policy within its building.

We would ask parents to leave their mobile telephones in their cars also. Parents are not permitted to use any recording device or camera on the club premises without the prior consent of the manager. Please see our policy documents for more information.

### **Complaints procedure**

In the unlikely event that you have a complaint or grievance then please follow the procedure below.

1. In the first instance take it up with the child's key person or a senior member of staff/room leader.
2. If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing (or email) to the manager of Smarties Smartcare Ltd. The manager will then investigate the complaint and report back to the parent within three working days.
3. If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively
4. If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted

**Direct Line to Complaints Investigation Team – 0300 123 4666 General Line – 0300 123 1231 [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)**