

### **Arrivals and departures**

For those children who have separation difficulties in the morning, please feel free to call before 7:30am to check your child has settled (Landline 023 8025 5789). On departure we will only allow a child to be collected by his/her parents/carers, or someone else who the parents designate in advance. This must be a person who is 16 years or over, simply to protect your child. Extra charge for late collection is £15.00 every 15 minutes after 6.00pm.

### **Absences**

Full fees will be charged for absence due to sickness or holidays. Please let us know if your child will not be attending a session.

### **Food**

If your child has allergies and/or requires a special diet we must be informed of this in writing. Please remember to fill out their particular likes and dislikes on their Child Information sheet and this ensures we will always provide food and activities they like!

### **Behaviour Management and House Rules**

There are certain house rules that all children will be expected to follow, this is for the safety and well being of everyone (See Behaviour Management policy). We never use physical punishment, instead we practice positive discipline:

- Rewarding good behaviour
- Encouraging self-discipline and respect for others
- Setting realistic limits according to age and stage of development
- Being consistent
- Praise, appreciation and attention
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### **Child Protection/Safeguarding**

The whole of society has an obligation to protect children. In accordance with the guidelines laid down in "The Children Act" (1989) we have a duty to report any suspicious incidents as well as accidents to the relevant authorities. The welfare of the child is of paramount importance. (See Child Safeguarding Policy). ***All our staff have a Criminal Records Bureau enhanced check.***

### **Clothing and belongings**

Please ensure that all clothing, especially coats, and other belongings are clearly labelled to avoid any confusion or mix up! Sun hats need to be provided and sunscreen.

### **Activities**

Our main aim is for the child to enjoy coming! We always plan with this in mind and ask all the children to contribute their ideas and preferences in order to provide a variety of activities with something for everyone.

### **Medical Emergencies**

Minor bumps and scratches are inevitable but we make every effort to keep the children safe through supervision, risk assessment and childproofing! Minor injuries receive the appropriate first aid and are logged in an accident book and your signature will be required to say you have been informed. If an emergency injury or illness occurs, you will be contacted immediately. If necessary, your child will be taken to the nearest hospital where you will be asked to meet us. All parents are required to sign a document giving permission to seek emergency medical treatment, should the need arise.

### **Illness**

Under no circumstances may a parent bring a sick child to the club. Sick children expose other children to the spread of their illness and require additional care and attention that we are unable to give. A child must be clear of sickness and diarrhoea for at least 48 hours before they can return. In the event a child becomes ill and needs to be picked up, the parent(s)/carer will be contacted or, if they cannot be reached, the emergency contact person will be called.

### **Complaints procedure**

It is your right as a parent to pass comment on, or make a complaint about the service provided, or the care given to your child whilst they are in our setting. We are always available to discuss any issue regarding your child, please talk to us about it and we can take action. Alternatively call Ofsted on 0300 1231231

### **Rates/Fees/Payment Procedures**

Payment may be made by vouchers, cheque, BACS or cash. We send invoices in the last week of each month, which are sent via email, unless otherwise informed. These are to be paid by the 10<sup>th</sup> of the following month otherwise you will incur a late payment charge of £10, which would be added to your next invoice. If a cheque is returned to us for non-sufficient funds our services will be immediately withdrawn until full payment of fees and bank charges have been made. There is a charge for late collection after 6pm of £15/child for every 15 minutes thereafter. **There is a four weeks' notice period if you wish to terminate your contract which does not include school holidays. We do close on inset days so you will be given four weeks' notice of this and not charged.**

We welcome regular and occasional bookings.

Our session times are: Breakfast - 7.30am until 9.00am  
Afternoon - 3.20pm until 5.00pm (Early pick up)  
Afternoon - 3.20pm until 6.00pm (Late pick up)

\*If your child is coming to the afternoon session then you must inform the school that we will be picking them up that day.

**Manager:** Francesca White

**Contact Details:**

Rebecca's  
C/O Scantabout Primary School  
Ionic Close, Chandlers Ford,  
SO53 2NR  
Tel: 023 8025 5789

**Voucher Payments accepted:**

Care 4 – a/c num 97089547  
Edenred – a/c num P20451493  
Sodexo – a/c 169322  
Computer Share – search for "Reberras"  
Allsave - search for "Reberras"

If your voucher isn't listed above please contact the office on 023 8025 5686



Ofsted Registration Number: RP903548



## Information for Parents/Carers

At Rebecca's we aim to provide a professional childcare service, therefore we have created this summary handbook to inform parents of all our childcare philosophies, business policies and expectations. Please read this carefully and feel free to discuss any questions you may have. Full copies of our policies, which parents are encouraged to read, are available at the setting on the reception desk. We are situated at Scantabout School for breakfast and afternoon sessions.

### Equal Opportunities and anti-discrimination

We will not discriminate against any child or family on grounds of gender, ethnicity, cultural or social background, parental status or disability and every effort will be made to meet individual needs.

### Enrolment policy

There are several forms that must be completed before we can assume the responsibility of caring for your child(ren). The forms are as follows:

- \* Contract
- \* Child Information Form
- \* Parental Permission Form i.e. transport, sun cream etc.

Information about children and their families will be kept confidential and never be shared without permission of the family, except in the interest of protecting the child.

We reserve the right to terminate the contract for the following reasons (but not limited to):

- \* Non payment
- \* Lack of parental co-operation
- \* Physical or verbal abuse of any person or property
- \* Child's behaviour causes continual disturbance

But hopefully none of these will occur!