

# The Dell Out of School Club

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



## RULES AND CONDITIONS OF USE

### BOOKINGS

1. All children must be registered before they can attend. The Dell's Co-ordinator may contact you to discuss your registration and may need to seek advice before a place can be offered.
2. Holiday club places are booked and paid for in advance. **Please note a packed lunch is required.** *Packed lunches, with cool packs, should NOT contain peanut butter sandwiches or any other foods containing nuts, and no fizzy drinks please (this is because of children with allergies).*
3. There is no refund for unused pre-booked sessions, whether booked daily or weekly.
4. We should be informed if your child is going to miss a booked session in advance, either in writing, in person or by phone 07958 521 201/2, so as to avoid the child being presumed missing. If your child is attending a sports or special interest club after school please ensure that The Dell is informed.
5. Confirmation that you have a holiday club place will be made via email or via the SAE that you send in with your booking form.
6. Casual bookings. If it is possible to accommodate requests for additional childcare requirements on an ad hoc basis The Dell is happy to oblige if we have sufficient staff and space. Please arrange directly with The Dell's Co-ordinator if care is required that week or Sara Atkins if you are able to give more advanced notice.
7. Posters are placed on the Noticeboard (by the register) regularly, advising parents on trip details and what your child needs to bring to the off site activities.
8. Child's clothing to be named for easy identification. During hot weather it is advisable to bring a sun hat and sun cream to protect your child whilst playing outdoors. Please advise if your child is allergic to sun cream. Dell yellow hats are sold at the club during the holiday club.
9. We will be catering for 32 children a day in the Annex Building.

### DROPPING OFF CHILDREN TO BREAKFAST AND HOLIDAY CLUBS

10. Children **MUST** be brought into the Queens dining room by a parent/carer and not left in the corridor or to walk in by themselves from the car-park. This also applies during the holiday club.
11. Breakfast hours are from 07.45 please **DO NOT** drop your children off any earlier.
12. **Children NOT booked into the Breakfast Club MUST not arrive before 9am., due to us not having appropriate staff in place.**
13. Combinations for both entry gates are changed every holiday. You will be informed by email at a later. Gates – Mandeville side and Queens side. They are locked during club hours. Parents please lock the gate when you leave for security reasons. During the summer, we will be in the Queens building.

## **COLLECTION OF CHILDREN**

14. Children must be signed out by their parent or authorised collector.
15. Children will only be allowed to leave the premises with an authorised collector, as indicated on their registration form. In cases of emergency please telephone 07958 521 201/2 to let us know if someone else is unexpectedly collecting your child. All children must be collected by an Adult. Any person unknown to staff will be challenged.
16. There is a late collection fee of £6.70 per 15 minutes or part thereof for every child collected after 6pm. This fee will be invoiced to you in due course.

## **VALUABLES**

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

## **EQUAL OPPORTUNITIES AND SPECIAL NEEDS**

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

## **19. BEHAVIOUR MANAGEMENT**

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

The Dell operates a Three Point Rule Policy copy enclosed.

## **20. EXCLUSIONS**

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

## **21. ILLNESS**

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

## **22. CHILD PROTECTION**

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

## **23. COMPLAINTS PROCEDURE**

If you have a complaint, which you have been unable to resolve with The Dell's Co-ordinator you can obtain a copy of our complaints procedure from her.