



WELCOME TO

Playdays

OUT OF SCHOOL HOURS CLUB

Playdays at Green Lane Nursery Ltd
11 Green Lane
Buxton
SK17 9DP



01298 767 505

Playdays Parent/Carer Information

How to Get in Touch

Our Address:

Playdays
Green Lane Nursery Ltd.
11 Green Lane
Buxton
Derbyshire
SK17 9DP

Telephone:

**Please contact the respective club during opening hours i.e.,
before 9am and after 3pm during term-time.**

- Playdays at Buxton Infants - 07870 221 375
- Playdays at Harpur Hill - 07710 848 281

During term-time and in between 9am and 3pm, you can contact us at:

Green Lane Nursery 01298 767 505

During the school holidays: 07870 221 375

For account enquiries please e-mail us:

enquiries@greenlanenurseryltd.co.uk

For new starter enquiries:



<https://www.greenlanenurseryltd.co.uk/playdays>

Alternatively, using your smart phone camera, scan the QR code on the left to be directed straight to our enquiries page.

Ofsted Registration Number

Playdays at Buxton Infant School	EY295176
Playdays at Harpur Hill	EY319763

About Playdays

Welcome to Playdays Out of School Club. We provide high quality childcare at a reasonable cost within a relaxed but stimulating environment of friendship and creativity.

Our main breakfast club and after school club is based at Buxton Infant School. Here we provide breakfast and after school care for Buxton Infant and Buxton Junior children; we walk the Junior children between the club and school each day. After school care is also provided for Burbage Primary children; we collect them using the minivans each afternoon and transport them back to Buxton Infant School. At Harpur Hill Primary School, Playdays also provides breakfast club care and offers a 5pm collection slot to transport any children who require care between 5pm and 6pm back to Buxton Infant School. Harpur Hill offer their own after school club until 5pm; this must be booked directly through the school.

Playdays is owned and managed by Andrew O'Connor as part of Green Lane Nursery Ltd. Andy set up Playdays in 2004 after establishing a need for quality out of school care in the area. We take childcare very seriously and understand the trust you place with us when you choose us to look after and care for your children. We have a dedicated team of friendly, highly motivated practitioners, all of whom are DBS checked, hold childcare qualifications and a paediatric first aid certificate.

Our clubs aim to provide an exciting activity programme that encourages children's play. Children attending should feel confident within the setting to enable them to develop physically, emotionally, and socially whilst having the opportunity to explore, discover and be creative. We believe that children should be allowed to play freely both indoors and outdoors; most of all we encourage the children to have fun!

What our Parents and Ofsted think about us . . .

"I do not need childcare in the summer holidays, but they would rather come here than spend time at home as it is so much fun."

"Children have immense fun at the club. They have opportunities to develop their physical skills and coordination."

"The hardest part is getting my child to leave at the end of the day."

"The range of activities offered are the best I have known from any out of school club."

"Partnerships with parents are excellent, and parents speak highly of the club and the staff."

Breakfast and After School Club

We have the following club locations: ***Playdays at Buxton Infants*** and ***Playdays at Harpur Hill***. *Playdays at Buxton Infants* offers breakfast and after school club care to children who attend Buxton Infants and Buxton Juniors. We also offer after school club care only to children from Burbage Primary. *Playdays at Harpur Hill* provides breakfast club only but does offer a 5pm collection to transport children to the main club at Buxton Infants if needed.

Our breakfast clubs run from 7.45am (7:30am at Harpur by pre-arrangement only) until school starts and includes cereals, toast, brioche, and a drink, plus a chance to play before school starts. Please note that breakfast is only on offer before 8:30am so that children have enough time to get ready for their day at school.

Our after-school clubs provide care from the end of school until 6pm and we offer a superb range of activities, including arts and craft, games and sports, scooters, plus lots of outdoor play. We provide daily snacks including fresh fruit, toast, pancakes, pitta bread, crackers, and brioches.

Playdays at Buxton Infants

Based at Buxton Infant school on Hardwick square. We also provide daily morning drop off and after school collections from Buxton Junior School by walking the children. Please come to the front gate of the playground; if we are inside, please call us on 07870 221 375.

Playdays at Harpur Hill

Based at Harpur Hill Primary School. Breakfast club operates from 7.30am by pre-arrangement only. Please use the Playdays doorbell located outside the main reception door. Call 07710 848 281 if the doorbell is not working. We can accept children who are aged 3 years and over at Harpur Hill Playdays; your child **must** be out of nappies as we do not have any changing facilities or appropriate ratios to be able to change nappies.

Playdays at Burbage

Based at Buxton Infant School on Hardwick Square. We collect the children from the playground at Burbage Primary School and bring them back to Buxton Infants using the minibuses and occasional walking if necessary. Please come to the front gate of the playground for collection; if we are inside, please call 07870 221 375.



Playdays operates under a '**No Nuts**' and a '**No Sesame**' policy and we would like to thank everyone for continuing to support us by keeping all products that contain nuts and sesame, at home and away from Playdays.





Playdays Out of School Hours Club uses a paperless management system called Famly. It makes communication between our settings and our families easy for everyone. You, as parents, can access your own accounts, pay your bills and even request session changes. Famly is an extremely convenient way of managing your child(ren)'s care and at the same time, has dramatically reduced our carbon footprint.

If you have more than one child at our settings, you can use the same login for both, and manage their care, notices, and invoices in the same place. Once you have a login you can add another parent or anyone that may collect your child and put their picture on the system.

You can send messages to your club staff or to the office and report that your child is sick or going to be absent.

We encourage parents/carers to use the specified buttons on their child's Famly profile to let us know if they will not be attending for any reason.



You can update details and permissions directly on Famly, for example, if you move house or change your telephone number.

Newsletters, invoices, and accident forms will all be sent out on Famly.

You are able to pay your invoice directly through Famly using Famly Pay and can even set up a direct debit, so you never miss a payment.

Join our Famly!

- Once you have returned the registration form and ticked the consent box, we will set you up on the system and you will receive an email invitation to join Famly.
- Follow the link in the email and create your own password.
- Download the Famly app to your mobile or tablet.
- Log in with your email and password.
- Please fill in all your personal details.
- Please fill in all your child's details including any allergy information.
- Please add details and photos of people on your child's collection list

If you have any questions about Famly, please do get in touch by phone or email.

Playdays Breakfast and After School Club Price List – 1st April 2025

Please note that these prices are subject to change

Times	Buxton Infants & Juniors	Harpur Hill Primary	Burbage Primary
Breakfast club from 7:30am *Pre-arrangement only	N/A	£10.50	N/A
Breakfast Club from 7.45am	£9.25	£9.25	N/A
Breakfast Club from 8am	£8.00	£8.00	N/A
School end to 4.30 pm	£9.50	N/A	N/A
School end to 5pm	£12.00	N/A	£12.00
School end to 5:30pm	£14.50	N/A	£14.50
School end to 6pm	£17.00	N/A	£17.00
Harpur 5pm collection – 5pm until 6pm	N/A	£7.25	N/A

Payment methods

You can make payments to your account directly through Famly by linking your Tax-Free Childcare account, adding a debit card, or selecting the direct debit option.

We also accept cash payments.

Please note that from April 2025, we no longer accept childcare vouchers, or BACS payments.

Additional Pricing Information – Please Note:

- Playdays is not registered past 6pm, this is the latest you can pick-up your child/ren. Any late collections after 6pm will be charged at £30 per 30 minutes or part thereof.
- Please note that invoices must be paid in full by the last day of the month, if this is not paid on time, you will incur a £10 late payment charge which will be added to your next invoice. Please see Payment terms and conditions.
- We do not open on Bank Holidays, so there is no charge, and these will be deducted from your bill (if you have a regular plan in place).
- All early drop offs or late collections will be charged to the next 30 minutes.
- Invoices are sent out via Famly around 20th of each month and are due to be paid in full but the 1st of the month.

Booking Information:

- You may choose to book your children in on a regular basis (this can initially be done when you fill the registration form) or you may choose to book ad hoc sessions. Ad hoc sessions are booked through your child's Family profile using the 'Request Care' button.
- It is possible to swap sessions, please message the team on Famly to do so.
- If you wish to cancel any booked sessions, we require *at least 48 hours' notice* to enable you to 'bank' this session for use another time outside of your regular booking pattern. Please note this date and message your club manager on Famly when you wish to use it to enable us to discount it from your booking.
- If less than 48 hours' notice is given, sessions are unable to be banked and are still fully chargeable.
- If your child is poorly and absent from school, you may bank the session.
- Any banked breakfast and afterschool club sessions must be used within one year, or they will expire.
- Please note that permanent cancellation, or reduction in regular hours, requires 4 weeks' notice and you will still be charged until this date.

Payment Terms

Please note that prompt payment allows us to pay the people that look after your child(ren). If you have any difficulty paying the invoice, please contact us so that we can arrange repayments over a longer period.

From March 2025, Green Lane Nursery Ltd has updated their terms and conditions to reduce the number of reoccurring debtors, and will follow a Late Payment Policy as follows:

1. Invoices are raised through Famly around the 20th of the month and are due to be paid in full by last day of the month.
2. If your invoice is not paid by the due date, you will receive a payment reminder via Famly.
3. Should your invoice remain unpaid, you will receive a £10 late payment fee.
4. We will try to contact you by telephone, but should your balance continue to be unpaid, a copy of your invoices will be posted to your address and additional charges of £15 plus recorded postage, will be applied to your account.
5. £10 late payment fees will continue to be applied to your balance each month that your account remains in debt.
6. After this, we reserve the right to no longer provide childcare for your child(ren).
7. Should your balance remain uncleared, a formal letter stating your debt will be sent to your address and additional charges of £100 plus recorded postage, will be applied to your account.
8. Unfortunately, if all these attempts to settle your account have been ignored, Green Lane Nursery Ltd reserve the right to pass your account over to DCBL.
9. Please note that DCBL is the UK's leading provider of Debt Recovery and High Court Enforcement services who have a very high record of recovering debts.

10. If your account is passed on to DCBL, you will also be liable to pay for all of their fees on top of your Green Lane Nursery Ltd account balance.

This is not a route we would like to take lightly and must reiterate that communication is key to prevent this.

Please send us a message via Famly or email us at enquiries@greenlanenurseryltd.co.uk and we can arrange a payment plan to clear your account in instalments.



Playdays Holiday Club

Holiday Club is based at Buxton Infant School and has on offer, an extensive, exciting, and fun-filled programme of age-appropriate activities and outings. This includes trips out, sports, themed craft, archery, canoeing, baking, and much more. Our three minibuses allow us to take the children on trips out to Chatsworth, Thornbridge Gardens, Markeaton Park, Tittesworth and many other intriguing places.

Holiday Club is available to children aged 4 to 13 years old and children may start with us from the summer of the year they will start school. Care is provided from 7:45am until 5pm. Age groups are split into Infants and Juniors. A more adventurous programme is offered for the Juniors group, including canoeing, kayaking, climbing, rock scrambling, and archery.

Please note, all Outdoor Pursuits activities are run by Andy O'Connor who is a qualified instructor, working to National Governing Body guidelines. All personal protective clothing will be supplied where applicable.



Playdays Holiday Club Price List – 1st April 2025

Please note that these prices are subject to change

	Times	Cost
All week - Infants	7.45am – 5pm everyday inclusive of trips	£200.00 <i>*non-transferable</i>
All week - Juniors	7.45am – 5pm everyday inclusive of trips	£210.00 <i>*non-transferable</i>
Standard Day without Trip	9am – 4pm	£33.00
Standard Day with Trip	9am – 4pm	£33.00 plus trip cost
Breakfast Club (Including breakfast)	7.45am – 9am	£6.25
Additional hour	4-5pm	£5.00
Playdays is not open past 5pm , this is the latest you can pick-up your child/ren. Any late collections after 5pm will be charged at £30 per 30 minutes or part thereof .		

To book in for any out of school activity, you must complete the registration, parental agreement and booking forms.

Please note that places are limited and are on a first come, first serve basis.

Holiday club booking forms and programmes will be posted on Family approximately three weeks prior to the holiday starting.

Please send your child with a piece of fruit for morning snack, a packed lunch, a water bottle, a waterproof coat, suitable footwear, and a change of clothing in case of any accidents. We will provide afternoon snack at 3pm.



Playdays operates under a 'No Nuts' and a 'No Sesame' policy and we would like to thank everyone for continuing to support us by keeping all products that contain nuts and sesame, at home and away from Playdays.



Cancellations

If you wish to cancel any booked sessions, we require *at least 48 hours' notice* to enable you to 'bank' this session for use another day.

Please note this date and message a club manager on Famly when you wish to use it to enable us to discount it from your booking.

If *less than 48 hours' notice* is given, sessions are unable to be banked and are still *fully chargeable*. Any banked sessions must be used by the end of the next available Holiday Club, or they will expire.



Sample Holiday Club Programme

Infant's Programme

	7:45am - 10am	10am - 11am	11am - 12pm	12pm - 1pm	1pm - 2pm	2pm - 3pm	3pm - 4pm	4pm - 5pm
Mon	Breakfast and room play	Ahoy! It's Pirate Day! Create your own pirate's chest and fill it with buried treasure! Make a pirate hat and show us your skills at the Pirate Ship Game, walk the plank, make a secret treasure map and much more!						General Play Outside
Tues	Breakfast and room play	Lego Day Build Lego, Paint with Lego, Lego Masks, Lego competition, make and decorate a paper Lego person and see who can make the tallest Lego tower.						General Play Outside
Wed	Breakfast and room play	Chatsworth Farm & Adventure Park - £12 Discover Chatsworth's working farmyard and meet the animals then after a picnic lunch, explore the woodland playground complete with rope park, zip line as well as water and sand play. Will you go through the secret tunnel!?						General Play Outside
Thurs	Breakfast and room play	Day trip- Macclesfield Park £6 extra *Bring your own scooter and helmet (a scooter can be provided if you don't have one)						General Play Outside
Fri	Breakfast and room play	Spending the morning on a woodland treasure hunt followed by an afternoon at Playdays Ice Cream Parlour. Create your own delicious ice cream sundae!						General Play Outside

Junior's Programme

	7:45am - 10am	10am - 11am	11am - 12pm	12pm - 1pm	1pm - 2pm	2pm - 3pm	3pm - 4pm	4pm - 5pm
Mon	Breakfast and room play	Adventure day - Rock scramble at the roaches followed by Tittesworth £6 extra Scramble up the roaches before enjoying lunch and the adventure playground at Tittesworth						General Play Outside
Tues	Breakfast and room play	Canoeing & Kayaking £12 extra** Please come in old clothes and shoes, bring a towel and a full change of clothes for afterwards						General Play Outside
Wed	Breakfast and room play	A morning of gardening and afternoon at Playdays Ice Cream Parlour. Decorate your plant pot and plant some seeds to take home and watch grow then spend the afternoon creating your own delicious ice cream sundae.						General Play Outside
Thurs	Breakfast and room play	Archery** & Team Sports						General Play Outside
Fri	Breakfast and room play	Lyme Park £6 extra Walk to the cage, explore the deer park, and have fun in the awesome adventure playground!						General Play Outside

Playdays Activities

At Playdays, we ultimately want children to come to us to play and have fun; not to continue their school day with formal learning. We tailor our daily activities around the things that the children in our care enjoy playing with and are passionate about. We believe in planning in the moment and are enthusiastic about centering everything that we do around the wants and needs of all the children.

Mobile Phones and other Electronic Devices.

We have a strict mobile phone policy and personal phones are not permitted under any circumstances. If your child has a mobile phone with them, this will be removed and placed in a safe place until you come to collect them. If you need to contact your child while they are at the club, please call the Playdays mobile phone. Please do not allow your child to attend the club with personal electronic devices such as iPads, PSPs etc. They stop children from interacting with each other and we cannot take responsibility for them.

Equal Opportunity Policy

We believe that Playdays should be open to all children, families, and all other adults committed to children's welfare. We aim to ensure that all who wish to work or volunteer in our setting, have an equal chance to do so. Our service will be advertised as widely possible, and every effort will be made to accommodate all children's needs.

Our aim is to show respectful awareness of all the major events in the lives of the children and families in our care, in our society, and to welcome the diversity of backgrounds from which all people come. Without indoctrination of any specific faith, children will be encouraged to welcome a range of different festivals together with the stories, celebrations, food and clothing they involve, as part of the diversity of life.

All children will be respected and their individuality and potential recognised, valued, and nurtured. Activities, and the use of play equipment, offer children opportunities to develop in an environment free from prejudice and discrimination.

Playdays responsibly recruits and employs staff, and we take equal opportunities seriously. We have a legal responsibility to take such steps as are reasonably practical to prevent unlawful discrimination.

Additional Needs Statement

At Playdays, we strive to make all children and parents feel welcome and happy. All children will be respected and their individuality and potential recognised, valued, and nurtured. We aim to support children with additional needs and work with parents, health care professionals and other agencies.

Inclusion Policy

The setting aims to be fully inclusive and adhere fully to current guidelines and legislation. If a child has additional needs, then those needs will be discussed with parent(s) and a special care plan put into action. This will include staff training needs, strategies to be put in place and any additional support needed from the local authority, school, or other agencies.

Confidentiality

Information on an individual child will be kept in the registration form folder. Playdays staff will only share information with the child's parent(s) and then appropriate information with childcare professionals and staff.

In an extreme case, the manager can share information with an appropriate agency or childcare professional e.g., child protection.

Staff will not discuss matters of a confidential nature outside of the club or amongst themselves unless absolutely necessary. Private lives of parents and staff should be kept private.

Quality statement

Playdays believes in providing the best service it can and has a positive outlook to quality. We try to encourage feedback from parents and staff because we recognise that this is the way we can improve. We have high expectations of the children and staff, maintaining the quality we enjoy.

OFSTED and The Health and Safety Executive (who collectively look at every aspect of the business) will inspect the club regularly and without notice. As part of this process inspectors will talk to children and parents and ask for their opinions on the club. We gather feedback by talking to children and parents, sending out regular questionnaires. We also have a comments box for parents.

Healthy Eating Policy

We provide a snack for children when they arrive at the club, to keep children going until teatime. Our snacks include toast, brioche, rice cakes, breadsticks, fresh fruit, and vegetables, and very occasionally biscuits or party food at the end of term. Due to allergies, we **do not** permit children to bring their own food to Playdays unless there are special circumstances that have been previously discussed with staff.

Safeguarding Children Statement

We create an environment where children are safe, and build trusting and supportive relationships between families and staff. All staff and volunteers have been vetted through an in-depth employment process which Playdays is responsible for. This includes an enhanced disclosure check through the Disclosure and Barring Service, references, interview, observation, induction, and regular appraisals.

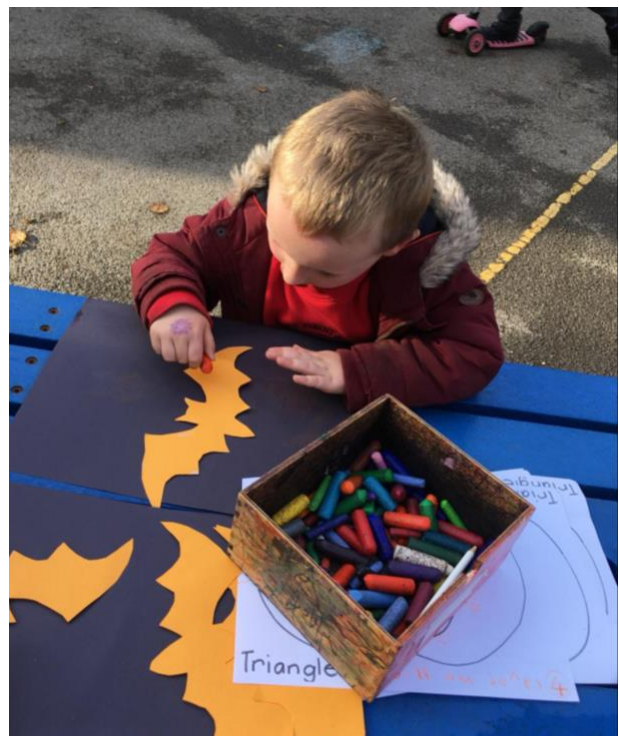
All staff regularly complete safeguarding training to keep themselves up to date with relevant issues and legislation. As such, staff understand that child abuse can be physical, emotional, sexual, neglect or a mixture of these. Changes in children's behaviour and appearance will be monitored and a child incident sheet completed and filed.

Parents/guardians will usually be the first point of reference where there are any concerns about the child or there is a safeguarding issue. The protection of the child is our top priority, and we will pass on appropriate information to Social Care and Ofsted. If an allegation is made, we will automatically pass on information to Social Care and Ofsted.

Records of individual children will be kept in a confidential file. All adults working and looking after children in our care are able to put our safeguarding procedures into practice. Playdays will comply with, and follow procedures outlined by the local safeguarding children's board in relation to child protection cases. A copy of those procedures and our Safeguarding and Child Protection Policy is kept on site for staff to refer to.

It is a requirement that a parent/legal guardian gives written permission if anyone other than either parent/legal guardian is going to collect a child. We will only release a child to a named person.

A copy of our full Safeguarding policy is available on request.



Behaviour Management Policy

We believe that children and adults flourish best in an ordered environment in which everybody knows what is expected of them, and ask parents support us in this. Children are then free to develop their play and learning with the feeling that they are secure and safe. We encourage children to develop self-discipline and self-esteem in an atmosphere of mutual respect.

Ways of encouraging positive behaviour include:

- Praising and reinforcing good behaviour
- Encouraging sharing and negotiation
- Setting a good example
- Consulting with children about 'rules'
- Helping children to understand the effects of their behaviour on others
- Helping children to challenge bullying, harassment and name calling
- Encouraging responsibility, for example, help with tidying up and looking after each other
- Reassuring children that they are always valued as individuals even if their behaviour may sometimes be unacceptable

No form of physical punishment will be used or threatened towards children. Likewise, we expect the same from parents whilst on the premises.

Any behavioural issues will be discussed with parent(s) and a joint approach to tackling any problem will be developed. As a very last resort, you may be asked to find alternative care for your child(ren) if a problem persists.

A copy of our full Behaviour Management Policy is available on request.

Tax Free Childcare

Playdays tax free childcare is set up under 'Green Lane Nursery Ltd'.

Tax free childcare is an online payment account topped up by the Government which parents use solely to pay their childcare costs.

For every 80p you or someone else pays in, the Government will top up an extra 20p, this is the equivalent to the tax most people pay, around 20% which gives it the name 'Tax Free'. The government will top up the account with 20% of childcare costs up to a total of £10,000 – the equivalent of up to £2,000 support per child per year (or £4,000 for disabled children).

You are able to apply for all your children at the same time. The scheme is available for children under the age of 12 (or 17 for children with disabilities).

To qualify, parents will have to be in work and each earning at least £120 a week and not more than £100,000 each per year. Any eligible working family can use the tax-free childcare scheme – it doesn't rely on employers to offer a scheme. The scheme is available for parents who are self-employed, on paid sick leave and paid or unpaid statutory maternity, paternity and adoption leave.

Parents and others can pay money into their childcare account as and when they like, this gives the flexibility to pay more in some months and less at other times. This means you can build up a balance in your account to use at times when you may need more childcare than usual, for example, over the summer holidays.

If your circumstances change or you no longer want to pay into the account, then you'll be able to withdraw the money you have built up. If this happens, the government will withdraw its corresponding contribution.

Further information on this can be found on the links below:

www.childcare.tax.service.gov.uk <https://www.childcarechoices.gov.uk>

Tax-Free Childcare and your Family Account

You can now link your Tax-Free Childcare account directly to Family by going to your settings, clicking payment methods, and selecting the Tax-Free Childcare option.

You will still top up your TFC account as usual via BACS and then pay the balance directly through Family.



Complaints Procedure

If you have a general comment to make, then you can talk to the staff member in charge of that particular area. If you would like to make a formal complaint this can be done either verbally or in writing to the club manager or to Andrew O'Connor c/o 11 Green Lane, Buxton, SK17 9DP. Normally a complaint can be dealt with quickly, however all complaints will be investigated and a response made within 28 days. A serious complaint will also be passed onto OFSTED or alternatively you can complain directly to them in writing to OFSTED Early Years, Piccadilly Gate, Store Street, Manchester, M1 2WD

A copy of the full complaints' procedure is available on request.

Medication

We can only administer prescribed medicines for a recognised condition*. The person prescribing that medication can be a doctor or appropriately qualified pharmacist or nurse.

A medical consent form on Famly must be filled in by staff, giving full instruction on what medication is to be administered and the time; this will be sent to parents/carers on Famly for them to acknowledge that all information is correct.

Staff will log any medication doses and the times that they were given to children on Famly through the medication form for parents/carers to see and acknowledge.

Any child who has sickness and or diarrhea should not return to Playdays until 48 hours have passed symptom free and they are not on any medication to control symptoms; this includes paracetamol suspension.

Please inform us if your child has an infectious or communicable disease as we may have to notify the appropriate authorities.

Parents/carers will be contacted to come and collect their child if they are poorly or have a high temperature at Playdays; we do not have the facilities to nurse sick children.

***We cannot administer any non-prescription medication**

Sun policy - Outside play during warm/sunny weather.

- During warm weather please send your child with a hat. All children must wear a sun hat. Playdays will provide a suitable hat if you have not provided one.
- Children will always have access to drinking water.
- The after-school club will provide Lacura high factor children's sun block, and this will be applied to all exposed areas of skin before outside play time and at regular intervals according to manufacturer instructions.
- If your child has sensitive skin or cannot use the sun block that Playdays provides, then please provide a container of suitable sun block that is labelled with your child's name.

Pictures and Social Media

Pictures of your child(ren) taking part in activities are taken on a regular basis and used for internal displays and sending to you privately on Family. Playdays also has a Facebook and Instagram account where pictures will be uploaded for parents to access; only friends of Playdays will be able to access these pictures.

No pictures will be given to any third party.

If you do not want your child to have their picture taken or used for promotional/social media, then please indicate this on the parental agreement contract.

Data protection

To effectively look after the children in our care, it is important that we hold and retain certain information about them as well as their parents. Please note that we would only share information with third parties where there is a legal requirement to do so, i.e., in the case of a child protection issue.

The type of information we hold includes the child's name, date of birth, home address, dietary requirements, attendance information, emergency contacts, accident and incident forms and photograph permission.

The type of information we hold about parents includes their name, home address, telephone numbers and personal email address.

Information will be retained in accordance with our record retention policy, a copy of which is available on request.

Summary

What you can expect from us:

We will...

- Provide families with a quality service
- Provide your child(ren) a stimulating and caring environment
- Supply quality staff that are trained above national requirements and are positive role models for children.
- Provide a varied, exciting, and challenging activity programme to aid the development of your child (ren).
- Keep families informed of their child's development
- Always treat families with respect and without prejudice
- Always listen to your comments and concerns and deal with any issues promptly
- Uphold consistent and simple rules and promote positive behaviour.
- Discuss any issues with parents to try and form a joint approach to any problem.
- Always maintain confidentiality
- Inform families of any illness' children may have come into contact with at the setting.

What we expect from you:

Please...

- Inform us of any changes in hours or cancellations as soon as possible
- Inform us of any change in circumstances, in particular addresses and telephone numbers.
- Inform us of any illnesses etc. your child has, that may be contagious.
- Pick children up at the agreed time.
- Pay your bill on time.
- Support us, regarding behavioural problems so that situations can be improved.
- Always treat staff with respect and direct any comments/complaints at the appropriate people i.e., supervisors or managers.
- Do not smoke or swear whilst on our premises.