



Park Hall Community Association  
Park Hall Junior School  
Park Hall Road  
Walsall  
WS5 3HF

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# HOLIDAY PLAYScheme

9.30am - 3.30-m  
Before and After Care 8.00am - 5.30pm

## TERMS AND CONDITIONS



Registered Company No. 3166663  
Registered Charity No. 1058425  
Ofsted No. 254478

Dear Parent/Guardian

Thank you for choosing to send your child to our holiday playscheme.

### **Policies and Procedures**

All of our policies and procedures are available for inspection at any time in Reception and from the Playscheme Coordinator

### **Equal Opportunities**

Our staff actively promote equality of opportunities and anti-discriminatory practice for all children and adults.

We work together to keep all of the children in our care safe and free from harm. All of our staff have enhanced clearance from the Criminal Records Bureau. Staff have received child protection training and first aid trained staff are on duty at all times.

### **Comments, Compliments & Complaints**

We appreciate your comments as we always strive to provide the best possible service to all of our customers. Feedback forms are available at Reception.

### **What you can expect from us**

We offer a wide variety of activities each day including snooker, crafts, cookery, board games, books, DVDs, internet. Playstation, trips and sports outside (when the weather permits). In fact we offer the kinds of activities that the children would be participating in if they were at home.

### **Expected behaviour**

Emphasis is placed on having fun, although obviously there have to be guidelines. We are sure that you will agree that there should be certain standards of behaviour expected from the children.

It is important that children who do not behave in an acceptable manner do not disrupt other children. Misbehaviour, bullying and aggression will not be tolerated.

Positive behaviour will always be encouraged and praised.

### **GUIDELINES FOR PARENTS**

For the safety of staff and children the following rules form the basis of your membership of the Playscheme. Failure to comply with these rules may mean you forfeit your membership.

## Booking In

- Places must be booked in advance and payment made at the time of booking to secure your child's place (cash or cheque only please).
- Arrival before the pre-booked time will incur a charge for an additional session.
- Please be sure that you have booked the correct sessions as no refunds or transfers are allowed once bookings have been accepted. Staffing levels are based on numbers booked and are set before the Playscheme begins.
- Refunds for trips may be allowed if we are able to resell tickets.

## Collection

- If you anticipate being a few minutes late you must contact the Association in order for us to reassure your child.
- It is your responsibility to arrange for someone to collect your child if you anticipate being late by more than a few minutes.
- Collection after the time booked will incur a charge for an additional session.
- Collection after 5.30pm will incur a £10 surcharge.
- If a child is left for an unacceptable amount of time and we are unable to contact you, our policy is to contact the police and social services.
- Persistent lateness will result in forfeiture of membership.
- Children must be signed in and out each day by a responsible adult.
- Children will only be allowed to leave with either yourself or your nominated person.
- If your child wishes to leave on their own, they must have your written permission.

If your child has any additional needs, allergies or requires any type of prescribed medication whilst attending Playscheme, please complete a medical administration form, available from the duty receptionist.

- Children in Reception to Y2 must be booked using an Infant booking form.
- Children in Y3 and above must be booked using a Junior booking form.
- During the summer playscheme children who have just completed Y2 may choose to register as either an infant or a junior.
- If siblings wish to stay together we do allow older children to join their younger siblings in the infant sessions.
- If a junior aged child wishes to join a younger sibling on an infant mini bus trip they will be put on a waiting list and allocated any place still available on the day prior to the trip.
- Please dress your child sensibly and comfortably. We reserve the right to refuse admittance if clothing/footwear is considered to be a hazard.
- Weather permitting, we take the children outside every day so please apply sun cream and ensure that they have a hat to wear.

- We provide free access to fresh water/squash throughout the day; however, we do ask that you provide a packed lunch, including a drink if your child is staying for lunch.
- We open our tuck shop twice a day so, if you are happy for your child to use it, please send a small amount of money in a named purse/wallet.
- If your child is attending a trip, please put lunches in a plastic bag and send a light raincoat if appropriate - no heavy bags please.
- Please do not send your child with any expensive or precious items or large amounts of money.
- Mobile phones are not allowed - if you and your child need to contact each other, calls can be put through the reception telephone.

We often take photographs of the children taking part in activities. These photographs are put in our album to share with each other, used as evidence of good practice, for quality assurance and may be used for publicity purposes. If you do not wish your child to be included in any photographs, please notify the Playscheme Coordinator in writing.

The Association reserves the right to alter or cancel activities if the need arises and accepts no liability for personal items.