



Smallwood Explorers' Policies

Admissions and Fees Policy

Smallwood Explorers cares for children between the ages of 3 and 11.

Places are offered on a first-come first-served basis. When all places have been filled, any additional children will be placed on a waiting list and we will notify their parents if any places become available due to cancellations.

Booking procedure

Parents must complete the necessary paperwork, i.e. the registration, medical, booking, before their children can attend the Club. The forms and payment for the booked sessions should be returned to the Club as soon as possible.

Fee structure

- Fees are charged at the following rates:
- Early Drop Off 8am to 9am £5 per day.
- Explorers' Day 9am to 4pm £25 per day.
- Late Pick up 4pm to 6pm £10 per day (includes light tea).
- Full week 9am to 4pm £100 (discounted rate).

Extra charge of £5 per 15 minutes for children dropped off or picked up outside of booked sessions.

At Smallwood Explorers discretion, we may be able to swap booked sessions for alternative days when numbers permit, a £5 admin fee will be charged for all such changes.

Payment terms

All fees are payable in full at time of booking in order to secure your child's place at Smallwood Explorers.

- Please note that bookings are non-refundable and fees will still be charged whether the child attends or not.
- Fees can be paid by cheque, electronic transfer, childcare voucher or tax-free childcare schemes.
- We offer a 5 % discount for three or more siblings booked in on the same day.
- We offer a 20% discount on full week bookings for the Explorer Day 9am to 4pm.



Arrivals and Departures Policy

Smallwood Explorers recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

The staff will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session.

Arrivals

Our staff will greet each child warmly on their arrival at the Club and will ask parents to record the child's attendance in the daily register, including the time of arrival.

Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children are collected by an adult who has been authorised to do so on their registration form. Children will not be allowed to leave the club without an adult collecting them.
- In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform the Club in advance and provide a description of the person and a password that they will use. If the staff have any concerns regarding the person collecting they will contact the main parent or carer for confirmation.
- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the **Uncollected Children** policy will be followed.

Absences

- If a child is going to be absent from a booked session, parents should notify the Club in advance by email or phone.
- If a child is absent without explanation, staff will contact the parents or carers to check where the child should be.



Uncollected Children Policy

Smallwood Explorers endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the staff will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The staff will then try to contact the emergency contacts listed on the child's registration form.
- Staff will also inform a senior member of the school leadership team (SLT) to alert them to the possible non collection of a child. Contact details and dates senior leaders will be 'on call' during the holidays will be attached to the register.
- While waiting to be collected, the child will be supervised by Club staff.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the staff have been unable to contact the child's parents or carers after 30 minutes, the manager/ session supervisor will again contact the member of the SLT and seek further advice. The member of the SLT will contact the local Social Care team for advice.
- The child will remain in either the care of the Club's staff, on the Club's premises, or with the Headmaster in his house on site, until collected by the parent or carer, or until placed in the care of the Social Care team.

Managing persistent lateness

The staff will record incidents of late collection and this will be discussed with the child's parents or carers by the manager. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

Useful contacts

Staffordshire County Council's First Response Service:

Telephone: 0800 1313 126

Mobile: 07773 792016 E-mail: FirstR@staffordshire.gov.uk

Emergency Duty Service:

Telephone: 0845 6042886 Mobile: 07815 492613