



Everything parents need
to know about the
St Peters Holiday Club

If you need any further assistance,
please contact us on:

0207 384 8368

or

stpeters@tinies.com



Contents

Parental Information	3 - 8
Admission	
Special Needs	
Administration	
Initial Visits and open days	
Booking and Registration	
Additional booking	
Payment of Fees	
Method of payment and child care vouchers	
Arrival	
Collection	
Non/late collection	
Allocation of groups	
Siblings	
Security	
Meals and Snacks	
Activities	
Medication	
Outings	
Supervision	
Parental Involvement	
Concerns and complaints	
Clothing	
Footwear	
Rain or Shine	
Lost property and personal items	
Policies	9
Key Information	10

Parental Information

Admissions

- Children are admitted to the holiday club in accordance with the terms and conditions agreed between the Client and Tinies Childcare as stated on our website.
- Children must have already started school PRIOR to the commencement of the holiday club and must be over the age of 4 years
- It is advised that a minimum of two days is booked at each holiday club.
This assists children of all ages with the settling in process.
- The holiday club operates a reserve list and places are offered as spaces become available.

Opening Hours

The holiday club runs Monday – Friday (not Bank Holidays) during school holidays from 8.30am – 6.00pm. Dates for the holiday club's can be found online on our website www.tinies.com/stpeters

Special Needs

Where a child has specific needs, including a disability, admission will be based on:

- All parties agreeing that the environment is appropriate for the child
- The degree of integration ensures that the child is able to participate in a manner that is acceptable and enjoyable
- Opportunities are sought to bring in additional staff or provide specialist support if applicable

Administration

- Parents are required to complete the relevant application in full and register online in accordance with Ofsted requirements
- A place cannot be confirmed until all information is received and correctly disclosed
- Information required includes; family details, child health information, details of anyone other than the regular parent/carer likely to collect the child from the scheme, an emergency contact, and arrangements for any special needs or additional requirements.
- Parents are required to provide contact telephone numbers that is always accessible to staff for the duration of their booking with the scheme.

We also request that you inform us of any changes that are likely to affect your child/children during their time with us.

Initial Visits and Open days

Tinies Childcare understands that it can be unsettling for both parents and children when using a new form of childcare for the first time. We aim to make this process as easy and comfortable as possible for both parent and child.

Over the course of the Holiday club year, we offer opportunities for parents/carers to visit the sites, meet some of the Holiday club staff and view some of the equipment on offer. This can be arranged on request, please email stpeters@tinies.com or call 0207 384 8368.

Booking and Registration

- If you have not used the holiday club before you will need to register yourself as a new parent before you have full access to the website.
- If you have previously registered 'log in' using your email address and password.
- Select the 'book now' button and follow the steps
- Select the Holiday club button
- Confirmation of your booking will be sent to you via email and shortly after confirming your booking online.

Additional Bookings

Parents may book their children in on extra days if spaces are available, by calling the relevant Tinies Childcare Holiday club Administrator or Booking online.

Payment of Fees

The Holiday club cost £28 per day, 5 days booked within the same working week is discounted by 10% and costs £126.

At Tinies we accept the following methods of payment:

1. Master Card, Visa Debit, Visa Credit, Switch, maestro, Solo
2. Childcare vouchers (Edenred, BusyBees, Sodexo, Care4, Imagine, Computershare)

Swapping Booked Holiday club Dates

Tinies operate the following policy when swapping booked holiday club dates;

- a) 7 days notice (or more) given in writing, days will be swapped at no charge within the same holiday period, providing we have the space to do so.
- b) Less than 7 days notice given in writing, days will be swapped at a £10 administration charge providing we have the space to do so.
- c) In extreme circumstances days can be swapped to another holiday period at the discretion of the holiday club team.

Holiday club spaces can only be changed once, once dates have been changed they are non-refundable.

Cancellation & Refund Policy

Tinies operate the following cancellation and refund policy;

- a) 14 days notice (or more) given in writing, a full refund will be issued minus a £5 per day administration fee
- b) less than 14 days notice will result in no refund

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Arrival

In order to comply with Ofsted regulations:

- All children must be signed in and out by their parent or guardian each day, please allow enough time each morning to do this
- Parents can use this time if they wish to discuss anything with a member of staff or complete the medication book or other forms
- Parents/carers must arrive at the correct holiday club entrance
- There are usually two staff members at the registration point to meet and greet parents and children
- Staff are there to answer any queries/concerns you may have
- Medication must be signed in at the reception by the parent/carer
- An appointed member of staff will be responsible for ensuring that the new children are shown around the site and introduced to the group. Please note, this may not be your child's buddy leader
- Once the child is signed in, they will be encouraged to hang up their belongings in the designated cloakroom area.

Collection

- Children must be collected and signed out by parents or a nominated carer at the designated reception area specific to your setting
- Parents must inform the Holiday club Leader if collection plans change and must always inform the Holiday club Leader of the identity of the adult (i.e. a person aged 18 or over) responsible for collecting their child. The Holiday club Leader will not allow a child to leave with anyone other than the identified person
- Please indicate if you require 'early collection' (collection before 3pm). It is important to inform the staff on site so that they can ensure your child is ready to leave at your requested time or be able to let you know where they will be at this time to arrange pick up.
- The specific security procedures for child collection must be adhered to at all times. (RE Password/ticket)
- Please ensure you have the Holiday club mobile phone number with you whenever your child is in attendance in case you need to call us.

Non/Late – collection of children

In the event that a child remains at the Holiday club after the official closing time (6.00pm), the Holiday club Leader will carry out the following procedures:

- 1) Try to locate the parent or the person who has been authorised to collect the child.
- 2) If all attempts at contacting the parent or nominated person are unsuccessful, we will contact:
 - a) In the first instance, Social Services
 - b) The police
 - c) OFSTED

Please note: There will be a charge of £10 per child incurred for late collection per every 10 minutes.

Allocation of groups

- Each child attending the Holiday club will be allocated a buddy leader
- Their buddy leader, in conjunction with the larger team, will be responsible for ensuring that all children in their group are settled and happy
- The buddy leader is required to make regular observations on all children in their group. Enabling them to identify any concerns/issues and any activities that the children particularly enjoy. Parents are welcome to ask for feedback from the children's buddy group
- Every attempt will be made to ensure that group members are compatible, with friends remaining together wherever possible.

Siblings

Siblings will be able to spend time together if they wish irrespective of age group.

Security

In the interests of safety all visitors to the Holiday club will be required to sign a visitor's book on arrival and departure.

Specific settings have additional security measures in place which we ask all parents/carers to respect. Please see the Frequently Asked Questions section online.

Meals and snacks

Please note we may have children attending with serious peanut allergies therefore we ask that peanut butter and nut based items are not included in your child's packed lunch.

- Parents must provide their child with a packed lunch in a named container
- Lunches are stored in a fridge until lunchtime, but we ask you to put your child's lunch into a cool bag type lunch box or with an ice pack.
- Drinking water is available throughout the day
- Snacks include a range of fresh fruit, salad sticks, raisins, dried fruit, crumpets, toast and a small amount of sweet biscuits
- Fizzy drinks are not allowed at Holiday club.

The Holiday club provides a varied and exciting programme of activities every day, and children will require all their energy. So, please ensure you have packed a nutritious and delicious lunch.

Activities

Our childcare provision is based on play, relaxation and fun. Tinies Childcare recognizes that all activities create an opportunity for learning and development therefore we provide a varied and exciting schedule of activities that will both stimulate and interest children. In addition, more specialist activities and outings are arranged on specific days throughout the holiday club year.

Medication

- If your child requires prescribed medication while attending the holiday club it must be prescribed in the child's own name, handed in on arrival and the medication book completed. Parents will be asked to sign it on each occasion stating the required dosage and the time of the last dosage prior to attending the Holiday club.
- Where a child has an ongoing condition requiring regular medication e.g. an inhaler, or medication for emergency use e.g. epi pen* parents will only be required to sign on day one of attendance, providing all details relating to the condition have been entered on the care registration form.
- Non-prescribed medication such as Calpol and Piriton cannot be administered.
- Please note that unwell children cannot be catered for at the holiday club.

* Parents will be asked to provide members of staff with appropriate demonstrations for administering medication that require specific techniques

Outings

- Tinies Childcare provides an outing off site once a week. Outings can include the zoo, cinema, museums, or local attractions
- Separate outings may be provided for different age groups
- Details of outings for each Holiday club can be located on the website www.tinies.com/stpeters
- We may travel to outings using local coach companies which have a high reputation.
- We may travel to outings using public transport. This is thoroughly risk assessed prior to use
- If you require special arrangements, please see the Manager prior to outing day
- Pocket money - On trip days we do allow children to have pocket money. Pocket money is not allowed to be spent on snacks or sweets. We recommend only £2 per child as we feel this is quite sufficient. (Maximum £5) Pocket money must be brought in a labeled envelope and given the Playleader on arrival to Holiday club.

Supervision

- Children are supervised at all times whilst still being able to move freely between activities
- We operate a staff/child ratio of 1:6 for all ages

Parent Involvement

- We welcome parents to visit the holiday club site, but ask you to respect the onsite policies at all times
- On arrival and departure, parents must always sign the visitor's book
- Parents must always sign their child out if they choose to take them off site for lunch and sign the child back in on their return
- The Manager/Leader is available for specific meetings by appointment

Concerns and Complaints

- Parents are encouraged to raise concerns and complaints with Tinies Childcare at any time
- We encourage parents to speak to staff on site, whilst your child is still attending the scheme, to ensure we gain a thorough and relevant understanding of any issue.

If you have any comments or a complaint you may contact Ofsted who register all childcare providers.

Ofsted complaints:

Ofsted

The National Business Unit
Complaints Department
Piccadilly Gate
Store Street
Manchester
M1 2WD
0300 123 1231

Clothing

- Children may partake in messy games or activities
- Please do not send children to the holiday club in special clothes
- Please provide children with a suitable large T shirt/painting overall to protect clothing whilst carrying out arts and crafts
- Clearly label all belongings including lunch boxes and drinks with your child's name

Footwear

- Should be suitable to join in sporting and outdoor activities
- Open toed sandals are not permitted at the holiday club, Tinies highly recommend that children are put in trainers.

Rain or Shine

- Outdoor clothing should be provided as the children may go outside for walks every day
- Please ensure that your child comes to holiday club with a waterproof and warm coat
- Please ensure that your child comes to the holiday club with their own sun cream and sun hat in the summer months
- The holiday club Manager reserves the right to keep a child in the shade or inside if it is deemed that they are at high risk of burning in the sun

Personal Items and Lost Property

- Personal items including mobile phones, game boys and other expensive toys are not permitted at the holiday club
- Should your child bring such items, they will be locked in the office until home time
- Tinies Childcare accept no responsibility for loss of items on or off site during holiday club hours
- If your child has lost any belongings, please ask onsite staff to check in the office

Policies

Tinies Childcare is committed to providing 'the best possible start in life, in the next best hands to your own'.

We aim to achieve this by adhering to our policies which reflect our commitment and are underpinned by research, evidence-based practice that Tinies believes it is necessary to deliver the most appropriate levels of care for children.

The following policies are available at the Holiday club sites or by contacting the Tinies Childcare Office. You can also view our Parent Polices online at www.tinies.com/stpeters

- Accident and First Aid
- Admissions
- Administration
- Allergy Management
- Behaviour Management Policy
- Child Collection
- Safeguarding Children
- Complaints Policy
- Confidentiality
- Contractors
- Customer Care
- Diet and Nutrition
- Environment Policy Statement
- Equal Opportunities Policy
- Medication Policy
- Missing Child
- Outings
- Partnerships
- Photograph
- Special Educational Needs
- Staff
- Sun Protection
- Visitors

Tinies Childcare

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