

The Childcare Club – HOLIDAY CLUB

Important Information for Parents/Carers.

Payments and Bookings

- All BOOKINGS are non-transferable and non-refundable.
- Payment must accompany a booking or the booking will be void.
- Cancellations will not be refunded.
- Receipts will only be issued (if required) if you pay on-site.
- We also accept a number of employer's childcare vouchers. Please feel free to pop into the club or call if you need any help or extra information on payments.
- If Paying by Vouchers or BACS and **proof of payment receipt MUST accompany the booking form.**

Medication

- If your child has a special medical condition please clearly mark this on the booking form and provide The Childcare Club with the relevant medication.
- We are only allowed to administer medication for life threatening conditions i.e Epipen's and Inhalers.
- Medication must be placed in a clear plastic box with written consent and a labelled photo of your child on top of the box. You will be required to complete an individual medication plan when you arrive for the first time, so please allow time for this.

Trips

- Trip payments are not included in the session payments.
- Trips must be paid for by cheque or cash. Employers' vouchers **will not** be accepted for trips.
- Your child must be booked into the relevant session to attend the trip.
- Places will be limited in accordance with staff child ratios.
- If a place is fully booked we will contact you within 5 days of receiving your booking.
- All trip bookings are non-transferable and will not be refunded unless the trip is full or cancelled.

General Information

- Please provide your child with a labelled bottle of sun cream in the summer.
- Please send your child with a coat to every session.
- Please send your child with a pack lunch if they are attending all day and please put an ice pack inside it. We have lunch at 12.40pm.
- Please do not send fizzy drinks or sweets in with your child.
- Please do not allow your child to bring money with them.
- We have a NO MOBILE PHONE Policy. Any phones will be turned off and secured in a lockable cupboard until the session ends.
- As you may be aware it is a company policy that no unauthorised photos are to be taken of any children, so we reserve the right to delete any pictures that are taken using the camera found on any hand held device ie 3DS, PSPs.
- All Hand Held computer games (DS, DSi's 3DS) and tablet devices are brought in at your own risk. There are set times when children can use such devices. Please make sure devices are ALL labelled and stored safely.