



**The
Treehouse**
Out of School & Holiday Club

Information Pack

Wellybobs Day Nursery Limited

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Welcome to The Treehouse Out of School & Holiday Club

The aim of this information pack is to provide you with an introduction and overall feel for the way we work and care for your child at our Out of School and Holiday club.

Part of the hugely successful 'Wellybobs Day Nursery' the Treehouse opened its doors in September 2017 offering out of school care for children aged 4yrs to 14yrs of age in a separate adjoining building.

We are located on a farm on the outskirts of the market town of Howden, easily accessible from the A63 and M62 with private parking for parents; as a residential area we have a speed limit of 5mph and ask parents to respect this limit when driving on the site.

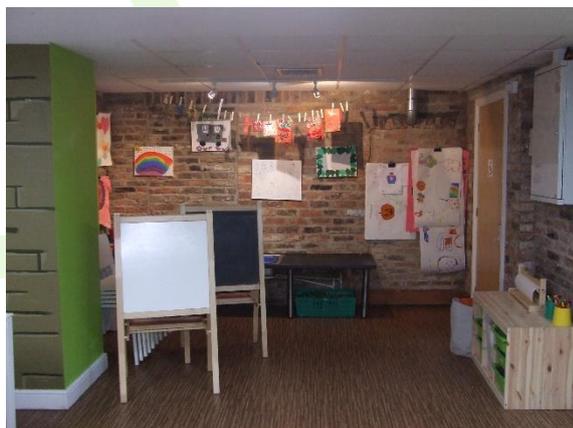
We are inspected as part of Wellybobs Day Nursery by Ofsted and copies of the last report are available on request or by visiting www.ofsted.gov.uk/reports our registration number is EY476324.

A complete schedule of our policies and procedures are also available on request from our office and on our website www.wellybobsdaynursery.co.uk

A Fantastic setting

Spread over two floors with its own games room and private garden the Treehouse offers children a wide variety of activities in a spacious environment.

The ground floor offers arts & crafts, stereo, karaoke, disco, TV/DVD and a wide range of toys and board games, our private garden has artificial grass and is equipped with materials for den building and toys for children to create their own games together.



On the first floor we have a games room with Wii console and DVD player. In the main room we have Desktop PCs installed with Magic Desktop (which replaces a normal desktop and makes any access child friendly) the PC's can be used for homework or play

and the children have to complete tasks in GE Academy to gain tokens to play the arcade games.

We have a large library of fiction and non-fiction books for all age ranges with comfy chairs and blankets, four colouring tables, a home corner and even more toys and games available, we also on occasion project movies onto our biggest wall creating our own little cinema.



The building has its own environmental control system, providing heating in winter and cooling in summer, the systems on each level are independent and adjust accordingly to the required temperature. The entire building is ventilated constantly with fresh air from outside which is heated to the ambient room temperatures via a heat exchanger.

Our Philosophy

- We believe that every child deserves to be nurtured, loved and given the best start in life.
- We are passionate about providing the best education by creating a fun, happy, dynamic and energized environment in which our children can thrive and for all of us to laugh and smile with them.
- We believe healthy minds are happy minds and excellent nutrition and plenty of physical activity are fundamental to our children's' physical, social and emotional growth promoting their educational development and well-being at all times.
- We believe that all successful relationships are based on creating partnerships and effective communication and wherever possible we invite open dialogue and feedback amongst parents and staff for the benefit of our children.
- Our children always feel comfortable and protected in a safe, secure, clean, home from home environment giving parents complete peace of mind.

Partnerships with Parents

We believe that children benefit most when parents and the care provider work together in partnership. We recognise parents as the most important people in the lives of their children and acknowledge the fundamental role that parents play in their child's care and education. We welcome parents in the club to share information with the children regarding their work, culture and religion.

Our Schedule

At the Treehouse we follow a strict schedule during term time enabling us to make sure that the children will arrive at school on time:

- 7.30am – Open, ready for breakfast & play
- 8.15am – Tidy up and get ready for school
- 8.20am – Loading onto the buses
- 8.35am – Arrive at school
- 3.30pm – Children collected from school and transported back to Treehouse.
- 4.00pm – Light tea served
- 4.30pm – 6pm – Playing, completing homework etc.

Please ensure that during term time your child arrives at Treehouse by 8.15am. During Holiday Club our schedule is much more flexible and you will receive a schedule detailing our activities and times before each Holiday Club.

Nutrition

All meals are provided by the Wellybobs kitchen:

We pride ourselves on providing all our children with the most nutritious meals as we are fully aware that nutrition is of the utmost importance for young growing children.

We are keen to support local businesses alongside promoting animal welfare and wherever possible we source organic produce for all our recipes.

We change our menus on a weekly basis and these menus are regularly rotated to ensure variety for the children. The menu has been designed to provide a healthy, nutritious and well-balanced diet ensuring that all the meals are rich in vitamins and minerals. A four-week menu is displayed in the documents page of our school app displayed in our foyer and on the documents page of our website.

Meals are cooked fresh every day on the premises by our Cook and we endeavour to use organic produce depending on availability. Drinks are available throughout the day

as well as at mealtimes. We help the children to develop healthy eating habits by providing delicious fresh meals with a wide variety of fresh fruit and vegetables.

We will be more than happy to accommodate any special dietary requirements and food allergies that your child may have. We believe it is important that children are provided with the opportunity to develop their social skills during meals and good table manners and at all mealtimes we encourage the children to sit down together with the staff.

We buy all our food from Morrison's and local butchers, Rob Featherstone and Anna's Happy Trotters. When we need to purchase meat from Morrison's we will ensure that it is of good quality and where possible, affordable and available purchase their organic/free range products. There is no scientific evidence that organic food is better for us to eat, other than it being better for the environment.

Clothing and Personal Property

All children require suitable outdoor clothing and sensible footwear. All clothing and property should be clearly marked with your child's name; in the case of school uniform this is very important. It is the individual child's responsibility to ensure they collect their belongings at school for return to Treehouse and vice versa, we cannot accept responsibility for all the children's individual property.

Children are welcome to bring in their personal property however again we do not accept any responsibility for any loss or damage and we request you bring in a maximum of two items, in the case of personal electronic devices such as an ipad or switch a separate agreement will need to be signed before they can bring one in to Treehouse; please let us know and we will provide you with the agreement. The children also sign an agreement of their own, while certainly not legally binding we find the child takes the care of their device much more seriously when they have understood the rules fully.

Mobile phones are strictly prohibited within the premises.

Mobile Phones

Mobile phones are strictly banned at The Treehouse. Please do not be offended if you forget this rule and are asked to put your phone away. If your child has a mobile phone it must remain within the child's bag while at Treehouse. If they do not have a bag with them, the mobile phone will be stored away until the child is collected.

Security and Welfare

All children must be accompanied to the club by a registered person/s, and they may only be collected by the registered person/s. In the event that you are unable to pick your child up and require an unregistered person to do this on your behalf, please contact us by phone or email and let us have the full name and description of the

person and provide us with a unique password that is known by only yourself and the person collecting your child.

We also ask that the unregistered person brings some form of identification with them, preferably photographic and we will also ask this person to provide us with the unique password before we can release your child.

Health & Safety

At Treehouse, the safety of our children is paramount, and it is our policy that all our staff hold a current Paediatric First Aid Certificate and have undertaken training in Safeguarding Children.

Our Medicine and Sickness policy follows the requirements of the Statutory Framework for the Early Years Foundation Stage and the guidelines set out in the Managing Medicines in Schools and Early Years Settings recommendations.

Your child must be well enough to attend so that they can enjoy and participate in all activities both indoors and outdoors. If your child is unwell, we ask you to keep your child at home until they have fully recovered or to keep them at home for a recommended exclusion period which is outlined below:

Disease/Illness	Exclusion Period	Notifiable Disease
Chickenpox	5 days from onset of rash	No
Conjunctivitis	Until discharge from eyes has stopped (if there is an outbreak we will consider exclusion)	No
Diarrhoea and/or vomiting	48 hours symptom free	No
Slapped Cheek	None however must be well enough to participate in nursery activities	No
Impetigo	48 hours from starting course of antibiotics, any sores on exposed skin must be covered	No
German measles	5 days from onset of rash	Yes (please inform the nursery)
Measles	6 days from onset of rash	Yes (please inform the nursery)
Mumps	5 days from onset of swelling	Yes (please inform the nursery)

Whooping cough	5 days from starting course of antibiotics or 21 days from onset of illness if antibiotics are not taken	Yes (please inform the nursery)
Flu	Until fully recovered	No
Hand, Foot and Mouth	3 days from onset of rash or until all blisters have dried	No
Scarlet Fever	24 hours from starting course of antibiotics and feels well	Yes (please inform the nursery)
Glandular Fever	None, however must be well enough to participate in nursery activities	No

We will only accept medicines into the nursery when the medicine is essential to your child's well-being and health. We will only administer medicines where we have received prior written consent by a parent. We will only accept medicines that have been prescribed by a doctor, dentist, nurse or pharmacist.

Medicine must always be provided *in* the original container as dispensed by the pharmacist and it must clearly show your child's name, the prescription date, the expiry date, the dose and frequency and method of administering the medicine and how the medicine should be stored. Medicine will only be administered by an approved staff member and you will be required to complete and sign a Medicine Form. This approved member of staff will be aware of any side effects that the medicine may cause, and they will ensure that the medicine is stored away safely and securely.

If your child is prescribed antibiotics, they must stay at home for the first 48 hours of the course. They must take the first full dose of any medicine at home, and if the medicine must be administered 3 times per day, then these doses must be given before your child returns to nursery. If your child requires antibiotic eye drops, they can return to nursery after the first administration of the drops.

We will of course contact you immediately should your child become unwell during the day. In the case of Treehouse staff being unable to contact you, the club reserves the right to contact your child's own GP and if necessary, take your child to hospital in an emergency. We do ask you to notify us of any change in your contact details to ensure that we are able to contact you if your child becomes unwell.

Visits

We welcome visits by appointment and advise you to book a time when we will be in session so you can see the club in use. You can call 01430 432033 or e-mail treehouse@wellybobsdaynursery.co.uk

Opening Times & Prices

Breakfast Club	7.30am - 9.00am	£6.80
Afternoon School Club	15.30pm -18.00pm	£14.20
Full Day Holiday Club	7.30am - 18.00pm	£31.50
Morning Holiday Club	7.30am - 12.30pm	£19.50
Afternoon Holiday Club	13.00pm - 18.00pm	£19.50

Please note all fees are subject to an annual increase

We are open Monday to Friday, 7:30am until 6:00pm with an option of early starts from 7:15am and late collections up until 6:15pm by prior arrangement.

We are open 52 weeks of the year and closed on all bank holidays of which there is no charge.

Out of School Club: The breakfast club includes breakfast and transportation to school, the afternoon session includes transportation from school and a light tea. Fruit and water available throughout the sessions.

Holiday Club: A morning session includes breakfast and a two-course lunch. Afternoon sessions includes a two-course light tea. Snacks are offered throughout the day. Full day includes breakfast, two-course lunch and a two-course light tea.

More information on our fees and discounts including the use of vouchers can be found on our website <https://www.wellybobsdaynursery.co.uk/opening-times-prices/>

Admission

The Treehouse Out of School & Holiday Club does not discriminate against any child with regards to their family setting or background nor do we discriminate against a child's sex, race, colour, religion, age or disability. Places are allocated on the following basis: siblings of existing children; Waiting list; First come, first served.

Types of Contracts

Shift Pattern Contracts (38 weeks) - It may be that due to your work you need to use our shift pattern contracts. For example, you may work Monday, Wednesday and Thursday but week one is Monday and Wednesday and week two is Wednesday and Thursday. At Wellybobs we can book the three days for you but on the days, your child is with us you pay the full cost but, on the days, you don't use us you pay a 50% retainer fee. During this period, your payment holiday is unlimited.

Term Time Only Contracts (38 weeks) - If you only need childcare during the school term, for example if you work in education, we offer these contracts. You pay full sessional costs during school time and a 50% retainer during holiday times. No payment holiday is available with this contract. You can book your child in for ad hoc sessions during the holidays and simply pay the remainder 50% of your daily fee.

For all these contracts, cancellation or change in requirements, requires a 4-week notice period. The Registration form you will be asked to complete on joining us contains a full list of terms and conditions on the reverse.

Occasional Use - With all these contracts and in addition to them, we do offer occasional use where you may need to arrange extra sessions as a one off or over a short period due to family circumstance.

Waiting List

We operate a waiting list and priority of places will be offered based on the criteria below:

- The date the application is received and those who have been on the waiting list for the longest time.
- If children already have siblings at Treehouse or Wellybobs.
- Children who are currently attending Treehouse who wish to change their days.

Once an enquiry form has been completed parents will be contacted as soon as a place becomes available via telephone and email. If we do not hear back within seven days of the date of the email we will assume that parents no longer wish to reserve a place at Treehouse. Once contact has been made, parents have seven days to accept the place otherwise it will be withdrawn.

Registration Fee

A non-refundable, one-off registration fee of £25 is payable for each child to reserve a place at Treehouse. This guarantees your place.

No Deposits

We do not require a deposit only one month's fees if the start date is more than 6 months which is refundable against first monthly fees.

Invoices

Your invoice will be transmitted via email by our Management System on the 25th of each month for payment of the full amount before the 5th of the following month. Fees must be paid monthly, in arrears. We pursue any debts with a strict policy that may result in exclusion if payment is not made on time.

Method of payment

You can choose to pay your childcare fees either weekly or monthly, fees are to be paid in full at the beginning of each month no later than 5th. Our preferred method of payment is either Childcare Vouchers, Tax Free Childcare or Online banking, we prefer not to accept cash and cannot at this time take card payments.

Childcare Vouchers & Tax-Free Childcare

Childcare voucher schemes make childcare more affordable. It is where, through the company you work for can apply for a percentage of your wage to be taken tax-free and converted into Childcare Vouchers to be used (towards or in full) to pay for your childcare fees.

We already subscribe to several voucher schemes and are happy to provide our details to the company for a new link to be made. We are also registered with the Tax-Free Childcare government scheme.

Notice Period

One full month's (4 weeks) written notice is required to withdraw a child from Treehouse or reduce the number of sessions to be attended. Fees are payable during this notice period and if in default, fees will be payable in lieu of notice.

Two weeks' notice of cancellation is required otherwise full payment will be required for extra sessions including Holiday Club bookings.

Late collection/Early start of your child

Here at Treehouse, we support working families and understand the difficulties of balancing work and family commitments. Therefore, we do not aim to charge for the occasional late collection of children for up to 15 minutes after the agreed collection

time. However late collection does cause us significant disruption and increase staffing costs. Only after a period of repeated late collections or even collection beyond 15 minutes after the end of the session will we make a charge of £10 per 15 minutes and £3 for every 5 mins thereafter unless there are emergency circumstances.

Review of Fees

We reserve the right review the fees annually and implemented changes each April. If there is a change in fee's you will be given one month's notice.

Late Payment

If you do not pay your fees within 10 days of the dated invoice you will be charged a late payment fee of £20. Continued late payment of fees may lead to you being asked to withdraw your child from the club.

Problems with payment

If you experience financial difficulties whilst your child attends the club, please come and speak to the practice manager to discuss options of payment.

Holidays

The club is open 52 weeks a year and closed on all bank holidays of which you will not be charged.

A holiday discount rate of 50% is warrant provided we receive one months' written notice. There is no restriction on how many holidays can be taken.

No refund will be given for periods where your child place is unfilled due to illness.

Absences

If your child is unable to attend for any reason please could you let us know as soon as possible.

If your child is absent due to illness full fees must be paid, as costs of staff wages have to be met.

If your child is absent due to illness of more than 2 week's, and a doctor's certificate is provided, you will only be required to pay 50% of your fees.

If your child is absent from the nursery for more than 2 consecutive weeks without notification we reserve the right to cancel your child's place.

Securing a Placement

If you would like your child to attend The Treehouse and your required places are available, the following steps will help you to complete the registration process:

1. Complete the registration form giving your child details. This will be confidential and kept in your child's personal file.

2. You will be asked to pay £25 a registration fee, which covers initial administration costs and secures your child's place. This is non-refundable.
3. Once you have accepted your place you will be asked to sign the terms and conditions, which is our contract between parents/guardians and the school club, along with your first month's fees (if applicable)
4. We will arrange your child's initial sessions.
5. If you decide not to send your child to The Treehouse Out of School Club your first month's fees (if applicable) are not refundable.

OurSchoolsApp

This mobile phone app aims to make our communication with you easier, quicker and more efficient. The app called ('OurSchoolsApp') is personalised to our nursery (Wellybobs Day Nursery) and will allow us to keep you updated with the latest news, calendar events, nursery documents and links to other nursery information (e.g. our website and other social media channels).

If you have a smartphone (Android or iPhone) you can download OurSchoolsApp from Google Play Android or the Apple store FREE.

When we update the app with new information or news about the nursery and out of school club, a push notification will be sent to your device to inform you of this update. We really encourage you to download the app, as this is a fantastic way to share up-to-date information, direct to your phones. We hope that OurSchoolApp will reduce the amount of paper letter we will need to send home, reducing our carbon footprint and saving our nursery time and money.

Thank You

You have reached the end of our Information Booklet. If you have any questions or would like to arrange a visit, please contact us by phone or email or visit our website.