

Davidson Roberts Terms and Conditions

Booking information

At Davidson Roberts Out of School and Holiday clubs we offer a wide range of session times in order to meet the needs of the families and children we care for. Details of the sessions on offer can be found on the website for each individual setting.

Payment must be made at the time of booking using our online system. Childcare vouchers from a number of providers are accepted. If the provider you wish to use does not appear please contact our office and we will make arrangements with that provider.

Refund policy

We require a minimum of 7 days' notice to cancel any session and receive a credit for the session. If you cancel with less than 7 days' notice you will be charged the full amount. This includes absence due to illness.

Sessions are limited at all of our settings and adult : child ratios are strictly adhered to so it is best to book early to avoid disappointment.

Early drop off/Late collection

We are unable to accept children prior to the opening of the club and you must collect your child(ren) on or before the end of the session you have selected as we comply with the Day Care Standards set by OFSTED; if we do not adhere to these ratios our insurance is invalidated and the care of your child(ren) could be compromised.

A charge will be payable for late collection of your child(ren), this is £5.00 per 15 minutes per child and will be added to your account.

Personal Details

We require up to date information on each child, it is your responsibility to ensure this information is correct each time you book with Davidson Roberts. Please ensure we are informed of any changes of address, telephone numbers, place of work or email addresses, so that our records are accurate.

Photography / Videography

We may take photographs and videos of the children enjoying the various activities at our Out of School and Holiday clubs. These may be used for staff training and in promotional literature, newspapers and on the website/company social media platforms. Children's names will never be associated with these photographs. You must inform us if you do not wish your child's photos to be used in this way.

Alternative collectors

Staff must be informed if anyone other than yourself will be collecting your child. Please bring in and introduce new carers if possible or ask them to provide I.D and a password. We will hold a daily register and your child will have to be signed in and out of the club by the parent/carer dropping off and collecting. We will not allow a child to leave any of our settings with anyone else unless we have prior consent from the parent/guardian. Once signed out of the Davidson Roberts club your child becomes your responsibility.

Meals

Parents must inform us of any allergies or any special dietary requirements upon booking.

Sickness

Sickness If your child is ill or has an infectious disease we ask, for the health and welfare of all the children and staff attending our clubs that you do not bring them in. In the event of illness occurring whilst the child is at our setting we will contact you to collect them. If your child becomes ill during the day and is sent home you will be charged for the session.

We cannot re-admit a child until 48hrs have passed with no signs of sickness or diarrhoea. Any period of sickness will be charged for in full.

Medicines

We are unable to administer medication without consent. Please inform us if your child requires any form of medicine, we will require you to meet the terms of our medication policy as publicised.

Accidents

If your child is hurt whilst at a Davidson Roberts setting an entry in this respect will be made in the accident book. You will be asked to sign the entry in the book as confirmation that you have been advised of the accident. Should your child arrive at any of our clubs with any unusual bruising or other injury that we do not already know about, you will be asked to fill in our existing accident book. Please draw any accident to the attention of a member of staff. You will be asked to sign the book in this respect.

Safeguarding

The children are our main priority and we have a responsibility to the children in our

care to keep them safe from harm and to report any injuries that are not adequately explained or if any allegations are made. If this is the case, the setting safeguarding co-ordinator will follow the Local Safeguarding Children's Board Procedures. Our Safeguarding policy is available to be viewed, please ask a member of the team if you wish to do so.

Equal Opportunities

Davidson Roberts childcare is open to all children regardless of colour, creed, race, culture, ability or disability. Please ask to see our Equal Opportunity Policy for further information.

Special Educational Needs

Davidson Roberts childcare provides for children with special educational needs. The special educational needs co-ordinator is responsible for assessment and provision. Please ask to see our Special Educational Needs policy. The Special Educational needs Coordinator (SENCo) will be available for you to make an appointment should you feel that your child is experiencing problems.

Complaints

We are confident that your child will have a fantastic time at all of our clubs but if you are not entirely satisfied with any part of your experience please don't hesitate to get in touch with us. We will work hard to resolve your situation.

Policies

All Davidson Roberts policies are available on our website. If you have any questions or concerns regarding our policies please contact Head Office.

Staff

All staff employed at Davidson Roberts clubs undergo an enhanced DBS check with the Criminal Records Bureau and are reference checked. We are registered with OFSTED.

Privacy Notice – Data Protection Act 1998

We are the Data Controller for the purposes of the Data Protection Act. We collect information from you, and may receive information about you from other settings your child may have attended/maybe attending. We hold this personal data and use it to support your child's teaching and learning and to monitor and report on your child's progress. This information includes your contact details, your child's Early Years Foundation Stage assessments, characteristics such as ethnic group, special educational needs and any relevant medical or social care information.

Last updated Tuesday 16th April 2019

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We will not give information about you to anyone outside Davidson Roberts without your consent unless the law and our policies permit it. We are required by law to pass some of your information to the Local Authority (LA) and the Department for Education (DFE).

If you want to see a copy of the information we hold and share about you and your child, including your child's development records, then please see your child's Key Worker.

Liability

Davidson Roberts accepts no responsibility for any loss, damage, injury or costs incurred during attendance at any of our settings. Our public liability insurance provides cover of up to £5 million.

Personal Property

Davidson Roberts accepts no responsibility for loss or damage to personal property however it may be caused during time at our clubs.

Davidson Roberts terms and conditions are correct at the time of booking. The management reserve the right to change the contract conditions at any time. These will be published and up to date for agreement at the time of booking.

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