

## Information Pack

Welcome to the Bizzy Kidz Club. Please find detailed here some valuable information about who we are, what we do and summaries of our key policies.

### **General Background**

We provide holiday childcare for families in Bristol.  
We are Ofsted registered.

The club is managed by Stephanie Barter and run on a day-to-day basis by a team of paid staff. All staff have qualifications and experience in working with children and are DBS checked.

### **Opening times**

Bizzy Kidz Club is open from 8:30am until 5pm.

### **Cancellation**

If you no longer require a place for your child at the setting, we require 48 hours notice before the start of the daily or weekly session in order to issue a full refund. Cancellations made less than 48 hours in advance will not be refunded.

### **Booking a place for your child**

Before children attend the setting, parents/carers must complete a Registration Form and book their child's space by contacting the club directly or via the website: [www.bizzykidzclub.com](http://www.bizzykidzclub.com)

Payments are required upon booking.

### **Fees**

Bizzy Kidz can be booked on a daily or weekly basis:

A day pass costs £35 per child.

Booking a week pass will save you 10%.

AM sessions (8:30am- 1pm) and PM sessions (1pm- 5pm) cost £20 per child.

There are no registration fees.

Late pick up charges cost £8 per 15 minute period used/ gone into after the end of your session.

Information is available regarding possible reductions in your childcare costs, including tax-free childcare and working tax credits.

For full details, please see our Fee Paying Policy.

## **Drop-Off and Pick-Up.**

### Drop-Off:

The main entrance at Frome Vale Academy, Frenchay Road, BS16 2QS.

Pick-Up: Parents/carers indicated on the registration form will be required to collect their child, unless otherwise arranged with the club where a password has been agreed.

Parents can collect their child any time between 4pm and 5pm. To avoid charges, we urge you to arrive at the club at 4:45pm at the latest.

## **Refreshments**

All children must bring a packed lunch and plenty of healthy snacks as the children will be active and require plenty of refuelling. Bizzy Kidz provide fresh fruit each day and children always have access to drinking water. Please provide your child with a water bottle.

School meals may be available to purchase during some holidays. This will be confirmed each holiday.

Please note, Bizzy Kidz Club is a nut-free setting.

## **Late Pick-Up**

Please inform us as soon as possible if you will be late collecting your child.

Late pick up charges cost £8 per 15 minute period used/ gone into after the end of your session.

Charges will be applied, even if notice of lateness is given prior to the club's closing time. These charges will need to be paid before the child's next session at the club.

For more information, please see our Late Collections Policy.

## **Absence**

If your child is absent for any reason, please let us know as soon as possible by contacting the manager. We regret that we are unable to refund any fees for the session(s) missed.

## **Illness**

If your child has suffered from sickness or diarrhoea, they will not be able to attend the club for 48 hours following their last bout of illness. For other illnesses or infections please contact the manager.

If your child becomes ill whilst at the setting, you will be contacted to collect your child. If you are not available, we will contact those listed as emergency contacts on your child's Registration Form.

### **Play**

It is our aim to provide all children with a caring, friendly and stimulating environment that meets their individual needs.

We provide a range of resources to encourage free play, as well as more structured activities that children can choose to take part in or not. We also have access to an outdoor area that we use as much as possible.

All planning, play equipment, resources and materials are as inclusive as possible and through this we aim to give children a balanced view of the world and an appreciation of the rich diversity of our society.

### **What happens at Bizzy Kidz**

08:30 - 09:30 Drop-off period  
09:30 - 10:15 Activity 1  
10:15 - 10:30 Break (snack time)  
10:30 - 11:15 Activity 2  
11:15 - 12:00 Activity 3  
12:00 - 13:00 Lunchtime  
13:00 - 15:00 Activities  
15:00 - 15:15 Break (snack time)  
15:15 - 16:00 Activities  
16:00 - 17:00 Pick- up period

## **Policy Statements**

We have a range of detailed policies and procedures, which inform the operation of our setting. The following gives a summary of some the key ones and copies of the full policies and procedures are available on request.

### **Child Protection**

The club works in partnership with parents/carers and respects confidentiality. However, the Children Act 2004 places a clear responsibility on childcare and educational establishments to ensure they work together with other agencies to safeguard and promote the welfare of children. As a result, if we have any concerns, these will be recorded, monitored and reported as necessary. This is a legal requirement and is in line with Government and Bristol City Council policies.

### **Health and safety**

It is our policy to encourage ways of working that will create a safe and healthy environment for children, employees and all other persons who enter the premises. The management are responsible for making sure that all matters of concern are dealt with as swiftly as possible and all people on the premises (staff, children, parents/carers and visitors) have a responsibility to conduct themselves in a way that ensures the safety of everyone.

To meet our health and safety responsibilities, we will ensure that:

- The play environment and all off-site activities are risk assessed regularly and daily health and safety checks carried out.
- Trained first aiders are always available and will administer first aid as required.
- Incident and Accident Forms are completed and parents/carers asked to countersign.
- Existing injury forms are completed when a child arrives with an existing injury.
- Regular fire drills take place.
- A No Smoking, Alcohol and Drugs Policy will operate.

### **Equalities and SEND**

We aim to promote equality and inclusion in all of our activities and equalities will be considered in all aspects of the services we provide. We are strongly committed to positive action to remove and/or counter discrimination in all aspects of our work with children, families and others, irrespective of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion, belief, sex or sexual orientation. We will always challenge inappropriate attitudes, practices, language or behaviour designed to be offensive to others. It will not be tolerated.

We welcome SEND children and have a named person to support inclusion in our club. Please highlight your child's requirements in our registration form and we will arrange for the manager to talk to you.

### **Medication**

We will not administer medication to children unless it is absolutely necessary to do so. If your child requires medication, please speak to the manager.

### **Behaviour**

We promote positive behaviour in all aspects of the setting and the staff will act as good role models. We encourage the children and adults to behave responsibly and to be always courteous to each other.

Incidents of inappropriate behaviour will be dealt with in a way that considers the child/children's understanding and level of development.

We are required to record all incidents that happen at the setting on Incident Forms and parents/carers will be advised as appropriate. For more information, see our Behaviour Policy.

### **Parent/Carer Complaints**

If you are unhappy about anything to do with the setting, you should raise the matter with the manager, Stephanie Barter. If this is not possible, please contact Kirsty Nightingale. We will do everything we can to resolve any difficulties.

For further details, please see the full Parents' Complaints Procedure.

### **Emergency Contact Numbers**

Please ensure that you provide us with up-to-date contact numbers in case we need to contact you in an emergency.

### **Mobile Phones and Online Safety**

The setting is a 'no mobile phone zone' and we request that parents and visitors do not use their phones whilst on the premises.

We also have a strict policy on the use of other electronic devices and the storage of images.

### **Feedback**

We welcome feedback. Please let us know your views!

### **Bizzy Kidz Contact Information**

Manager: Stephanie Barter

Contact number: 07584 624 136

Email: [bizzykidzclub@hotmail.com](mailto:bizzykidzclub@hotmail.com)