

Safe Hands

Contract with Parents

By booking your child onto a Safe Hands session you are agreeing to the following contact

- I consent for my child to attend Safe Hands. I understand that the club has policies and procedures (which are available at safehandschildcare.co.uk), and that there are expectations and obligations relating both to the club and to myself and my child, and I agree to abide by them.
- I understand that Safe Hands is a play setting and that whilst my child is there Safe Hands is legally responsible for him/her.
- Once my child arrives at Safe Hands he/she will be in the care of Safe Hands until collected by an authorised person.
- I will ensure that my account is paid upon booking. A balance reminder may be sent by Safe Hands, However, continually late payments will given a three strike notice. After three strikes your place at the club will be removed. We will always endeavour to make an affordable payment plan, however if this is not adhered to or ignored we will be forced to recover the balance through County Court Proceedings.
- I will notify the club before the start of the session if I am collecting my child from school on a day that he/she is booked to attend the club. I understand that I will be charged for the booked session.
- I will book my child into the club weekly and will minimise last minute bookings.
- I understand that last minute bookings cannot always be accommodated.
- I understand that the cancellation notice period is 4 days for term time sessions and that I am responsible for cancelling my booked sessions through clubsbuddy.
- I understand that the cancellation notice period is 7 days for holiday club sessions and that I am responsible for contacting Safe Hands to cancel.
- It is my responsibility to keep my clubsbuddy registration information up to date and make any alterations to the information regarding my child (eg contact details, medical conditions, etc).
- I accept that my child may take part in messy activities while at Safe Hands. I understand that I can provide my child with appropriate clothing to accommodate this if I wish.
- Safe Hands usually closes at 6pm during term time and 6pm during holiday club sessions. If, due to unforeseen circumstances, I am going to be late, I will contact the manager/deputy as soon as possible.
- In the event that there are too few bookings to make a session viable, Safe Hands staff will notify parents. This may mean that the Safe Hands closing time is amended to 5.15pm or 4.15pm.
- If I do not collect my child by the predetermined closing time I will pay a charge as outlined in the late collection policy.
- If I do not collect my child by 15 minutes after the closing time, and the club has been unable to reach me or any of my emergency contacts, I understand that Safe Hands will follow its **Uncollected Children Policy** and contact Social Care.
- Whilst Safe Hands tries to ensure the safety and security of items, I understand that it cannot be held responsible for loss or damage to my child's property whilst at the Club.
- I have read the club's **Behaviour Management Policy** and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the club.
- If there are any accidents or incidents at Safe Hands involving my child, I will be informed.
- If my child has an accident at the club, he/she will be treated by a qualified first aider and I will be informed as soon as possible. If my child needs urgent medical treatment and I am unavailable, a member of staff from Safe Hands will sign any consent forms necessary for treatment on my behalf.
- Information held by Safe Hands regarding my child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, I understand that the club has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.
- I understand that aggressive and abusive behaviour towards staff will not be tolerated.
- I agree that I will not use a camera, mobile phone or other mobile device on club premises.
- As Safe Hands is often an outdoor provision I will ensure my child has appropriate outdoor wear for the session. The weather is unpredictable so lots of layers, sun protection, a warm waterproof coat and sturdy shoes are a must to ensure the safety and comfort of the children.

- I understand that staff are contactable by phone during Safe Hands opening times on 07486484556. However, this is for urgent queries only. Staff will have their hands full with lots of children to entertain. The phone is switched off and left at the club at closing time. Email remains the best way to contact us on safe.hands@hotmail.com
- I will ensure that I regular check my clubsbuddy messaging to stay up to date with the latest information.

I have read and **understood** the above terms and conditions and I agree to abide by them.