

## Registration, Booking/Cancellations, Non-Attendance, Attendance Records Late Collection and Lost Child Policies.

### 1. Introduction In brief the Clubs need to know prior to agreeing to take care of any child:

- Who we are taking care of
- Who and how to contact in case of an emergency
- How best to take care of the child
- When we are taking care of them
- What to do if you can't/don't collect them by the end of the day
- What to do if a child is lost Hence the Clubs have a rigorous registration, booking /cancellation system, attendance & collection procedures. This is all to try to ensure the safety of the child at all times.

### 2. Registration

2.1 The Clubs require each and every child that attends the Club has a completed and signed Registration Form. In this form we ask you for a lot of information about the parents and the child/ren. The sole purpose of gathering this information is to ensure the safety and happiness of the child/ren. In brief, hopefully the more the Clubs know about your child/ren the more at home we will be able to make them. The information you provide us will only be shared with individuals that work in the Club and the most sensitive information will only be shared on a strictly need only basis.

2.2 The Clubs strictly adhere to the Data Protection Act of 1998. The information that we gain through the Registration Process will be stored in a central paper based file (which might well be computerised some time in the future). The information will solely be used to enable the Clubs to better look after the child/ren and to communicate with the parents. Once the child/ren has officially left our care we will destroy all the information we hold on him/her.

### 3. Bookings / Cancellations

3.1 Once we have received a completed registration form for each child, the Clubs will take bookings anytime up to a week prior to the intended attendance, via the Apex website, [www.apex360.co.uk/getsetgoclub](http://www.apex360.co.uk/getsetgoclub). This is so the Clubs can plan staff rosters & purchase fresh food for the next week.

3.2 Likewise parents will be able to cancel a booking up to Wednesday 6.30pm for the next week, but after that, the Clubs will invoice for that time even if your child/ren do NOT attend. The reason for this is that once booked, the Clubs will have supplied & paid for the Playworkers to look after your child/ren and bought fresh food to feed your child/ren.

3.3 Be aware that we have a finite capacity. Once the Clubs are full, they are full. We have a minimal admissions policy:

3.3.1 A regularly attending child will take precedent over a non regularly attending child

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3.3.2 Siblings of a regularly attending child will take precedent over a nonregular attending child

3.3.3 Other than that it is on a first booked, first served basis.

### **4. Non-Attendance**

4.1 Once a child is booked to attend, parents must inform the Clubs if the child is ill and/or a child cannot attend for any other reason. Otherwise the Clubs will assume the child is lost and act accordingly.

### **5. Attendance Records**

5.1 Before School Club Only - We will require the designated adult to sign in every child as well as record the time of arrival.

5.2 After School Club Only – We will require the parent to sign out every child as well as record the time of departure.

### **6. Late Collection Policy**

6.1 All children must be collected by 6.00pm pm by an authorised adult.

6.2 The Club must be informed, if a different adult is collecting a child other than those on the original Registration Form. Identification will be required (Password)

6.3 If the person collecting the child is UNAVOIDABLY DELAYED they must inform the Playleader by telephone, using the Club telephone number supplied.

6.4 If a child has not been collected by 6.30 pm, the matter will be brought to the attention of the School and if after 7pm the matter will be notified to the Police and Social Services

6.5 So as to ensure the Club is not abused we will charge a £10 late collection for each & every 15 minutes after 6.00pm. Obviously, if it is strictly a one off incident that is completely out of your control, we could review this.

### **7. Lost Child**

7.1 If a child cannot be located, all Playworkers will then be questioned (particularly the member of staff who collected the child, just to check that they didn't forget to mark the child as absent). The register will be checked to ensure that a parent has not collected the child. If no reason can be established why the child is missing, we will conduct a thorough search of the Club (all other children will be asked to come inside & to sit on the floor until the search is completed). If & when all the checks have been completed and child is still not located parents will be contacted and the police informed.

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