

**HATFIELD TOWN COUNCIL**  
**RULES AND CONDITIONS OF USE**

**BOOKINGS**

1. All children must be registered with the Council before they can attend.
2. Holiday Scheme places are booked and paid for in advance.
3. There is no refund for unused pre-booked sessions, whether weekly or daily booked.
4. Subject to availability days can be changed by the child attending the playscheme up to the commencement of the playscheme. During the playscheme days can be changed by the child attending the playscheme, subject to availability, Ofsted registration conditions and two days notice.

**FEES**

Places are paid for in advance. There is no refund for unused pre-booked sessions. A premium is levied in cases of dishonoured cheques. A booking may also be lost if no payment is made.

**NON-ATTENDANCE**

*The Council* should be informed if your child is going to miss a booked session, either in advance, in writing, in person or by phone (01707 270772/3).

**COLLECTION OF CHILDREN**

1. Children must be signed in and out by their parent or authorised collector.
2. Children will only be allowed to leave the premises with an authorised collector, as indicated on their Registration form. In cases of emergency, please telephone the Council (01707 270772/3) to let us know if someone else is unexpectedly collecting your child. All children under 8 must be collected by an adult or with PARENTAL PERMISSION if the collector is under 16 years.

**Any person unknown to staff will be challenged**

**LATE COLLECTION**

There is a late collection fee of £5 per 15 minutes or part thereof for every child collected after 6.00 pm. This fee is payable on the spot to the Co-ordinator.

**VALUABLES**

Precious and valuable items should not be brought to the Playscheme. The Council accepts no responsibility for the loss of any item whatsoever. Clothing and bags should be labelled with the owner's name.

**EQUAL OPPORTUNITIES**

We are determined to make sure every child is treated fairly and equally. Our Equal Opportunities Policy is available for all parents to read. A copy may be found on the Notice Board, but you can have your own copy.

**DISCIPLINE**

*The Council* aims to provide a safe and happy environment for all children. We want your children to have a good time, but we expect them to be responsible and courteous to each other and to the Leaders. They are expected to obey any instructions given. If there is a persistent problem, the Co-ordinator will talk to the parents about their child to try to sort out the difficulties together. No child will be punished physically. If a child is breaking the rules, they will initially be reminded of them. They may be withdrawn from the group for a time, and spoken to by the Playleader. All incidents of a serious nature will be recorded and the parents will be informed.

**EXCLUSIONS**

We hope we never have to ask a parent to remove their child, but it may be necessary if there is persistent uncontrolled and undisciplined behaviour. No refund can be made in the case of exclusion.

**ILLNESS**

Children who are ill or who have been ill in the last 2 days should not attend. No refund can be made in the case of illness. In the event of serious illness or injury extending beyond 2 days, on the production of a doctor's certificate a credit may be carried forward to a future playscheme from the third day.

**CHILD PROTECTION**

The Council works in partnership with parents/carers and respects confidentiality. However, the Children's Act 2004 promotes the welfare and safeguard of children in childcare and education establishments. As a result, our first concern will always be the welfare of our children and if a concern is raised within the Playscheme we cannot guarantee confidentiality as it may be reported to Social Services.

**COMPLAINTS PROCEDURE**

A copy of the Complaints Procedure is available from the Co-ordinator.

***PLEASE REMEMBER YOUR PACKED LUNCH***