

WELCOME TO KIDS CLUB DALBY VACATION CARE INTRODUCTION LETTER

We hope that you and your children are pleased with the choice of booking into Kids Club Vacation Care. Below are a few things that you and your child need to know and need to be aware of whilst at Kids Club. We try to have a 'home away from home' atmosphere at Kids Club and will only be too pleased to discuss any problems or queries that you may have.

Bookings

Bookings ***must be two (2) weeks in advance*** and any changes must also be two (2) weeks in advance. Any cancellations that have been received before the two weeks notice ***will be paid for***. If your child is not likely to be attending Kids Club again, we will not be able to apply for CCB and you will be billed the ***full*** cost of care. As we are more or less fully booked now, any bookings are deemed permanent and other bookings are turned away whilst your child is booked in. Therefore it is imperative that we receive the ***two weeks notice***, so that we know our bookings numbers at all times and can try to accommodate all families and bookings.

Absences.

All absences are paid for by yourself – for the above reason. If you are able to obtain a Doctors Certificate, it will not go against the 30days absences that the CCB cover throughout the year. It is classed as an 'illness' absence.

Payments

Accounts ***must*** be paid for 1 week in advance. An administration charge of \$5 will be charged to your account if you fail to do so. Please make arrangements for the payments of your accounts – we accept Ezi-Debit, Centrepay, Direct Credits and Cash – ***sorry no cheques*** – unless otherwise approved. All accounts ***must*** be finalized before the last day of attendance of your child.

What we Provide

- ✓ Kids Club provide a nutritious lunch every day and we ask that ***you provide two pieces of fruit*** – (one for morning tea and one for afternoon tea) for your child. If your child refuses to eat at the designated lunch time, we will not keep the kitchen open after that time. We ask that you provide a lunch that they will eat, if they are not happy with the food that is provided. We cannot force the children to eat and as you can imagine it is hard to cater to all of the children's tastes.
- ✓ We also have a water container and ask that you provide a ***water bottle*** for your child to have water outside.
- ✓ Hat – we have a '***no hat – no play***' policy and we will provide sunscreen for your child prior to going outside. We ask that you put sunscreen on your child in the morning before attending Kids Club.
- ✓ From time to time we will have cooking activities and the children enjoy the treats that they make. Due to the Healthy Eating policy, this now will most likely only be approx once a week as 'treat day' is usually on a Friday.
- ✓ Excursions – usually to the movies are once a week. We employ extra staff to supervise your children whilst on the excursions away from our Building.
- ✓ Craft Activities
- ✓ Organised games
- ✓ Play Station

- ✓ DVD's – every day the children have 'quiet time' after lunch and are expected to sit quietly for approx 1 (one) hour and watch a DVD of their choice. This is to recharge their batteries for the full afternoon's activities. Otherwise, we find the children are tired and cranky by the afternoon if they don't have this 'down time'.

What the Parent/Carer provides

- ✓ ***Two pieces of fruit*** – must be provided for morning tea and afternoon tea every day. We will not have this in stock and your child will go hungry until lunch time if this is not provided.
- ✓ ***Water Bottle***
- ✓ ***Hat***
- ✓ ***Good walking and playing shoes*** – no thongs
- ✓ ***Sunsmart shirt*** – please no shoestring tops for the girls or tank tops for the boys.
- ✓ ***Reliable contact number.***

Rules at Kids Club Dalby

- ✓ All children are expected to respect themselves, the staff and other children at all times. No hitting, no punching, no swearing.
- ✓ We don't expect them to be best friends with everybody – just polite and friendly.
- ✓ Parents will be called if a child's behaviour has been deemed to be out of control. You, as the carer are expected to collect your child ASAP if you are called. You will still pay for that session.
- ✓ We will not put up with any bullying in any shape or form whatsoever.
- ✓ No jumping on the cushions, or lounge chair
- ✓ Upon arrival and departure, children are still expected to behave in an orderly and polite manner.
- ✓ In extreme cases, it is up to the Person In Charge to decide whether the child is to remain at Kids Club for the rest of the booking. In cases where the child has been suspended or expelled – this will be at the Parents Expense.

Please read the Parent Handbook for more information and the Introduction Letter that you receive in this pack. Therefore there will be no surprises.

We hope that you and your child are happy with your choice of Kids Club and we welcome any feedback, whether *positive or negative*, at all times.

Thank you

Regards
Elisha & Sandra



Acknowledgment

Please sign below to acknowledge that you have read and understand the above terms and conditions of your child/childrens bookings for Vacation Care at Kids Club Dalby and return with your booking sheet. Bookings will not be accepted until this form is returned.

Parent/Carer's Name _____

Signature: _____

Child/Childrens Names: _____

Date: ____/____/____