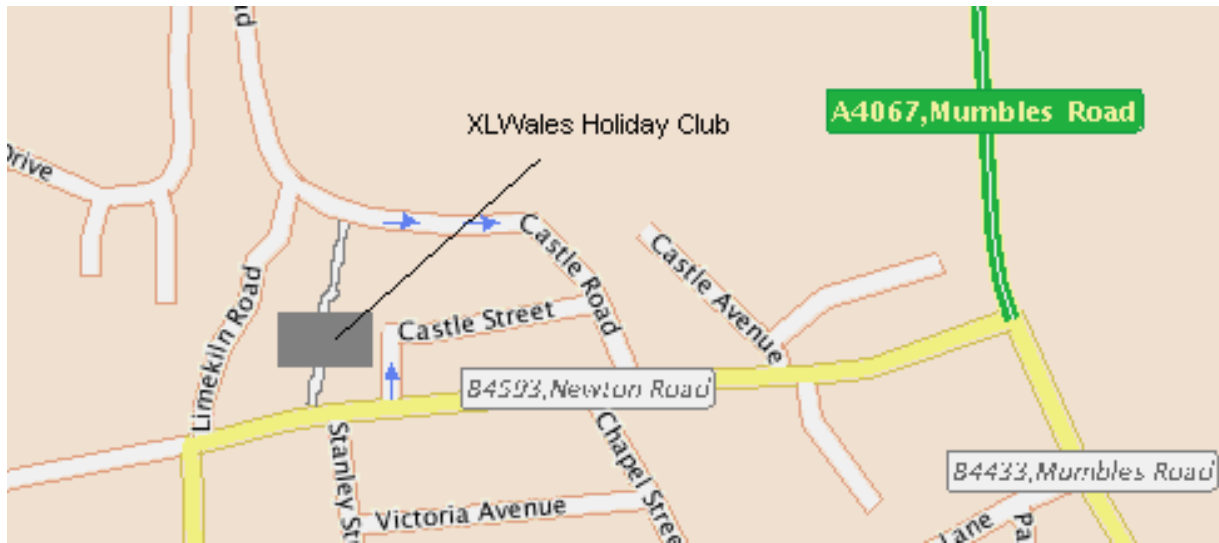




Parent/Guardian Information

Updated June 2008

The Club is held in the Oystermouth Primary School Gymnasium, Newton Road, Mumbles, Swansea.



Parking is available behind the school on Castle Road. There is access to the school from Castle Road and Newton Road.

Drop off and Pick up Times

	Drop off	Pick up
Club	9am	4 - 4.30pm
Early Club	8 - 9am	
Late Club		4.30 - 6pm

- If you have a young child who is shy feel free to stay with your child for a few minutes while they settle in.
- During Club Hours, the gate to Newton Road and Castle Road will remain locked.
- Please note that even older children must be collected - we cannot allow them to leave the Club and walk home unaccompanied.
- Please inform the Club Manager taking the register in the morning if you need to collect your children early, or if anyone other than the named parent/guardian will be collecting your children. (They may be required to show I.D)
- If your child is unable to attend or will arrive after 9.45a.m on any day, please contact the Club Manager so that they may adjust the register.
- We regret that we are unable to refund fees paid if your child is unable to attend for any reason, as the money will have already been used to pay staff.

Health and safety

- We aim to ensure that a minimum of 50% of Club staff at any one time are trained in Basic Emergency First Aid procedures. Should an accident occur we will contact the home phone number first, followed by the work number and then proceed to the emergency contacts if not successful.
- In the case of a minor accident, it will be recorded on an "Accident Form" in the register and you will be informed at the end of the day.
- We are using the "Kings Road Surgery" as consultants where necessary.
- In cases where children are required to take medication arrangements may be made with the Club Managers. The parent must sign an Administrating Medication form daily. Please Ask the Club Manager for more information.
- In the rare event that your child requires hospital treatment, an ambulance will be called as well as the parents and/or emergency contacts on the consent form. A club manager will accompany him/her to hospital.
- During local trips, a minimum of 2 Helpers will accompany a group of children. A first aid kit will be taken along with the group.
- In case of sunny weather, you will need to put sun block cream on your child before coming to the Club and bring a sun hat.

Lunch and snacks

- We will provide additive free orange squash during mid morning and mid afternoon breaks.
- Please prepare a packed lunch for your child each day. Please note that the lunch should include 2 drinks and should be enclosed in a single container with your child's name on it. The lunch will not be refrigerated.

Personal Belongings and Dress

- The children will be playing games and sport so they should dress comfortably.
- **Please do not allow children to bring toys/games to the Club. We cannot be responsible for their loss. Jewellery should not be worn, as it is a safety hazard.**
- Lost property will be kept for six months after which it will be donated to charity.

Contact Information

XLWales Holiday Club (Oystermouth): 01792 414900

Booking Information (Llandarcy): 01792 324060

Lloyd mobile (Club Manager): 07505577196

holidayclub@xlwales.org.uk

General notes

- o All activities are planned with consideration for the needs of each child as an individual.
- o We operate an Equal Opportunities policy, to ensure that children and Club Helpers are not discriminated against because of their gender, race, culture, religion or because they have any disability. XLWales' Equal Opportunity Policy is available on site for parents to view at any time. Copies are also available on request.
- o Please note that we group children according to their age. Please do not request that siblings be placed in a team together if they have greatly differing ages. The age grouping is necessary so that each child gets the most out of the experience at the Club.

Problems

- o If your child is experiencing any problems at the Club, please do not hesitate to talk with your child's Helper or the Club Managers
- o We will speak with any child whose behaviour does not reach the standard required by the Club, will be given a verbal warning. If their behaviour does not improve, the problem will be discussed with the child's parents.
- o If after discussions with the child's parents, the child's behaviour does not meet the standard required, we reserve the right to exclude the child from the Club without refund of fees paid.

Care & Social Standards Inspectorate for Wales

If you have a complaint or would like to discuss any issues with Care & Social Standards Inspectorate for Wales (CSSIW) the contact details are:

Care & Social Standards Inspectorate for Wales

South West Wales Regional Office

Unit C Phase 3

Tawe Business Village

Swansea Enterprise Park

Swansea

SA7 9LA

Telephone: 01792 310420

Every Friday parents are invited to come and watch the children receive their certificates in our Presentation.

Gates open at 3.55pm