

# Information Brochure

Updated June 2024



## Contact Information

Holiday Club Mobile: **07505577196** (only during club opening hours – 8.30am to 5.30pm)

Office telephone: **01792 324060**

Email: **holidayclub@xlwales.org.uk**

Out of hours, please email holidayclub@xlwales.org.uk or call the office and leave a message.

Setting address: Oystermouth School Gym, Oystermouth Primary School, Newton Road, Mumbles, Swansea, SA3 4BE.

## General Information

- Entry is via the Newton Road main gate **ONLY**.
- **Club open hours are 8.30am- 5.30pm. Please, make every effort to arrive by 5.30pm. Late pickup of your child/children will incur a charge of £10 for every 15 minutes after 5.35pm**
- No parents or unnecessary visitors are permitted on site. A member of staff will welcome you at the gate and escort your child into the gym.
- Please note that even older children must be collected – we will not allow them to leave the club to walk home unaccompanied.
- Please inform the club manager in the morning if you will need to collect your children early or if anyone other than the named parent/guardian will be collecting them – they may be required to show ID.
- If your child is unable to attend on the day or will arrive after 9.45am, please contact the club manager so that they can adjust the register.
- We regret that we are unable to refund fees paid if your child cannot attend as planned (unless you have notified us before 5.30pm the previous day) as the monies will already have been allocated to staffing ratios. In certain circumstances we will offer a credit.

## Health and safety

- XLWales follows Public Health Wales's Infection Prevention & Control Procedures. If your child is at all unwell – eg they have a temperature/fever, respiratory problems, sickness/diarrhoea, rash etc – please consider whether it is appropriate that they attend the holiday club.
- 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 would contact the home phone number first, followed by the work number and then the emergency contacts.
- If a minor accident/incident occurs, it will be recorded on an "Accident Form" / "Incident Form" in the register and you will be informed at the end of the day and asked to sign the form.
- If children are required to take medication, arrangements may be made with the club manager. The parent must sign an Adminstrating Medication form daily.
- 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 member of staff will accompany them to hospital.
- During sunny weather, please apply sun cream to your child before bringing them to the club and pack a labelled bottle of sun cream which they can use to apply throughout the day. Please also provide a sun hat.
- In colder months, please ensure children have suitable warm layers and wet weather clothing.

### Lunch and snacks

- The Holiday Club cannot refrigerate lunch boxes or heat up any food items. We are also not able to cut up or peel any food for your children – eg oranges, eggs.
- Please prepare a substantial packed lunch each day that includes a drink, in a container which can be refilled, and plenty of snacks in a lunch bag. Please ensure that the lunch bag/drink container/food containers are labelled with your child's name.
- Please be mindful that the holiday club day is a lot longer than a school day. The children have three breaks during the day, so please provide a morning snack and an afternoon snack as well as lunch.
- It is the responsibility of parents/carers to provide an appropriate packed lunch container where food items can be stored securely and appropriately until the lunchtime period. Parents/carers are advised to include an ice pack and use an insulated bag. Food products prepared and stored in ambient temperatures after a period of time can have increased levels of bacteria in them.
- There are a number of children who attend the club who have severe food allergies such as nuts, dairy, citrus etc. To minimise exposure and risk, children are not allowed to share or swap their packed lunches and we have a **strict no nut policy** in place.
- All lunch waste will be taken home by the children.

### Personal belongings and dress

- The children will be playing games and sport so they should dress appropriately and comfortably. Jewellery should not be worn. The environment is not suitable for flip flops.
- **Please label ALL items of clothing with your child's name.**
- Please do not allow children to bring **ANY** toys/games to the club - we will remove said items & return them when the children leave. We will not be held responsible if they are lost.
- Lost property will be kept for six months after which it will be donated to charity.

### General notes

- All activities are planned with consideration for the needs of each child as an individual.
- 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.
- All policies & procedures are available on request.

### Issues & Behaviour

- The following behaviour will not be tolerated by XLWales: bullying, harassment, intimidation, verbal and physical abuse & any behaviour that is likely to lead to the health and safety of others being compromised.
- If your child is experiencing any issues at the club, please do not hesitate to contact a member of staff or email [holidayclub@xlwales.org.uk](mailto:holidayclub@xlwales.org.uk).
- We will speak with any child whose behaviour is not acceptable - as stated in our Behaviour policy. They will be given a verbal warning and if their behaviour does not improve, the issue will be discussed with the child's parents.
- If after discussions with the child's parents, the child's behaviour does not meet the standard required, or if the behaviour is so serious that it comprises the health & safety of others, we reserve the right to exclude the child immediately from the club without refund of fees paid.

### Care Inspectorate Wales

If you have a complaint or would like to discuss any issues with Care Inspectorate Wales (CIW) the contact details are: **Care Inspectorate Wales, Government Buildings, Picton Terrace, Carmarthen SA31 3BT. Telephone: 0300 7900 126**