



## ARRIVAL AND DEPARTURE POLICY

**Our Club will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of the session**

It is the responsibility of the Manager to ensure that an accurate record is kept of all children in the club, and that any arrival or departure to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times (for exceptions to this rule see visits and outings policy). This process supplemented by regular head counts during the day.

### **TRANSFERS (Escorting the children between School and the Club)**

1. The Manager/Supervisor will ensure that a thorough risk assessment is carried out and regularly reviewed, according to the provisions of the risk assessment policy.
2. A clear agreement will be reached between the School and the Club about where responsibility for children's safety is officially transferred.
3. The Manager will ensure that an identical register of all children who require escorting will be kept by both the School and the Club and Updated when necessary.
4. Staff will ensure that children are given instructions on road safety.
5. If a child is absent from the Club without prior warning, missing child procedure will then come into force.

### **ARRIVALS**

#### **1. Breakfast club arrivals**

- a. As the children arrive, the parents are responsible for signing the child in on the club register and adding the time they arrived, once signed into club on the register the children are officially the club's responsibility.
- b. All children will be escorted to their class teachers by a creative kidz staff member and responsibility for the child is officially transferred once the child's teacher signs the child out and adds the time of departure to the daily register.

#### **2. After school club arrivals**

##### HAMBLE AND NETLEY ABBEY :

- a. The Junior children are expected to arrive under their own steam from their classrooms to the Dining Hall Area after the bell has signalled the end of the school day. The Infant children will be escorted to the hall by a designated member of staff from the school. All children will be met and greeted by Creative Kidz staff upon arrival and their arrival recorded on the club register, once ticked into club on the register the children are officially the club's responsibility.

##### BISHOPS WALTHAM:

- b. The Junior children will be escorted from the Junior School by an LSA working at the Junior School, The Infant children will be escorted by their class teacher or LSA to the club. Children arriving from other schools will be escorted to the club by their escort. All children will be met and greeted by Creative Kidz staff upon arrival and their arrival recorded on the club register, once ticked into club on the register the children are officially the club's responsibility.

##### ST JOHNS the BAPTIST and SWANMORE:

- c. Children arriving from Swanmore and St Johns the Baptist School will be collected from their schools and delivered to the Bishops Waltham club by the delegated driver-Ms Sheila Booth-Millard.
- d. Upon arrival the child's attendance will be recorded on the club register, the child is then officially the club's responsibility.
- e. Ms Booth-Millard is not employed by Creative Kidz, and therefore we cannot endorse her service, although she has been providing this service for many years to members of the local

community and comes well recommended, Sheila is CRB checked.

- f. This service is provided for a fee of £1 per journey, this fee is not included on the price list, if using this service please submit payment in a sealed, named addressed envelope indicating the dates you are paying for, fees must be paid weekly, if your child is booked to attend the club and for any reason will be absent, as well as informing the club, please inform Sheila that she doesn't need to collect them Tel:

### **3. Holiday club arrivals**

- a. As the children arrive, the parents are responsible for signing the child in on the club register and adding the time they arrived, once signed into club on the register the children are officially the club's responsibility.

### **4. General arrival information:**

- a. It is the parent/carer's responsibility to inform the child's teacher on which days their child will attend Creative Kidz.
- b. For the safety and security of the children the front doors will be kept locked at all times. On entering and leaving -ALL visitors/parents/carers/staff have a duty to ensure the doors close properly behind them.
- c. On days when an outing is planned Parents/Carers are asked to bring their children in good time to make sure everything goes to plan.

## **DEPARTURES**

1. Upon collecting a child the parent/carer must sign their child out on the register and add the time of departure, at this point responsibility is handed back to the person collecting.
2. Please make sure you provide us with at least 2 emergency contact details, in an emergency, we will only allow your child to be collected by someone who is not familiar to the staff team, if we have received prior consent, ideally a written note, in addition to this the person collecting your child must provide us with the pre-agreed password for verification purposes.
3. Children are not permitted on the premises before or after the session time booked. due to costs involved a late collection fee will be charged per child per 15 minutes (or part thereof). this will be charged on every occasion. the fee level is detailed on the price list.
4. Parents are requested to ensure they park with consideration to others, use the correct entry and exit routes and abide by speed restrictions and all other road laws. e.g. not using mobile phones whilst driving. at our hamble club you are not permitted to use the staff car park, there is a car park adjacent to the school, you can then access the club via a side gate.
5. When collecting from the club, parents must allow sufficient time for discussions with staff prior to the end of their child's session, still ensuring that they leave the club by the end of the stated finish time.
6. The staff at Creative Kidz reserve the right to question the suitability and/or state of a parent/carer who arrives to collect their child. If the parent/carer appears to be in an unfit condition the Safety/Well-being of the child will be the primary concern.
7. If you are late or know that you are going to be late collecting your child, please call us a.s.a.p so we know not to implement the uncollected child policy \* see below

**Hamble 07709066299, Netley Abbey 07886654135**

**Bishops Waltham 07882296425.**

### **Absences:**

1. Parents/carers must notify the club if your child will not be attending a club session. This is important for your child's safety. If your child is not going to attend a session, please let a member of the staff know before the session starts. Please do not assume that if school personnel know of the absence of a child, the club staff will know as well, as Creative Kidz is a totally separate organisation. Please call the club that your child attends: **Hamble**

**07709066299, Netley Abbey 07886654135, Bishops Waltham 07882296425.** If you need to leave a message please ask them to call/text you back to ensure they have your message.

2. Parents/Carers must notify the company as soon as possible if their child will not be attending i.e. going to friends for tea or staying behind for after school activities; as if the child does not arrive when expected we will then implement the missing child procedure.
3. If your child is attending a club or has a sporting event after school and will be late to the Creative Kidz, please notify our members of staff, as we have to use valuable time finding out the reason for the absence.
4. If your child is absent from CK (including illness or holiday) on their standard booked day or additionally booked sessions, no refunds will be made or accounts credited.

**Children attending other clubs:**

1. If your child attends another club after school, before attending Creative Kidz, you must complete and return the after school activities form before the club starts. We have quite a number of children attending different clubs at different times and it is not easy to keep track of them unless it is in writing.
2. A snack and drinks will be offered to your child on arrival.
3. You must inform us if your child is not attending another club when he/she is expected to do so, so we can ensure he/she will be with us soon after school.
4. If your child is no longer attending another club, we must be notified promptly.

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