



Booking Terms and Conditions

1. On arrival, all children must report to the Play Staff to be signed in.
2. It is the responsibility of the parent/carer to sign their children in and out at the beginning and end of the day.
3. Lunches are provided but for those wishing to provide their own, we would like to request that parents refrain from including foods containing nuts in lunch boxes due to the increasing number and severity of allergies. Please also ensure your child's 'lunch box' is clearly labelled and that you do not send in any fizzy drinks, energy drinks or sweets.
4. All children must be provided with a hat and appropriate sun cream, or suitable clothing to protect them from the sun/rain, so that they may take part in any outdoor activities. You can send additional suncream in with your child (named), but they must be able to apply it themselves (staff can assist by putting the suncream into their hands if required).
5. Children should always wear footwear which is suitable for physical activity i.e. trainers and socks.
6. Mobile phones and all other electronic toys are prohibited. Worcester Community Trust will take no responsibility for any electronic devices that are brought to Kidsplay.
7. Worcester Community Trust Play Staff are unable to administer any medication unless our procedures are followed. Please contact staff for more information. Any medication required by your child/ren during the day must be handed to a member of WCT staff, clearly labelled with the child's name and a permission to administer medicine form must be completed.
8. For the wellbeing of all children and staff, Worcester Community Trust Kidsplay will not accept any child who has suffered from a contagious illness within the past 48 hours. This includes nausea, diarrhoea, thrush, conjunctivitis or head lice. If your child has tested positive for Covid Worcester Community Trust MUST be informed immediately.
9. Please ensure you have discussed any known behavioural related conditions i.e. ADHD, Autism thoroughly with Play Staff who will initiate an individual behavioural plan. Please be advised that we are unable to maintain responsibility for any child who is identified as needing one to one care.

10. In the event of unacceptable behaviour i.e. swearing, or abuse of any form to another child or member of staff, a child will be spoken to and may be asked to sit out of activities for a period of time and be issued with a warning. All behavioural related incidents will be recorded as part of our behavioural management. In the event of persistent unacceptable behaviour, the Play Staff may deem it necessary to telephone the parent/carer and ask them to collect their child.
11. Worcester Community Trust Kidsplay reserves the right to exclude or refuse any child from the Play Scheme at any time during or prior to the activity if, in our opinion, that child is incompatible with the general wellbeing of the activity or group. Any additional costs will be at the parents/carers expense.
12. Worcester Community Trust is committed to the happiness and wellbeing of all children in our care. Any instances of bullying will be dealt with as a matter of urgency. We would encourage parents and children to discuss any problems or worries that they/their child may be having with the Play Staff as soon as possible so that appropriate action may be discussed and implemented. If we don't know about it – we can't solve the problem!
13. Worcester Community Trust operates a policy of equal opportunity for everyone in the community. This means that all children in our care will be treated fairly and equally in all respects.
14. Parents should be aware that some activities, e.g., physical games, rugby, cricket etc. carry a certain element of risk. Worcester Community Trust is committed to the health and safety of all its' customers and endeavours to ensure that any such risk is kept to a minimum. Booking a child onto the Play Scheme means you take responsibility to allow them to participate in all activities.
15. All staff are trained and committed to the safety and wellbeing of the children in their care, thus any concerns regarding the children would be referred to the relevant agencies.
16. Worcester Community Trust have safeguarding children, lost and uncollected children procedures, which will be followed where necessary. Please contact a staff member if you require any further information.
17. In the event of a personal emergency or if you need to contact us for any reason, please call Lisa Craven, Youth Team Leader and Kidsplay Manager on 07587 857360.
18. Registration is at 10.00am and collection is at 3.00pm on Monday, Tuesday, Wednesday and Friday. On Thursdays for the trip registration will be 9.00am and collection at 3.30pm.