



Holiday Club Prospectus

Our Mission Statement

Superkids offers an inclusive service where children can play, learn and develop freely by providing high quality care that puts the needs and wellbeing of the children first, in a happy, warm and stimulating environment.

Superkids is an Ofsted registered Out of School Club for children aged between 4 (in Reception class) to 11 years old. The holiday club is open during school holidays: Half Terms, Easter and Summer from 7.30am/8am to 6pm (please see site information). We are closed during the Christmas holiday.

Holiday Club activities are based in three locations:

- **John Ball Primary School:** Southvale Road, Blackheath, SE3 0TP
- **St. Mary's Catholic Primary School:** Westgate Road, Beckenham, Kent, BR3 5DE
- **Rushey Green School:** Culverley Road, Catford, SE6 2LA

Superkids offers children a varied programme of activities and outdoor trips including table tennis, music and dancing, dressing up and role play, table football, cooking and regular arts and crafts activities. The sites outdoor play areas enable supervised outdoor activities including football, basketball, hockey, obstacle courses and many other sports and team games. Outdoor trips may include mini-golf, cinema, parks, soft play areas, museums and other exciting trips. Please see our full activity details for each holiday on our website.

Superkids provides a warm and safe environment where children are happy and receive stimulation and engagement levelled at their age and development. Children are always supervised by staff who have a range of childcare training, qualification and experience.

Each day is packed with fun and stimulating activities. To get the best out of each day children should arrive before 9am and can be collected after 4pm.

Admissions will be based on a first come first served basis. You and your child are welcome to view the club. Appointments can be made by contacting Superkids Admin team on admin@superkidsclub.co.uk

Partnership with Parents

Your needs are very important too. In order to make you feel welcome and part of Superkids you are informed of club activities and information on our parent noticeboard at each venue. Superkids also issues periodic newsletters and welcomes your feedback and comments on all aspects of the Club. We are always happy to receive your suggestions and ideas. We may issue a survey from time to time to obtain your feedback on the club so that we can improve the service we offer you and your child. Our policies and procedures are always available for you to view and safeguarding policies are available on-site and on our website.

Partnership with Children

Children are involved in Superkids decision making as much as possible. In particular, children enjoy making suggestions for art and themed activities and producing a list of Club rules to support positive behaviour and deal with bullying. Children are encouraged to share their ideas and to make suggestions on improving the Club.

Food and Nutrition (Breakfast and afternoon snack)

Superkids will provide a nutritious breakfast of wholegrain and multigrain cereals, toast, fruit and yoghurt with fresh water and for snack, we offer a wide selection such as chicken and ham wraps, crackers with cheese, sandwiches / rolls, toasties, soups, couscous, pasta with fruit and vegetables and fresh water daily. Treats are given in moderation, such as part of a themed activity, baking or celebration. Snacks will vary each day to ensure your child is offered and can experience a wider range of foods. Foods from different cultures will

feature on the snack menu, especially around the time of festivals and as a means of raising awareness of different cultures. Children's independence is encouraged by "self-serving" at snack time.

Children are encouraged to let us know their food preferences and dislikes so that we can endeavour to meet this wherever possible. Please notify us if your child has any special dietary requirements or allergies and we will accommodate their dietary needs. The cost of snacks is included in the club's fees.

Fees, Bookings and Cancellations

Daily fee: £30.00 - £33.00 per day (Different rates apply to each club. Some trips may have an admission fee, please see our website for further details).

Advance booking rate: £30-£31 per day if booked online and paid 48hrs before first day of holiday club.

Late booking rate: £32-£33 per day when you book in or fully pay your balance during holiday club.

Superkids accept a wide range of childcare voucher scheme including Government tax-free childcare scheme. Families are also encouraged to check their eligibility for Universal Credits which may provide up to 85% of childcare costs.

Please e-mail or call Superkids admin team if you wish to arrange this.

New children to Superkids are required to complete a Registration form.

The activity programme and online booking form is available 4 weeks prior to each holiday.

To make a booking, complete the online booking form at Superkids website

<http://www.superkidsclub.co.uk/holiday-playscheme/activity-programme-and-booking-form>

A confirmation email will be issued to you within 48 hours. If you do not receive a confirmation email, please contact us, to ensure your booking request has been received.

Payment is required at the time of booking to secure the discounted rate for the holiday club. Any changes to your booking must be made via email. Some activities may have an admission charge which is pre-booked/paid in advance. This remains payable if your child does not attend on the booked day.

Where applicable, activity charges are shown on the activity programme and booking form. All children and staff attend the outings/activities listed for each day. Staff and children are not able to remain at the hall during outings. Refunds cannot be given for absence or sickness and cancellations are not accepted once Holiday Club commences.

Once your booking is confirmed by email, you can cancel your holiday sessions without charge within 24hours of receiving the confirmation email. After 24hours, a cancellation fee of £2 per cancelled day is charged. Superkids will accept cancellation of holiday club dates up to 48hours before the holiday club commences and will refund you any fees due back to you. After this period there will be no refund for absence or sickness. Any pre-booked activities on that day will also remain payable.

A fee equivalent to 1 day may be applied for late payment of fees. Payment can be made by online banking, childcare vouchers, or cheques (made payable to *Superkids Club Ltd*). Please note that payments **cannot** be accepted on the premises and Superkids cannot accept cash payments.

Late collection of your child will result in a late collection charge of £1.00 per minute for children who are not collected by the published closing time of the club. This fee is to act as a deterrent. Recurrent collections after the closing time may result in the withdrawal of your child's place at Superkids.

Collection and Absence

Children can only be collected by adults who are known to staff. If it is necessary for someone else to collect your child, we respectfully request that you introduce them to the staff prior to the collection. We must also have permission in writing from the parent/guardian. The person collecting the child may be asked for identification or a password. If your child is going to be absent from Superkids, please notify us by 8:30am. There will be no discount for absence, sickness or personal holidays taken on booked days at the Holiday Club. Any pre-booked activities on that day will also remain payable.

Injuries, Incidents and Sickness

Any injuries or incidents involving your child will be recorded in our injury / incident register. You will be given a copy of this for your records and asked to sign the written account informing you of the treatment administered or action taken.

To reduce the spread of illness and infection we request that you do not bring your child to Superkids if he/she is unwell. Should your child become unwell whilst at Superkids a member of staff will contact you. You will be requested to collect your child only if necessary.

Superkids will administer medicines at the discretion of the Manager. All medicines must be clearly labelled, and parents must complete a Medication Form in advance stating that you are giving permission for Superkids to administer a specific dosage. Please note that children taking antibiotics should not attend Superkids club for at least the first 48 hours in case of allergic reaction. Please see our policy folder for more details.

Equal Opportunities and Inclusion

Superkids is committed to taking proactive steps to ensure that we provide a safe and caring environment that is free from discrimination, ensuring equality of opportunity for all. We work towards eliminating discrimination based on gender, race, culture, religion, disability, age, marital status and nationality. This will be achieved by promoting positive self-image, building self-esteem, challenging discriminatory practices, respecting each other's diversity, languages, cultures, beliefs, and principles. Superkids believes that all children have a right to play, learn and be able to develop to their full potential alongside their peers and have access to the same facilities, activities and play opportunities with reasonable adjustments where necessary. When we identify a child with additional needs, we will support the child and work closely with parents and other relevant agencies to understand the child's requirements and look to how we can provide this within Superkids whilst balancing care of other children.

Staff

All staff are suitably qualified and experienced with Enhanced DBS checks. Staff participate in an ongoing training programme ensuring that best practice is implemented at all times. The Holiday club is staffed at a ratio of 1:15. Superkids is OFSTED registered and inspected to ensure that the quality of care is maintained to a high standard. Members of staff are required to conduct themselves professionally at all times and to be courteous and helpful.

Contacting Us When You Have a Concern:

Superkids aims to provide a high-quality service. However, when things do not go to plan Superkids wants to correct the error. If a parent/carer has a complaint about the Club's activity, or the conduct of an individual member of staff, parents/carers are encouraged to speak directly to the Manager who will fully investigate the matter and respond within 15 working days. The response will include recommendations to rectify the complaint and amendments to the Club's policies or procedures emerging from the investigation. Any complaints received by Superkids will be recorded in detail in a complaints file.

A parent/carer can, at any time, submit a complaint to Ofsted about any aspect of a registered childcare provision. Ofsted will consider and investigate all complaints received. Ofsted can be contacted on Tel: 0300 123 4666 or in writing to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Superkids Contact Details:

John Ball Club Manager	07769 263 144	
Rushey Green Club Manager	07810 806900	
St. Mary's Club Manager	07557 734 432	
Admin Team:	07732 305454	Email: admin@superkidsclub.co.uk
		Website: superkidsclub.co.uk