



CAMP FANTASTIC

Parents' Handbook

ABOUT THE CLUB

Camp Fantastic is registered with Ofsted and is based in London. Camp Fantastic offers holiday camps during school holidays from 9.00am to 4.00pm with the option to extend your day from 8.00am to 5.00pm.

Aims

At our Holiday Camps we aim to provide a safe and secure and relaxed environment, offering a range of high quality activities through specialists in an engaging and enjoyable way.

What we offer

Throughout the week, the children will take part in a wide range of activities such as Yoga, Musical Theatre, Gymnastics, Football, Art, Dance, Acting, Water activities, Old School Games, Wacky Races, Parachute games, Martial Arts, Science Experiments, Maths and Creative Writing. There is always something for everyone!

Food

Camp Fantastic does not provide food and parents are responsible for providing a packed lunch. We schedule a morning and afternoon break as well as a lunch break. Children are free to access any packed snacks or lunches at this time. If a parent has forgotten to bring lunch we will purchase a lunch for your child and charge you for this. If a child attends with banned foods such as nuts, sesame seeds, Nutella, Peanut Butter, Hummus and Pesto we will purchase them a replacement meal and the parent will be charged for this.

Children must bring a packed lunch that is premade and ready to eat. Staff members will not be able to heat up your child's lunch. Children must be able to eat their lunch themselves without the assistance of an adult feeding them.

Early Years Children (Children who are attending Nursery and will attend Reception in September)

Children must be toilet trained before attending camp.

The only exception to changing nappies is if a child has special education health needs. In this case, the parent would need to inform Camp Fantastic when filling out the booking form so that we can arrange a meeting prior to camp starting and so we can put the correct staffing in place to assist this.

Children must bring a packed lunch that is premade and ready to eat. Staff members will not be able to heat up your child's lunch. Children must be able to eat their lunch themselves without the assistance of an adult feeding them.

The children will complete 8 45 minute structured activities in one day so please be mindful when booking camp for a child in Nursery about to attend Reception in the upcoming school year that Camp Fantastic is the right camp for them.

Staffing

Our Camps are staffed by a Camp Manager, a group leader per hub and specialist activity instructors. Our aim is to provide a high quality, educational, fun and engaging holiday camp.

All of our staff have significant experience of working with children and undertake professional development training. All staff members have appropriate DBS checks.

Staff also have designated roles:

Lauren Whiting:	Special Educational Needs Coordinator
Aisha Walters:	Equalities and Inclusion Co-ordinator, Health and Safety Officer
Kieron Gilbert:	Fire Safety Officer
Lauren Whiting:	First Aid Coordinator
Aisha Walters:	Child Protection Officer
Aisha Walters:	Data Protection Lead

If you have a query or concern at any time, please speak to a member of staff when you collect your child. If you prefer to arrange a more convenient time for a meeting please contact the manager.

Organisation

Camp Fantastic is run as a private business. We enjoy a close working relationship with schools in order to ensure continuity of care and to maintain good communication links.

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times.

TERMS AND CONDITIONS

Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Payment of fees

The current fees are **£40** per child per day (9am-4pm), **£200** for a week. Fees are payable in advance by cash or cheque, bank transfer, Tax-Free Childcare or childcare vouchers.

If you would like your child to start at 8.00am it is an additional **£6** per day. If you would like your child to finish at 5.00pm it is an additional **£6** per day. If you would like your child to start at 8.00am and finish at 5.00pm it is an additional **£12** per day.

We accept vouchers from the following childcare voucher schemes:

- **Tax Free Payment:** Camp Fantastic
- **Care 4:** Camp Fantastic
- **Computer Share:** 0026738943
- **Childcare Grant Payment:** CCG2598644
- **Edenred:** P21304608
- **Employers For Childcare:** Camp Fantastic
- **Kiddivoucher:** Camp Fantastic
- **Sodexo:** Camp Fantastic
- **Fideliti:** CAM086C
- **RG Childcare:** Camp Fantastic
- **HMRC:** 50075890135
- **Enjoy Benefits:** Camp Fantastic
- **Bravo Benefits:** Camp Fantastic

Cheques should be made payable to "Camp Fantastic Ltd".

The price per day per child applies to all children. This is payable for all booked sessions.

Please ensure that fees are paid promptly. Payment must be received 48 hours before your child is due to attend. Non-payment means we will not accept your child for Camp. If you are having difficulty paying fees, please speak in confidence to the Manager.

Booking Changes - Adding additional dates to your booking

If you have completed a form for a camp and wish to add an additional day to the same Camp you do not need to complete an additional form as long as no contact/medical information etc has changed. Simply drop us an email and we can amend your booking for you and save you the time of completing a new form. Please can we also ask if you are requesting your child to be with a friend that you include the friends surnames as we get lots of children with the same first names.

Booking Changes - Booking at the last minute

We only accept bookings up to 3pm the day before you wish to attend. This will enable us to continue to provide a well planned Camp.

Changes to days and cancelling your place

We require 1 weeks notice if your child cannot attend. You will then be given a credit for a future camp.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason.

In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this Handbook.

Induction

If required, we will run an Induction Zoom call for parents. The induction will include running through Camps rules and routines (including meal times, collection, children's activities) and introducing your child to staff.

A Group Leader will be allocated to act as your child leader. We also allow at the booking stage the option of notifying us if there are friends attending the camp who your child would like to be in the same hub with.

Arrivals and departures

A register is taken when children arrive at Camp Fantastic.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation. If you wish for your child to make their own way home a permission to leave email must be sent.

See our **Arrivals and Departures Policy** for more details.

The club finishes at 4.00pm. If you are delayed for any reason please telephone the Club to let us know. A late payment fee of £6 will be charged if you collect your child after the Club has closed. This is to cover staff and venue costs as a result of your lateness.

If your child remains uncollected after 4.30pm and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** and contact the Social Care team.

Child protection

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

Equal opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.

- We will challenge inappropriate attitudes and practices.
- We will not tolerate any form of racial harassment.

Special needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety. It is the parents responsibility to inform us of any needs before attending camp so we can put the correct staffing in place.

For more details on equal opportunities and special needs, see our **Equalities Policy**.

GENERAL INFORMATION

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Camp. We have a clear **Behaviour Management Policy**.

Camp Fantastic promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

Camp Fantastic has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases.

However, if your child is violent or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Camp immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Camp. See our **Suspensions and Exclusions Policy** for full details.

Behaviour (adults)

Camp Fantastic will not tolerate any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Camp Fantastic is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. See our **Aggressive Behaviour Policy** for more details.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Camp we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him or her to the Club for 48 hours after the illness has ceased. See our **Illness and Accidents Policy** for more details.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times and the Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child. For full details see our **Illness and Accidents Policy**.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a **Permission to administer medication form** in advance. See our **Administering Medication Policy** for more details.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to your child's Group Leader, the Manager or any other member of staff.

Verbal complaints will be passed on to our Camp Manager for discussion and action.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of our **Complaints Policy** is available on request.

Privacy Notice

At Camp Fantastic we respect the privacy of the children attending the Camp and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required is erased after your child has ceased attending our Camp.

We will use the contact details you give us to contact you via phone and email, so that we can send you information about your child, our Camp and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- We will not be able to continue to care for your child if we do not have sufficient information about them
- Even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time so we can not delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

PLEDGE TO PARENTS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work and have a chat
- Keep you informed of future Camps, fees and charges, programmes of activities and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the camp.
- Listen to your views and concerns to ensure that we continue to meet your needs where possible.

CONTACT INFORMATION

Camp Fantastic
7 Napoleon Drive
Redwood Park
Shropshire
SY3 5PH

Club mobile number: 07851 618881

Ofsted Registration No: 2629848

Early Years and Childcare Service

St Stephen's CE Primary School

Role	Name	Telephone	Email
Safe Organisation Manager and Local Authority		020 8753 5125	lado@lbhf.gov.uk
Designated Officer (LADO) (London Borough Hammersmith and Fulham)	Megan Brown	07776 673020 (the duty Safeguarding Advisor can be reached on this number)	megan.brown@lbhf.gov.uk
Family Services Front Door Service		020 8753 6600	familyservices@lbhf.gov.uk
Prevent/counter-extremism contacts			
Prevent Schools Officer for Kensington & Chelsea and Hammersmith & Fulham	David Ellard	07717 864849 Or 020 8753 5843	David.Ellard@lbhf.gov.uk
LBHF Channel Panel Referrals	Tina Bencik (Prevent Co-ordinator)	020 8753 5727	Tina.bencik@lbhf.gov.uk
Local Police Force	Hammersmith and Fulham	101 (non- emergency) 999 (emergency)	
Anti-Terrorist Hotline		0800 789 321	
DfE dedicated non- emergency helpline		020 7340 7264	

If the Designated Person or Deputy Designated Person are not available and there is a risk of immediate serious harm to a child **anyone** can report abuse or discuss concerns in relation to children and young people. The Family Services Front Door team for the London Borough of Hammersmith and Fulham can be contacted on 020 8753 6600 or familyservices@lbhf.gov.uk.

Out of office hours the emergency duty team can be contacted on 020 8748 8588. For children living in other local authorities see below for contact numbers.

Ofsted

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Manchester

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