

New starter Information

- ❖ Child registration Form must be completed before they can start their session with us.
- ❖ When your child attends the crèche they will receive a wrist band which a member of staff will write their name on the band and put on your child's wrist.
- ❖ Parents/Carers will receive a card with a number on the back, which you must return when collecting your child. You will then hand this card to a member of staff who will then confirm your child's name and collect them from the play room. (Please be aware adults are not allowed in the play room without prior consent from a member of staff). If anyone else comes to collect your child that we are unsure of, the password will be requested so please ensure they know it.
- ❖ If your child is poorly whilst in our care, we will contact you to come and collect them. If they are unwell at home such as sickness or upset stomach, please refrain from bringing them. They are required to stay off for 48 hours until symptoms cease.
- ❖ Please be aware that the sessions are only up to 2 hours, if running late please contact us immediately on 01942 581042 or 07960879674. If you are 10 minutes or more late, you will be charged 1 hour session price. If we are unable to contact you, we will try all your emergency contacts given and failing that if we do not hear back from you within 1 hour, we will have to inform Wigan Central Duty Team for safeguarding children and the Police.
- ❖ Please ensure you provide your child's nappy and pull ups. If however you forget, we will provide them for additional 20p for a nappy and 50p for a pull up.
- ❖ If you would like your child to do a 'drop in' session please ring on the day to check for availability, this is to avoid disappointment and also saves parent's time.
- ❖ Please be aware some of our activities may include messy play. Please ensure your child is dressed to take part.

- ❖ We do NOT currently provide snacks as we do not have the facilities to prepare food, so you are welcome to bring a pack lunch but please ensure it does not require cooking. We DO however provide drinking water throughout the session.
- ❖ Please bring spare clothes and underpants/knickers if your child is potty training.
- ❖ We are an open access crèche and would to show you around but for the safety of the children in our care, only agreed visits will be allowed. (this will be at our quiet times or before we open and after children leave our care). Please be aware parents are not allowed in the play area without prior consent from a staff member.
- ❖ We are happy to provide our policies if requested, please ask a member of staff.
- ❖ If your contact details including address changes, please inform us as soon as possible.
- ❖ All medications must be given to your child before they attend the session or after the session unless it's medication they need during their session. Please let a member of staff know with instructions on how to administer it. Please note only prescribed medication with the child's name will be accepted and medication form must be completed giving us permission.
- ❖ If any of our policies and procedures changes we will inform you as soon as possible.

Thank you