



## **BEE'S CRÈCHE 2020**

### **Terms of Use**

#### **The signing parent/carer agrees to:**

- Arrive and collect the child on time.
- Provide the following in a bag (otherwise the child cannot be accepted into the crèche):
  - ◇ Change of clothes
  - ◇ Outdoor clothes suitable for the weather on that day such as sun hat, waterproofs
  - ◇ Items such as nappies, wet-wipes or other, sun cream etc.
- Ensure that the child arrives at the crèche with a clean nappy (if appropriate) and that the child has eaten breakfast or lunch, depending on the time of the booked session.
- Inform the crèche of any medicine taken within the last 24 hours.
- Ensure the signing parent will be the parent collecting the child at the end of the session.
- If the signing parent/carer is more than 15 minutes late we will phone that person. If he/she has not returned after 30 minutes we will then inform the Lost Children department of the festival that we have an uncollected child and their staff would come to the crèche. Unless the signing parent/carer has had a medical emergency, the child would not be allowed to use the crèche at the festival again and no refund would be given in the event of further sessions having already been booked and paid for.
- We reserve the right to refuse admission to any child that appears to be unwell at the beginning of a session.

#### **The crèche agrees to:**

- Care for the child during the contracted hours. A ratio of three children to one adult will be adhered to throughout all sessions.
- Comply with best practice and the requirements laid down by the crèche's insurance.
- Hold appropriate insurance cover, including public liability insurance.
- Notify the parent/carer as soon as reasonably possible of any accident or injury occurring whilst the child is in the care of the crèche.
- Inform the parent/carer after a reasonable period if their child is not settling in. The parent would then be asked to collect that child if he/she continued to not settle into the environment. In this event there would be no refund on that session.

- Make contact with the signing parent/carer as soon as possible in the event of any emergency. We have radio contact with all the on-site emergency services.
- Ensure that all children are treated equally and fairly at all times and nobody will be isolated or humiliated. No corporal punishment will be used.
- Ensure that all staff will have appropriate experience in childcare and that those having unsupervised access to children will be DBS checked.
- Ensure that, at all times, at least half the staff on duty has completed a 12-hour Paediatric First Aid course.
- In the unlikely event a child does go missing, we will immediately contact the on-site security by radio and alert the signing in parent/carer. Members of our staff would start an immediate search for the missing child, taking into account that adequate supervision of the remaining children must be maintained.
- Practice and maintain good standards of hygiene at all times throughout the crèche.
- Provide the child with a rice cake, fruit, and a drink halfway through the session. Though these will not contain nuts, we cannot guarantee that they were made in a nut-free environment.

### **In General:**

**Behaviour:** We will talk to the children about using kind hands and kind words and will deal with any challenging or negative behaviour in a positive way. There will be a key worker on each shift in charge of behaviour management. Children showing signs of behavioural issues will be diverted where possible with a positive approach to this negativity, but if this behaviour becomes destructive to themselves or others around them, we will contact the parent/carer and ask them to remove the child. In this event there would be no refund on that session or any subsequent session unless that session was able to be filled by another child.

**Bees Creche Refund Policy:** There will be no refunds given out at the festival. If you have booked a particular session and then realised your child cannot attend, if we are notified 24 hours before we will attempt to refill that place. If we are able to, we will contact you within two weeks from the end of the festival about a refund. This does not apply in the case of the late collection of a child as set out above, when no refunds are payable. Refunds are subject to a £5 administration fee which will be deducted from any money refunded. Under no conditions will there be part refunds.

Thanks for reading and see you in a field soon!