



Little Forest Folk

Holiday Camp Terms & Conditions Created January 2021

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Little Forest Folk Holiday Camp: Terms and Conditions

All of our Childcare options, pricing and policies across our nurseries can be found online at <https://www.littleforestfolk.com/holiday-camps>

Holiday Camp

Please note that our terms and conditions and all policies apply to all holiday camp bookings. You can find our full terms and conditions via the link [here](#) & our full site specific nursery policies [here](#).

Enrolled families will have priority booking for their child and if your child is not currently enrolled with us then they must be between the ages of 3 and 7 years to attend.

Once booked, all holiday camp bookings are non-refundable and non-transferable in any situation. Little Forest Folk cannot provide refunds to holiday camp bookings for emergency closure, as such events are deemed to be force majeure as outlined in our terms above.

We reserve the right not to accept a child who is not dressed appropriately for the forest and the weather or if the child's information as requested, has not been fully completed beforehand. All Little Forest Folk policies apply to our holiday camp families, however we recommend that families who are not currently enrolled with us familiarise themselves with the following key policies prior to your child attending holiday camp, found below in our T&Cs.

- Sickness
- Late collection
- Food



- Clothing
- Safeguarding Policy - **a copy of each nurseries safeguarding policy can be found on the nursery website**

Cancellation

All camp bookings made are non-refundable and non-transferable.

Swapping days

Please note, swapping your child's days of attendance is not permitted at any given time.

Food

The cost of all snacks and lunch is included in the holiday camp fee.

All meals are freshly cooked. We welcome your feedback on our creative menus. You can see our monthly menu here: <https://www.littleforestfolk.com/food>

Clothing

Parents should ensure that their children arrive in appropriate day clothes and bring a full spare set of clothes. We do not provide waterproof clothing to external families, so these do need to be sourced. Please do contact info@littleforestfolk.com if you would like to purchase a set through us.

We send a recommended kit list and in cold weather recommend thermals, long sleeves and wellington boots. In summer, long sleeve shirts and closed shoes are required. We request parents please provide their own shoes, gloves and hats. All items of clothing must be labelled. Little Forest Folk cannot accept responsibility for any lost or damaged property.

You can see our full recommended kit list here:

<https://www.littleforestfolk.com/holiday-camp-recommended-kit-list>

Sickness / Absence:

Children who have, or develop, an infectious illness must be excluded from nursery for a minimum of 48 hours. This is in the best interest of the child and the other children, and complies with regulations set out by the Environmental Health Department. Please notify the nursery of all absences. We are sorry to say that sickness or absence from Little Forest Folk does not qualify for a reduction in fees.



Children may not attend the nursery if they have:

- Nausea;
- Diarrhoea;
- Any infectious illness;
- Any unknown rashes;
- If they are unwell, e.g. not able to join in activities or require 1:1 care;
- If they are dependent on liquid paracetamol;
- Within 24 hours of the first dose of any medication not ever previously taken, and may not return until the condition is diagnosed by a physician who certifies they are able to attend.

Children who become ill while in our care will be looked after until parents can be contacted to take them home. Parents will be notified immediately at the first signs of any illness. If a parent cannot be contacted, we will contact NHS direct and act upon the advice they provide. If possible we will endeavour to contact the child's named GP.

In the event of an emergency the child will be taken to the nearest hospital, accompanied by a member of staff from Little Forest Folk who will act in loco parentis until the parents arrive. We will not administer medication without permission. If your child's temperature is dangerously high, we would contact an ambulance. In the event of an allergic reaction we would call an ambulance.

Parents have the responsibility to keep us informed of any changes in any contact numbers and addresses, or any changes in your child's medical condition or GP.

Should your child require regular medication to be administered during the hours he/she is in our care at Little Forest Folk you will need to complete all necessary paperwork in line with our policies. The medication must be prescribed by a doctor and be clearly labelled to include your child's name and the required dosage. You must take the medication home at the end of each day (we cannot keep any medications on site).

When changing nappies, providing first aid or dealing with any bodily fluids we have to take necessary precautions to ensure the safety of children in our care and staff against the possible transmission of any diseases. We ensure that there is always a number of staff fully trained in first aid and health and safety.



Late collection

Little Forest Folk camps run from 8:00am-6:00pm. The latest pick up for camp is at 6:00pm.

Any parent who is unable to collect at the correct time must inform us immediately, so we are able to staff accordingly. Whilst we have a legal responsibility to ensure that a child is looked after if a parent is not in time to collect a child, we are only able to have holiday campers with us from 8:00am-6:00pm. Early drop-offs or late collections impact on our statutory ratios and our registration. In the case of late collection of your child, a late collection fee of £10 and then £1 per minute thereafter will be applied. This late collection fee goes directly to the educators who have had to remain behind after their shift has finished as compensation. Payment should ideally be made in cash to the educators on the day.

Collection security

For security reasons, your child may only be collected by those individuals you have listed on the holiday camp registration form. Any changes to these named contacts can only be accepted in writing, in advance, and the new named alternate contact must introduce themselves, with identification, to the staff. Children will only be released to named contacts on provision of a password as provided by you. We will never permit a child to leave the premises unaccompanied or with an unauthorised person.

Only in the event of an emergency will we allow your child to be collected by an alternative individual who has not been designated as a named contact. In this instance, the parent must first provide the nursery with a photograph of the emergency contact, and agree a special password (different to the normal password) with the nursery in advance. The emergency contact must bring valid identification.

Finally, we will not permit a child to be collected by an authorised, named contact or alternate, if they appear to be unfit to provide for the child's safety, or appear to be under the influence of alcohol or drugs.

Safeguarding and Child Protection

We follow the guidelines set by the local authority on safeguarding children and child protection at all times. Our first priority is towards the children in our care. In any instance of suspected child abuse or neglect we will deal with the matter first in the nursery and then with Local Authority Safeguarding if necessary. A copy of the Safeguarding policy can be found on the nursery website.

Key Person

For children attending holiday camp will be allocated a key person who will be the main point of contact. Your child's key person will be provided to you and you will have the opportunity to meet



them in person on site. The key person will, where possible, provide a handover at the beginning and end of the session, although other staff members will also be able to do this at busy times.

Emergency or forced closure

Little Forest Folk endeavour to remain open at all times aside from Bank Holidays and the defined holidays. In the event of any pandemic or severe weather conditions or where the nursery has to close totally or partially for any other reasons, parents will be contacted by phone, email or text message, asking them to collect their child/children.

In the event of inclement weather, we will open the nursery if we can get staff in – but we may have to offer a limited number of spaces, based on available and expected staff. This would be done on a first come, first served basis. Sometimes we may ask parents to wait with their child until staff members may be able to get into the nursery, or to take children home and return at a later time, once we know which staff are able to come in. We may also need to ask parents to make arrangements to collect their children early in such an eventuality.

Little Forest Folk cannot provide refunds to parents for emergency closure, as we still need to pay staff, and such events are deemed to be force majeure. We understand that it is inconvenient, and potentially costly, and will endeavour to do our reasonable best to make sure that this does not happen.

Parental Conduct

We understand the importance of building good relationships with all families within the Little Forest Folk community and this is something we pride ourselves on, but this relationship will always work in both directions. With this in mind, we ask that all parents (including all prospective and waiting list parents) are asked to communicate with all members of our Little Forest Folk staff in a respectful, courteous and polite manner; a manner in which they themselves would wish to be addressed. This applies to all forms of communication with our staff including face to face, email and telephone conversations. We will not tolerate any form of verbal abuse or aggressive behaviour towards any of our staff at any time. If any parent is in breach of this parental conduct protocol, it may result in the withdrawal of your child's place and/or removal from our holiday camp lists.

Review of terms and conditions

We regularly review our terms and conditions and we reserve the right to alter our terms and conditions at any time.