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admin@creativekidz.org.uk
www.creativekidz.org.uk

Welcome to Creative Kidz – Holiday Club Joining Information

Hamble Primary School

Summer 2026

Dear Parents and Guardians,

We're delighted that your child will be joining us for our upcoming Holiday Club!

Below you'll find all the key information to help you and your child prepare for a fun, safe, and memorable experience with us.

Dates & Times:

- Start Date: **27/7/26**
- End Date: **21/8/26**

 **Location:** Hamble Primary School, Hamble Lane, Hamble. Southampton. Hampshire. SO31 4ND

Before your child's first day:

- Read the **Access, Arrival and Departure** information. Click [here](#) and select the venue your child will be attending to view.
- Save the club contact details: **07709 066299** | hamble@creativekidz.org.uk
- Check your session time which will be shown on your booking confirmation email. Please ensure children are dropped off and picked up promptly. Late collection fees will apply.
- Check your booking to ensure payment has been made (unless your child is attending a funded HAF place).
- Update your contact information and make sure you have supplied up to date details for a minimum of 2 emergency contacts.
- Check you have provided us with a password.
- Ensure your child's medical information is up to date and complete a [Medication consent form](#) if they require prescribed medication during their attendance.
- Updated dietary information
- Read our [Key information and FAQ's](#)
- Check consents are up to date

What to Bring:

Click [here](#) to view our clothing and equipment list.

- **Parents/Guardians must provide their child with the following items every day:**

- Weather appropriate. Comfortable, Play-Appropriate Clothing
- A warm waterproof coat - we will go outsideeven if it is raining!
- Suitable shoes for adventure. Trainers are ideal. No open toe shoes (Sandals, Crocs or flip flops).
- A refillable water bottle.
- A change of clothes *should be available at all times in case of accidents/spillages*
- Appropriate swimwear (No bikinis) and a t-shirt. *(Holiday clubs - Spring/Summer)*
- A towel *(Holiday club - Spring/Summer)*
- Parents should apply sun cream before arrival. Please also provide a clearly labelled bottle so children can reapply throughout the day where appropriate.
- Sun hat

Food and Drink

- **Snacks:** Snacks are included in the cost of your session and are provided in the morning and afternoon.
- **Lunch:** Parents must provide a healthy nutritious packed lunch for their child if they are attending during lunchtime 12:15 – 13:00, unless you have booked a hot lunch as an additional extra (Check your booking confirmation if you cannot remember if you have booked a hot lunch).
 - All children attending a HAF session will be provided with a Hot lunch. If you are going to provide a packed lunch instead, **you must** let us know in advance to avoid any confusion.
- **Drinks:** Parents must supply a refillable water bottle.

Medication:

- We can only administer prescribed medication where a completed Medication Consent Form has been received.
- Any prescribed medication must be handed to staff upon arrival. It must be supplied in original packaging with the prescription label attached.
- Parent's/carers must complete a [medication consent form](#) in advance of arrival.

What Not to Bring:

- Electronics (NO phones, tablets, consoles etc.)
- Toys or valuables
- Nuts or products containing nuts
- No Fizzy or Energy Drinks
- No Sweets
- No Glass

Reporting an Absence:

- If for any reason your child is not going to attend a club as arranged, please report the absence using the following procedure 30 minutes before the beginning of the session at the very latest.
 1. All absence must be reported by phone call or a text message. If your call is not answered, please leave a voicemail message, and follow up with a text message.
 2. You must report absences directly to the club that your child attends.
 3. You must provide:

- o Your child's name.
 - o Parents name (the person making the report)
 - o The date of absence
 - o The reason for absence
 - o Anticipated return date
- **Do not contact Head office to report absence.**
 - If your child is going to be late for any reason, parents must notify us in advance using the same procedure.
 - Our club phones are not manned outside our operating hours.
 - Absence from a HAF session must be reported a minimum of 1 week in advance to enable us to reallocate the session to another child. Repeated failure to notify us of HAF absences may result in future funded bookings being reviewed or cancelled in accordance with HAF attendance requirements.

Grouping and Activities:

- Children will be grouped by age and enjoy a variety of fun and engaging activities including sports, crafts, games, and themed days. From time to time groups will come together.
- A full timetable of activities and the daily routines can be viewed on our [website](#).

Behaviour Expectations:

- We want every child to have a safe and enjoyable experience.
- We ask all children to:
 - o treat others with kindness and respect;
 - o follow staff instructions;
 - o care for equipment and resources;
 - o help keep everyone safe.
- Where behaviour presents a significant risk to the child or others, we will work with parents to identify appropriate support and, where necessary, review whether we are able to continue meeting the child's needs safely within our staffing ratios and provision.

Contact us:

- **Holiday Club (during sessions)**
07709066299
hamble@creativekidz.org.uk
During club sessions our priority is supervising the children. If your enquiry is urgent, please telephone the club directly.
- **Head Office (bookings and general enquiries)**
07588 662120
admin@creativekidz.org.uk
Head Office cannot always respond immediately whilst the club is operating.

Authorised Collection:

- To help us keep all children safe, we will only release your child to individuals who are listed as authorised contacts on your child's Kids Club HQ account.
- If somebody different will be collecting your child, you must let the club know ****before collection**** by speaking to a member of staff or by contacting us using your registered email address or telephone number.

- Anyone collecting your child who is not known to staff may be asked to:
 - Provide a valid form of photo ID.
 - Confirm your child's collection password.
- If we are unable to verify that a person is authorised to collect your child, we will not release your child until appropriate verification has been completed.
- You can update your contacts and collection password at any time by logging into your [Kids Club HQ account](#) and selecting the "My Contacts" tab.

Safeguarding:

- If you ever have a concern regarding the safety or wellbeing of our children, please contact our:
 - **Designated Safeguarding Lead (DSL) -Louisa Clothier – 07534785620**
 - **Deputy Designated Safeguarding Lead (DDSL) -Kelly Keeling – 07588662120**
 - **Deputy Designated safeguarding lead (DDSL) – Brian Keeling – 07534785620**
- The safety and wellbeing of each child is paramount!
- If you have a concern about a child, however small you feel this might be, please do come and speak to us.
- Alternatively, Children's Services can be contacted on
 - Hampshire- 0300 555 1384 | Out of hours -0300 555 1373
 - Southampton- 023 8083 3004 – for members of the public
- Other useful contacts:
 - Police: 101 (non-emergency) or 999 (emergency)
 - Anti-terrorist hotline: 0800 789 321
 - NSPCC: 0808 800 5000
 - Ofsted: 0300 123 1231
 - **Domestic Abuse Helpline**
<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help> 0808 2000 247.
 If you are in immediate danger, call 999 and ask for the police. If you can't speak and are calling on a mobile press 55 to have your call transferred to the police. Find out how to call the police when you can't speak.

If you have questions about the program, please don't hesitate to reach out before the first day.

Best regards
 Kelly Keeling – Director
 Creative Kidz Childcare Ltd
 07588 662120
admin@creativekidz.org.uk
www.creativekidz.org.uk