

pre-arrival booking form pg 1 of 3



Session Fee: All pre-booked sessions will be charged

at a rate of £5 per session per child.

2nd/3rd child: £4 (must be same family) Non-residents £6

If you wish to book your sessions within our crèche before you arrive to avoid disappointment please use the booking form provided. Once completed send your form to pebbles crèche, Dalmeny Hotel, 19-33 South Promenade, St Annes on Sea, LANCS FY8 1LX

Please book a maximum of 2 sessions per day as limited places are available. All places pre-booked will be charged for if unattended or cancelled at £3.00 per session per child.

Name of session	Day	Time	Child's Name	Age

On arrival at the hotel please contact pebbles crèche to collect all the relevant forms that will need to be completed before your children can become a member of pebbles. If you have already completed the forms please tick here

Procedure for dealing with unacceptable behaviour

While pebbles crèche is open, ultimate responsibility for discipline lies with the Nursery Manager and Supervisor with overall responsibility for discipline issues resting with the Hotel Management.

If a child is being abusive or disruptive or behaving inappropriately, any member of staff may discipline the child in accordance with pebbles crèche discipline policy.

At this point the child will be given a first warning and the Nursery Manager or Supervisor will be informed.

Should behaviour continue, a second warning will be given, this time by Nursery Manager or Supervisor and the parents/guardians of the child will be informed.

If the inappropriate behaviour persists, a third warning will be given and again the parents/guardians of the child will be informed and the information will be passed on to the hotel management.

The hotel Management reserve the right to suspend or ban any child who has received three warnings.

We will follow these procedures in a way that is appropriate to the maturity of the child and the misdemeanor,

Please sign to confirm your understanding:

parent/guardian of

Date of policy:

Signed:

Policy review:

STARFISH TIMEOUT CLUB (AGES 2 TO 7)

School holidays & weekends only, closed Tuesday

Session 1: 9am-12pm / Session 2: 1pm-4pm / Session 3: 5pm-8pm

JELLYFISH TIMEOUT CLUB (AGES 8 TO 14)

School holidays & weekends only activities between 9.30am-5pm, with selected evenings

t:01253 712236 ext 4027 e:pebbles@dalmenyhotel.co.uk



The Dalmeny Hotel provides OFSTED registered crèche facility known as pebbles. This provides care for the children of hotel residents, GYM Dalmeny members and non-residents and a Manager who manages the use of the facility and other interested individuals govern it.

Applications for membership need to be returned to the pebbles Manager or Supervisor via the crèche. The Management has the right to refuse membership or cancel membership if the applicant does not adhere to the conditions stated here. In this event an applicant/member has the right to appeal to the Management.

Members must abide by all guidelines/policies issued regarding membership and use of the crèche. Members have the right and are encouraged to pass on any ideas, compliments or concerns to the Hotel Management.

NON-RESIDENTS:

All members must be registered and pay a fee of £6.00 per child per session attended. All relevant documentation must be completed before admission to any sessions.

HOTEL RESIDENTS:

The crèche is also available to hotel residents. All guests must be registered and the relevant documentation must be completed before admission to any sessions.

***There will be a charge of £3.00 per child to hotel residents if places are booked and cancelled or unused no matter what notice is given.**

GYM & SPA DALMENY MEMBERS:

All members must be registered and pay a fee of £3.00 per child per session attended. All relevant documentation must be completed before admission to any sessions.

All paying customers must obtain the correct voucher from Hotel Reception

CONTACT DETAILS:

Name: _____ Address: _____

Postcode: _____

Home tel no: _____ Email: _____

Name/s of children: _____

I have read the above conditions of membership and agree to abide by them:

Signed:

Date:

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Room No:

Please complete the following information and return it to a pebbles Supervisor before your child/ren join pebbles

PERSONAL DETAILS:	DETAILS OF PERSON/S COLLECTING THE CHILDREN
1 Child name: _____ Date of Birth: _____	(Please note the child with not be released to any person not named below.) Children will be collected by: _____
2 Child name: _____ Date of Birth: _____	1: Name: _____ Relationship to child: _____
3 Child name: _____ Date of Birth: _____	Address: _____ _____
4 Child name: _____ Date of Birth: _____	_____
EMERGENCY CONTACT	Tel Number/s: _____
1 Who? _____ Tel No: _____	or
Relationship to child: _____	2: Name: _____
2 Who? _____ Tel No: _____	Relationship to child: _____
Relationship to child: _____	Address: _____
3 Who? _____ Tel No: _____	_____
Relationship to child: _____	Tel Number/s: _____

FAMILY MEDICAL INFORMATION	My children have allergies to the following: (eg nuts, penicillin)
1 Child name: _____	Allergy: _____
2 Child name: _____	Allergy: _____
3 Child name: _____	Allergy: _____
4 Child name: _____	Allergy: _____
Any other medical information about the children that should be known: _____	
_____ Dosage: _____	
My children are fully up to date with their Tetanus Immunisation: <input type="radio"/> YES <input type="radio"/> NO Date of last booster: _____	
If considered necessary, do you give permission for the use of an appropriate plaster dressing to cuts/grazes? <input type="radio"/> YES <input type="radio"/> NO	
<i>Please note that sanitary protection will be held discreetly on site. Staff will deal with any request in a sensitive and confidential manner. but it is your decision whether to pass on the information.</i>	
Family doctors name: _____	Address: _____
Tel No: _____	_____
Health Visitor Name and Number: _____	
IN THE EVENT OF ILLNESS OR ACCIDENT REQUIRING HOSPITAL TREATMENT, I HEARBY AUTHORISE PEBBLES CRECHE STAFF TO TAKE TO HOSPITAL AND SIGN ANY WRITTEN FORMS OF CONSENT REQUIRED BY HOSPITAL AUTHORITIES IF THE DELAY IN OBTAINING MY OWN SIGNATURE WAS CONSIDERED INADVISABLE BY THE DOCTOR, OR SURGEON CONCERNED.	
Parent/Guardian Signature: <input style="width: 280px; height: 40px; border: 1px solid black;" type="text"/>	Date: <input style="width: 180px; height: 40px; border: 1px solid black;" type="text"/>

information for parents



As we are a crèche that offers session care for 3 hours, we need to insist that 1 adult stays in the hotel premises and informs the crèche of their whereabouts in case we need to contact you for any reason.

Organisation and services provided

The day to day running of pebbles is the responsibility of the Nursery Manager and Supervisor who reports to the General Manager. The Nursery Manager and General Manager have the overall responsibility of pebbles, to develop and implement the policies and report to ofsted guidelines. pebbles is a children's crèche offering places to hotel guests and GYM Dalmeny members on a pre-booked first come, first served basis.

Registration

A registration form including medical and emergency contact details must be completed prior to your child/ren entering pebbles.

Staff and Opening Times

The Nursery Manager, Supervisor and Nursery Assistants are suitable qualified and/or trained and experienced in accordance with Ofsted guidelines.

Times of sessions

Session 1	9.00am - 12.00pm
Session 2	1.00pm - 4.00pm
Session 3	6.00pm - 9.00pm

(Sessions available during weekends and schools holidays only)

Activities and consumables

pebbles will provide stimulating and creative activities for the children. An area will be set aside for those children who wish to read. pebbles will provide all stationery, craft and activity materials. The children will also receive a light snack eg fruit, biscuits and a drink.

General Information

If your child/ren wear nappies or training pants please provide a named bag containing nappies, wipes and sack etc. One parent per child/ren who are attending pebbles must stay on the hotel premises at all times and their whereabouts must be known. All parents who wish to register their child/ren must complete a registration form and return it to the Nursery Manager or Supervisor via the crèche, with fees included, if required. Places are available to members only on a first come first served basis and must be booked at least 24 hours in advance. Parents must notify the Nursery Manager or Supervisor if a child, for whom a place is booked will be absent.

Collecting your child

Parents and/or those identified to collect children must sign the register to acknowledge that children have been collected. The details of additional collectors must be identified on the registration forms before the children attend pebbles. Under no circumstances will a person not authorised by the parents be allowed to collect the child/ren. The Nursery Manager or Supervisor must be notified in advance if consent has been given to another person to collect the children.

Discipline/ Procedure for dealing with unacceptable behaviour

While pebbles crèche is open, ultimate responsibility for discipline lies with the Nursery Manager and Supervisor with overall responsibility for discipline issues resting with the Hotel Management. If a child is being abusive or disruptive or behaving inappropriately, any member of staff may discipline the child in accordance with pebbles crèche discipline policy. At this point the child will be given a first warning and the Nursery Manager or Supervisor will be informed. Should behaviour continue, a second warning will be given, this time by Nursery Manager or Supervisor and the parents/guardians of the child will be informed. If the inappropriate behaviour persists, a third warning will be given and again the parents/guardians of the child will be informed and the information will be passed on to the hotel management. The hotel Management reserve the right to suspend or ban any child who has received three warnings. We will follow these procedures in a way that is appropriate to the maturity of the child and the misdemeanor,

Health and Safety Policy

The welfare of the staff and children is of paramount importance. Before a child joins the scheme a comprehensive membership and consent form must be completed for

them, detailing any specific requirements a child may have, as well as parental contact information etc. All children must also be supervised at all times, they are discouraged from running in the building and from climbing etc, fighting and abuse of any form will always be challenged. Supervision and leadership of activities is the most important factor and other matters with regard to sanction are included in the Disciplinary Policy.

Fire Procedure

Fire drills are practiced regularly. The fire equipment is also regularly checked and maintained. During a fire children should stop their activities and quietly await advice from their group leaders, who will require them to quickly and quietly line up and leave the building by the nearest and safest route, assembling at the front of hotel car park, where leaders will ensure that the children are checked against the register. The Supervisor will sound the alarm (if necessary) and will ring the Fire Brigade and then collect the register. They will also check all areas of the building, especially the toilets, guest laundry, nearest bedrooms and will then call a register to establish whether all staff, children, volunteers, visitors, etc are accounted for. Children will not re-enter the building until it has been confirmed safe to do so.

Medication/First Aid/Fitness/Accidents/Emergencies

Medication will only be administered when the child's parent or guardian has completed a written consent form issued on registration. The Supervisor will hold medication and will administer it as directed, logging all actions in the Incident Book. In cases of first aid, the named and trained first aider will record all actions and inform parents on collection of their child and require their signature on our record, should normally administer it. The named first aider will also maintain the clubs first aid kit. If a child arrives to the session showing signs of illness the Crèche Manager/Supervisor has the right to refuse care for the child until he/she is well enough to return. If a child becomes ill during the session we will contact the parent or guardian to collect their child and to keep them off for the appropriate time span, according to our policy displayed in the crèche

Missing Child Procedure

Children are always grouped with one or more club leaders and are counted and checked to be present regularly, especially on moving from one area of the building to another. In all circumstances of missing children details should be reported immediately to the Supervisor. An organised search of the building and surrounding grounds should be made and if this proves inconclusive, all the children present should also be questioned to ascertain if they know the child's whereabouts, mood, attitude or anything the child may have said. Then after the session contact should be made with the relevant management, as well as the child's parents in order to ascertain if the child has gone back to their room. If all the above fails the police are to be informed and the staff will work in co-operation with them. Photos of the children held on file may be provided if required.

Access To Information

The club only holds a small amount of information about each child i.e. that is written on the medical and consent form. Parents do however have the right to see the clubs incident book and accident book and other written records on request.

Complaints

The staff are always willing to listen to problems and complaints and to act upon them. However when they cannot easily be resolved, the complainant may take the matter to club's Supervisor or the club's Management. They are ensured of a prompt investigation and where appropriate action. They are also assured of a written response. Complaints against staff will also be handled in this manner following the guidelines set down in the contract's disciplinary procedure. Staff complaints should also be directed to the club's Supervisor who will take the appropriate action or will pass the matter on to the Management for investigation. If you have a complaint about Pebbles, any comments to make about our services or would like further information about childcare provision in this area please contact: Social Services Inspection Unit, Winstone House, 199 Church Street, Blackpool.

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