



# Parent Information



Dear Parents, Guardians, Carers and Friends:

Thank you for enrolling in a CLUB HOUSE BOOT CAMP Holiday program. We look forward to your child joining us for some awesome fun activities and meeting new friends – but first you need to be aware of our standard policies and Parent Information. We hope the information below will provide all the details you need to ensure your child has an enjoyable time with us during the program.

If you have any other questions, please feel free to contact us at [admin@clubhousebootcamp.com.au](mailto:admin@clubhousebootcamp.com.au)

From the team at CLUB HOUSE BOOT CAMP.

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## **AGE REQUIREMENTS FOR CLASSES:**

Must be at least 6 years old and attending school.

## **PAYMENT:**

Payment is required prior to commencement of the program. Until full payment has been received your child's position is not confirmed.

Bookings and payments are available online.

## **SIGN-IN/SIGN-OUT POLICY:**

Please drop off your child NO earlier than the commencement time for the program at 8am. Children can arrive any time after that time.

A Parent/Guardian or other authorised adult must sign each child in on arrival, and out again when they leave.

The only people that your child will be released to are those nominated on your Kidsxap Enrolment. Additional authorised adults can be added directly through your Kidsxap portal. If you have made changes on the day of care please provide details in writing with the nominated person's name and contact number either by Please text 0414 861 442, email to [admin@clubhousebootcamp.com.au](mailto:admin@clubhousebootcamp.com.au), or in person on the day.

**Note:** all persons authorised to pick up children must be at least 16 years of age.

All children attending must have a minimum of 2 nominated people within 30 minutes proximity of the program in case of emergency.

If the situation arises where no one on your list can pick up your child, we will contact you for authorisation over the phone of an alternative adult. We will require our staff to sight photo identification provided by the alternative adult, on arrival at the venue to collect your child.

## **LATE PICK-UP:**

Pick-up more than 15 minutes after the advertised end time of the program will incur an additional fee of \$5 per 5 minutes block or part of.

## **ILLNESS and ABSENCES:**

If your child is ill, please **KEEP THEM AT HOME**. This includes situations where your child:

- Has vomited or had diarrhoea in the last 24 hours
- Is displaying a rash or other symptoms that may be contagious
- Has a fever or high temperature
- Is visibly ill
- Is generally feeling unwell and is unlikely to be able to participate in the program activities

We know it can be disappointing, and we will always try to accommodate a class transfer where possible for those children that cannot attend their schedule program due to unforeseen illness.

If you know your child will be absent from the program on any given day, please notify us as soon as you can. Please text **0414 861 442** at your earliest convenience and leave a message stating your child's full name and the class they are registered in, so we can make our staff aware. This assists us greatly with our program planning, as some activities may involve group work.

## **MEDICATION**

If your child requires any medication during their stay with us please see the Supervisor for a Medication Permission form. This is to be completed and signed by you on the day and all medication is to be clearly labelled with your child's name and dose. A downloadable Medication form is available on our website to complete prior to arriving.

## **LUNCH / SNACKS**

Please ensure your child brings ample food for the day. **NUT FREE** lunch and snacks, and a refillable water bottle. Your child will not be permitted to eat any snacks or sandwiches that contain nuts.

If your child has any special food allergies/restrictions please make sure to note them in the space provided on the registration form. We are happy to do our best to accommodate any concerns or medical needs your child may have.

## **CLASS RULES:**

Children will be reminded of our CLUB HOUSE BOOT CAMP expectations on commencement of the program. We refer to these as YOUR JOB (child), OUR JOB (child & Instructor) & MY JOB (Instructor). Downloadable copies are available on our website.

1. Take care of property and materials.
2. Respect other people and their creations.
3. Listen to the instructors and each other
4. Pack up when you're done
5. Have fun!

## **CHILD CONDUCT POLICY:**

CLUB HOUSE BOOT CAMP values supporting children to become responsible for their actions in coaching them with self management skills when required. Although we reserve the right to release, without refund of fees, any child whose behaviour becomes unmanageable, the Club House Team Leaders will council children encouraging calm communication and conflict resolution prior to contacting parents. The children will be reminded that CHBC is a shared social environment where we all need to feel safe. If a child is not responding to the Team Leaders following TWO verbal warnings, the responsible adult listed on their attendance sheet will be contacted to collect them. Intentional harm of any other persons or person's property while a program is in session will NOT be tolerated; this will result in the child's IMMEDIATE termination from the program without refund of fees.

## **SPECIAL INSTRUCTIONS:**

Please ensure that any medical, learning and/or behavioural concerns are disclosed prior to attending the program to allow for adequate planning.

Please indicate special instructions for your child in detail at the space provided on the first page of your Kidsxap registration. Please feel free to leave us some handy hints and tips for how we can best to help your child through any difficult situations!

## **IMAGE RELEASE PERMISSION:**

The kids are often so proud of their builds and enjoy us taking photos/videos to show parents their creations. Please note your preference on the Declaration and Consent page of your registration and bring it to the attention of the Instructor at the registration table on arrival when you drop your child off if you DO NOT want your child photographed.

## **ITEMS BROUGHT FROM HOME**

Please encourage your child to leave all personal toys, devices and other items at home.

Please understand that bringing items from home can result in the item being lost, misplaced, or damaged. CLUB HOUSE BOOT CAMP is not responsible for any personal possessions that are lost, stolen, misplaced, or damaged.

## **INSTRUCTORS & TEAM LEADERS**

Our instructors are all individuals who have a great interest and ability in teaching our programs to students in an exciting way. Each instructor is trained by Club House in the delivery of our programs, classroom management, and of course the activities, construction of our models etc.

Our Team Leaders and Supervisors are fully qualified in either Child Care or Teachers. Our Instructors are either qualified or currently enrolled in Child Care and Teaching courses. In addition, all instructors over the age of 18 have undergone a current Working With Children Check (note it is not possible to conduct a Working With Children check on individuals under 18) and Police Checks.

## **ACTIVITIES**

Our activities can often involve getting messy, dirty or wet during our outside play. Please ensure your child is in suitable clothing for messy play and **has a change of clothes with them**.

## **Feedback Log Book**

At CLUB HOUSE BOOT CAMP we have a feedback log book where we encourage children who attend our programs to write about their experience at CLUB HOUSE. The feedback will be collated and used if possible to help improve our services to provide the best possible service to our customers.