

Children's Holiday Club Frequently Asked Questions

What should I pack for my child?

- We recommend that all children wear old clothes that are suitable for getting messy.
- A refillable water bottle, snacks and a packed lunch (for full-day activities) will also be required
- If your child is coming along for an afternoon session, we would also suggest that they bring a packed lunch. We eat lunch before the afternoon art session starts
- If your child is coming along for a morning session, they will need a morning snack
- A coat, in case of rain and cold weather conditions
- Suncream/ Sun Hat if the weather is hot

Is there anything my child isn't allowed to bring?

- We are a nut-free zone. Please can we ask that all lunches and snacks provided do not contain nuts
- We discourage the use of mobile phones during the sessions, so please make sure phones are switched off and placed in bags. Phones may be used during breaks but must be put back into bags when sessions recommence.

What should I do if my child is sick on the day? Will I be refunded?

- You should call The Dart Centre on 01489 779471 to let us know that your child won't be attending, we are open from 08:00am. We do not offer refunds or credit notes within 48 hours of the start of the session. Please refer to our Cancellation Policy for full details.

What if my child gets sick during the day?

- The Dart will contact you to collect your child using the emergency contact information provided. We will keep your child comfortable until they can be collected.

Who should I hand my child's medication to?

- The Arts Centre Assistant who is leading the activity will be responsible for your child's medication. They will check that an administering medication form has been filled out, and will double check all details are correct. If the medication needs to be refrigerated, please inform the Arts Centre Assistant on handover, and it will be kept in The Dart centre fridge during the day and brought over at the appropriate time.

What do I need to do to pick up my child in the evening?

- Collection is at The Dart Centre unless otherwise informed. Upon collection, we will ask for your child's 'D' number which is unique to them. This will be located on your original confirmation email. The D number is requested for safeguarding purposes.

What if someone else needs to collect my child?

- That's fine. You will need to make sure that the person collecting has your child's 'D' number and is known to the child.

Can my child walk home alone?

If you would like your child to walk home alone, you will need to provide us with written consent at community@thedart.co.uk

What happens if I'm late for collection due to traffic?

- We understand that these things happen, you will need to contact us ASAP to let us know and we will remain with your child in The Dart Reception. The likely situation is that you are not the only parent who is stuck. For persistent lateness, please see our late collection policy on Page 7.

Where do I drop off and collect my child?

- All drop off and collection takes place at The Dart Foyer. There will be a registration table where you will be greeted by one of the staff. We respectfully ask that you leave your child with us at the registration table and do not come into The Dart. It is a small space and we do not want it to feel overwhelming for the children. Staff will provide the children with a quiet activity on arrival and will take the children to their designated rooms.

How do I pay for Holiday Club?

- We can accept payment via card, either online, in person or over the phone, by exact cash, or childcare vouchers.

Which Childcare Voucher providers do you accept?

- We accept the following childcare vouchers:

Voucher Provider	Code
Eden Red	P20979364
Computer Share	Wildern School
Kiddie Vouchers	N89562
Care-4	91284702
RG Childcare	Wildern School
Coop Childcare	85115410
Sodexo	861260
Fideliti	Wildern School
Busy Bees/ Bravo Benefits	779451/ Wildern School
Salary Exchange	Wildern School
Ofsted Code	136654

The team will book your child into our system as a 'book now pay later'. We will give the total cost for the session which you should submit through to your childcare provider. Please use the reference 'dartCHILD'SLASTNAME' when submitting this to your provider.