



**Edenbridge Primary School**

**The Pioneers Holiday Club  
Parents' Handbook  
2025/2026**

## Terms and Conditions

Please read this handbook carefully, as it forms part of our club terms and conditions.

Thank you.

## About The Club

We are based at Edenbridge Primary School. We will make use of both our halls, the ICT suite as well as the playground. We aim to run for 1 week in the October and Easter Holidays, and 2 weeks in the Summer Holidays. The dates for the year are published on our website at the beginning of the Autumn term.

We can accommodate up to 40 children at one time, from Nursery (N2) to Year 6. There are 4 or 5 members of staff on duty each day. The school office must be in receipt of completed registration forms and a signed copy of the terms and conditions in order to confirm your child's place.

We provide a snack but children must bring their own healthy nut free packed lunch. We also ask that a change of clothes is provided. We offer a wide range of activities including arts and crafts, messy play and construction games. We have use of the school playground so that we take the children outside.

At The Pioneers Holiday Club we aim to provide a safe, secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

The children are free to choose activities and resources as they wish. There will always be a selection of activities such as dressing up, board games, physical play and reading. As well as this, we run age-appropriate adult led activities and physical activities where possible.

The Pioneers Holiday Club is run by a leader who is assisted by play workers. All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked.

If you have a query or concern at any time, please speak to a member of staff when you drop off or collect your child.

**If you need to contact the club in an emergency, please call 07566 701821.**

## Policies and Procedures

The club has clearly defined policies and procedures, which align with our school policies. Key points are included in this handbook.

We do our utmost to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. We abide by the school's safeguarding policy. Copies of the full policies are available for parents to view at any time on our website.

## Booking Process

Our club aims to be accessible to children and families from our school community. Admission to the club is organised by the school office and on receipt of a completed set of registration forms and signed terms and conditions, we will confirm to parents that their application has been successful.

We will confirm to parents which set days will be allocated for your child to attend. We will always attempt to meet parents' preferred days however if the club is full on any particular day, we will use a waiting list system. The waiting list will be operated on a first come first served basis, with the exception of siblings, who will have priority for the same days as a sibling already attending.

Once your child's sessions have been booked, you must let the club or school office know as soon as possible if your child will not attend any of their allocated sessions.

**Please note that there will be no refunds if your child cannot attend.**

## Payment of fees

Full Day Session 8:30am – 3pm	£31.70 per session
Short Day Session 10am – 3pm	£24.00 per session

Fees are payable in advance via School Gateway. We also accept payment by tax free childcare. If you would like to pay for either club by tax free childcare, please advise the school office, by email ([finance@edenbridge.kent.sch.uk](mailto:finance@edenbridge.kent.sch.uk)) once you have instructed payment and we will apply it to your account, then we will book your requested sessions.

The price per session applies to all children and is payable for all booked sessions.

Please ensure that fees are paid in advance. Non-payment will result in your place being terminated. If you are having difficulties paying the fee, please speak in confidence to the school office as soon as possible.

## Arrivals and Departures

Access is via the main school pedestrian gate (via the High Street entrance). The doors open promptly at 8:30am (full day) or 10am (short day). Parents can hand their child over to the club staff who will mark them in on the register.

We expect that your child will normally be collected by the people you have named on the registration forms. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child to an unknown person without authorisation from yourselves and a password that they must know.

**The Pioneers Holiday Club** finishes at 3pm. If you are delayed for any reason, please telephone the club to let us know. A late payment fee of £5 will be charged per 5 minutes if you collect your child after your booked session has ended. Late collections will be monitored and the school has the right to withdraw the services of the club, should your child be collected late on 2 or more occasions. If your child remains uncollected after 3:15pm and you have not warned the school, we will follow our late collection policy and contact Social Services.

**Please also remember that we need to know if your child will not be attending The Pioneers Holiday Club for any reason. Please contact the club on 07566 701821 on the first morning of your child's absence.**

## Equal Opportunities

Our club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, sexual orientation, cultures and languages in a multi-ethnic society so that each child is valued as an individual.
- We will challenge inappropriate attitudes and practices.

- We will not tolerate any form of racism or homophobia.

We make every effort to accommodate and welcome any child with additional needs. We will work in liaison with parents and relevant professionals to fully understand your child's requirements. We will endeavour to accommodate all children of all abilities, whilst working within the club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

If the risk assessment concludes that your child will need more individualised support, the school reserves the right to pass any associated costs on to the parents of the child. This is so that we can ensure the safety of all children attending, as well as cover our costs in order for the club to run.

## Behaviour (Child and Adult)

We have a clear behaviour management policy, in line with the school's behaviour policy. A copy of which is available to all parents and carers on our website.

We will inform parents in writing of any inappropriate behaviour for example: physical behaviour; inappropriate language; damage to school property; unsafe behaviour i.e. walking out of the club without permission. If we have had to write to you on 1 occasion, we will request parents come in to school to attend a meeting to discuss their child's behaviour and review their attendance at the club.

The club promotes an atmosphere of care, consideration and respect for everyone attending including children, staff and visitors. We encourage appropriate behaviour through praise for good behaviour, emphasis on co-operative play and talking to children with the courtesy that we expect back from them. The club has procedures for unacceptable behaviour and we recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of additional needs. We do our best to accommodate such cases. However, if your child is physical or is a danger to themselves or others, we will request that you collect them from the club immediately. In exceptional circumstances, when all other attempts at behaviour management have failed, we reserve the right to withdraw your child's place at the club, either for a fixed period or permanently.

We will not tolerate from any person, whether a parent, carer or visitor: bullying, aggressive, confrontational or threatening behaviour. Our club is a place of safety and security for the children who attend and the staff who work here. We reserve the right to ban anyone exhibiting inappropriate behaviour on our premises.

## Illness & Accidents

We are unable to care for children who are unwell. If your child becomes unwell whilst at the club, we will contact you and ask you to make arrangements for them to be collected. Please inform the session leader of any infectious illnesses your child contracts. In line with school policy, if your child has had sickness or diarrhoea, please do not send them to the club for 48 hours after the illness had ceased, to prevent the spread of it to other children.

Every precaution is taken to ensure the safety of the children at all times. Our staff are trained in first aid and a first aid kit is kept in the club hall.

## Complaints Procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the club leader or another member of staff.

Verbal complaints will be brought to the attention of the Head Teacher for discussion and action. A full copy of the school's Complaints Policy is available on our website.

## Pledge to Parents

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children.

We will:

- Welcome you at all times to discuss our work.
- Keep you informed of opening times, fees, programmes of activities and procedures.
- Listen to your views and concerns to ensure that we continue to meet your needs.