

## Terms and Conditions for Planet Botanic Holiday Club Bookings

### 1. Bookings

The cost of the Holiday Club is £35 per day. Children must be 6 years old on or before the 4<sup>th</sup> July, 2022. We will take bookings on a first-come, first-served basis and payment should be made in full in advance over the phone, by BACS or in person at the Gatehouse. Bookings will not be confirmed until full payment has been received. We will review your booking form and confirmation will be made by email or we shall contact you to discuss any matters requiring clarification.

### 2. Drop Off / Collection

Children should be dropped off at 9:30am and collected at 3:30pm at the Glass Class each day by a nominated parent/ guardian, as detailed by your completed booking form. The Education Officer must be informed by parent/guardian, in advance, of any change to this arrangement. Children will need to be signed in on arrival and signed out on collection by the nominated guardian. In the event you are late for drop off or pick up please phone the gatehouse on 01334 461200 to inform a member of staff so the team.

### 3. Behaviour Code

The children will agree on a *behaviour code* at the beginning of each week and will review this each morning. Respect for each other, plants, animals, and other visitors is at the heart of what we do, and we expect all children and adults to follow rules for our safety. We reserve the right to cancel any bookings if your child is unable to follow our behaviour code.

### 4. Food and Drink

Please ensure your child has sufficient healthy food and drinks for snack and lunch. **Please indicate any food allergies and medication on the booking form.** We will occasionally toast marshmallows or eat fruit from our orchard.

### 5. Clothing and Equipment

Children will be spending much of their time outdoors and will definitely get dirty and probably wet! Please check the weather forecast and pack accordingly. We recommend old, comfortable clothing that isn't too precious. Footwear should be wellies or walking boots. We suggest packing a small rucksack with any extra layers including a hat, along with lunch and a snack. All children should have a change of clothing in a labelled bag – this can be left at the Glasshouse for the week and pickup up on the last day (hopefully unused!).

### 6. Sun cream

If it is likely your child will need sun cream, please apply this before you arrive and pack a bottle for top ups. Please let us know in writing at the time of confirming your booking if you do not want us to apply our own sun cream should it be required.

### 7. Emergency Contact Details

When completing the booking form two emergency contacts must be provided and details of any conditions or health concerns provided. We reserve the right to refuse a place to children if we feel we cannot be responsible for health concerns.

### 8. Risk Assessments/Child Protection

The St Andrews Botanic Garden is fully risk-assessed for children's clubs and children will be supervised by Education Tutors at all times. A copy of these Risk-Assessments can be sent to you on request. All tutors are fully-

disclosed under the PVG (Protection of Vulnerable Groups) system and a copy of our Child Protection Policy is available on request.

#### **9. Medication**

We cannot dispense any medication to children however if your child takes regular medication which is personally administered, we can discuss this matter with you. We reserve the right to decline a booking where we cannot act in the best interests of the child.

#### **10. Cancellation**

Holiday club spaces are non-refundable. If weather conditions at the Garden make it unsafe for public access we shall fully refund the day/days cancelled. We shall advise parent/guardians of any changes as soon as we possibly can, by email and using the emergency contact number provided.

#### **11. Photography**

Please let us know if you do not wish your child to be photographed. We will be taking photographs throughout the week.

#### **12. Valuables**

We would ask that your child brings no valuables with them (including mobile phones, iPads etc) as we cannot accept responsibility for loss or damage to them and there is the danger of them getting wet. They can also cause unnecessary worry and distraction. If absolutely necessary, please discuss with the tutor in advance and we shall try to make arrangements to have them securely stored.



## Planet Botanic Behaviour Policy

Through activities and experiences at Planet Botanic Holiday Club we encourage children's freedom as well as providing structured activities. We aim to provide a warm, relaxed, and stimulating environment for children to feel comfortable within their surroundings and within their own self.

Whilst freedom is emphasised, we believe in the importance of setting boundaries that children must understand and follow, for their own safety and for that of all the children attending the club. We aim to do this in a way which will help each child develop a sense of the consequences of their behaviour.

Any restrictions on the child's natural desire to explore and develop their own ideas are kept to a minimum. We always praise and reinforce positive behaviour.

### What we do to promote acceptable behaviour

- We make clear our expectations of behaviour with our Golden Rules.
- We praise good behaviour privately and publicly.
- We promote respect for each other, equipment and our environment
- We set good standards through our own example.

### St Andrews Botanic Garden team responsibilities

- To treat all children fairly and with respect.
- Listen to and value the feelings of all children staff and parents alike.
- To help raise the children's self esteem independence and self value.
- To support the children to make the right choices.
- To help children become aware of the consequences of their behaviour. To encourage good behaviour
- To recognise that each child is an individual and be aware of that child's needs.
- To foster good relations with parents/carers and other site users.
- Be aware of factors that contribute to different behavioural patterns.
- To have a positive and friendly attitude and be positive role models.
- To handle any behavioural issues in accordance with the clubs confidentiality regulations.

### Child's Responsibility

- Treat staff and other children and the environment with respect.
- Take responsibility for their behaviour and actions.
- Listen to and follow the instructions of Holiday Club Staff.
- Co-operate with other children and adults.
- Take care of the club's equipment and surrounding environment including our plant collection and wildlife.
- Be responsible for their belongings. We cannot be responsible for children leaving their belongings at the club.
- Stay together with the group where a member of staff can see and hear you.

## **Examples of unacceptable behaviour**

Physical aggression: hitting, kicking, smacking, biting, slapping or any other form of physical harm, damage to equipment or toys.

Verbal aggression: swearing or verbal abuse.

Anti-social or discriminating remarks: name calling, bullying, teasing or any other act of discrimination.

Intimidation or manipulation: child to child, adult to child or child to adult.

## **Golden Garden Rules**

We are gentle, we do not hurt others

We are kind and helpful

We listen

We are honest

We work hard

We look after property, plants and animals

We have FUN!

## **What we do when a rule is broken**

1. Every child will be talked to respectfully.
2. When an incident is between two or more children, each child will be listened to and allowed to express their feelings.
3. All feelings are accepted but some behaviour may not be.
4. When it is necessary to use disciplinary methods (eg verbal warnings, time out sessions) the child's age and stage of development will be taken into consideration.
5. Incidents that are felt necessary to be reported to parents will be written down on an incident report form and staff will discuss with the parent/carer on collection. If a situation arises whereby a child is in such distress that their behaviour is endangering themselves or any of the other children then we will contact parents/emergency contacts to arrange for the child to be collected.
6. In the event of persistent misbehaviour, our team reserves the right to cancel their Holiday Club space and contact parents/emergency contact to arrange for the child to be collected.

## **Parent/Carer's Responsibilities and Code of Conduct**

To be aware of the rules and expectations of Planet Botanic Holiday club.

To share information with staff on your child's development, health and wellbeing where necessary.

To let us know in advance if someone else is collecting your child

To collect your child on time – if you are going to be unavoidably late then please contact us to inform us of this so we can make the necessary arrangements

To make your children aware of what is acceptable behaviour.