



## Roosters Kids Club News Letter March 18

To Parent and Carers,

Welcome back after the half term. It's been a busy few weeks with school closures, burst pipes at school and snowy days hopefully we can now move on to the new term spring.

We hope you all like the new setting and new environment giving children more room to play and grow, the children are really enjoying the extra room. We have been consulting with the children on their ideas about the planning and activities we will be offering.

We have been updating some of our Policies and Procedures and would like to make the Cancellation Policy clear.

### Cancellation Policy

#### Cancellation by Roosters Kids Club

The full fee is due unless Roosters Kids Club closes the club. If you have paid your holiday club non-refundable booking fee this is only refundable if we close the club. It is very rare for us to have to close the club but as we are open to issues that are beyond our control sometimes this may happen.

If we close the club due to reasons beyond our control you will not be charged of any monies. e.g. weather conditions, staff shortage or any other reason.

#### Cancellation by the Client

For all bookings we require one weeks full cancellation notice, if notice is not given the full fee will become payable. This includes unforeseen circumstances.

In the event we have to open the club for a full day, etc. snow day or any other circumstances where you child's school is closed and you do not bring your child in then you will still be liable to pay the charges for breakfast and after school or necessary fees for what you have booked. If you do bring you child in the full day fee of £21.00 will become payable.

We would also like the make the following clear:

- Holiday Club and Inset Days will require a £10.00 **NON-REFUNDABLE BOOKING FEE** per child per day. You will be issued with a booking form on request and the booking fee will need to be made on submitting the form. There will closing dates for bookings so we have time to calculate staff, these can be found on the plans.
- If you do not pay your fees by the end of the week you will incur a 10% charge even if you pay by BACS. If you pay by childcare voucher schemes this does not apply. If you need more information please come in to see us.

The Holiday Club provision opens at 8am - 6pm. Children are required to bring a packed lunch except if we specify other wise. Toast is served as a snack in the morning during registration, please ensure your child has breakfast before coming to the club.

We have noticed a lot of parents are parking up outside of the main door to nip in to pick their children up. This does not only cause obstruction to other vehicles, but also is not safe for children and parents coming in and out. We would like to ask you to use the main car park. If for any reason you need to be that close e.g other children in car, mobility problems etc. we can come to an arrangement where we bring you child out to you that way we keep everyone safe.

We have been working hard to keep you up to date with plans, activities, policies and procedures and loads of other news. You can find all this on our new website or facebook page.

[www.roosterskidsclub.co.uk](http://www.roosterskidsclub.co.uk)

[www.facebook.com/roosterskidsclub](https://www.facebook.com/roosterskidsclub)

We would like to do some fundraising for the outside area at the back and start a gardening club. We are holding an Easter Raffle. The tickets will be £1.00 a strip. If you know of any keen gardeners who would be willing to cut back some the hedges please let us know.

Finally we would like you complete the questionaire at the back of the letter so you can share your views with us. On completion of the questionnaires please pop them into the red box outside in the main entrance. We do hope you will take part as the information is valuable to us to improve our setting and services.

Thanks,  
Roosters Kids Club

Date: 08/03/2018



## **Roosters Kids Club - Parent Satisfaction Questionnaire**

Roosters Kids Club would like to know what you think about the new premises, the care we offer your child, and our relationship with you. Please could you spend a few minutes answering these questions to help us improve our service.

What do you think to the new setting?

Would you like to see any changes made?

In the holiday we are looking at potentially opening at 7:30am rather 8am, is this something that would benefit you?

If the above service would benefit you, would you be willing to pay more for this service?

If we were able to collect children from after school activities such as drama club, would this be of interest to you?

What do you like about Roosters Kids Club?

What do you dislike about Roosters Kids Club?

Based on your experience, would you recommend Roosters Kids Club to another parent?

Do you have any concerns about the way in which we care for your child?



## Roosters Kids Club - Parent Satisfaction Questionnaire

How could we improve our service?

Please circle the appropriate number according to how strongly you agree with each statement made. Please read each statement carefully before answering.

1=Strongly agree 2=Agree 3=Neither agree nor disagree 4=Disagree 5=Strongly disagree

My child is happy to attend the club	1	2	3	4	5
I feel that I have made the right choice of childcare for my child	1	2	3	4	5
My child is encouraged to behave well	1	2	3	4	5
I have a good relationship with the club staff	1	2	3	4	5
Staff are approachable and willing to discuss my concerns	1	2	3	4	5
The club communicates information well	1	2	3	4	5
I don't know what my child does at the club each day	1	2	3	4	5
I am concerned that my child is bored or unhappy at the club	1	2	3	4	5
The club is helping my child to become responsible and independent	1	2	3	4	5
The club offers a good range of play opportunities and activities	1	2	3	4	5
I feel that the quality of service reflects the fees charged	1	2	3	4	5
The club opening times meet my current childcare requirements	1	2	3	4	5
I am happy with the snacks provided by the club	1	2	3	4	5

Any other comments that you wish to make: