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Welcome to our newsletter.

We are happy to inform you about our new products and information regarding our services.

If you can think of anyone who would benefit from reading this, please point them in the direction of the sign up page on our [website](#).

Happy reading!

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## Settling in

We're pleased to report a smooth introduction to the new term, and would like to extend a special welcome to those of you who have recently joined us. We all hope your child will enjoy their time with us and I'm sure have a lot of fun along the way. During this term we have been concentrating on settling in the new children and children returning from the summer break.

We are pleased to report that everyone seems to have fallen straight back into routine. I am pleased to hear that all new reception year children have settled well and are enjoying the activities on offer. Apparently, some children have been asking parents to come back later if they arrive to collect them earlier than expected.

It's lovely to hear that they are enjoying their time with us.

If you have a child in reception year, if you haven't already returned your child's "All about me" sheet, please could you do so as soon as possible so that we can add this to your child's profile diary. This is an Ofsted requirement.

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## Change in contact details for

## the office



We have had a new telephone line installed in the office. Please update your records accordingly.

Office Mobile - 07876312116

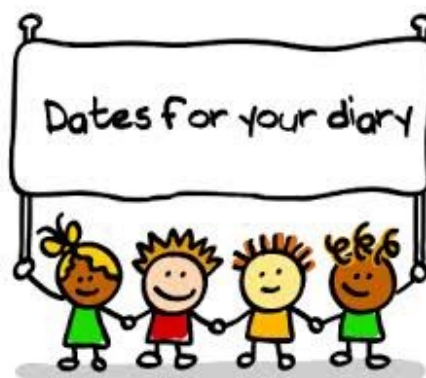
Office Landline - 02380455699

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## Calendar and Diary dates

Click [here](#) to view our calendar. We have now added this to the main navigation page on our website for ease of access. Dates for inset days that we have been informed about have been added. Please check regularly for updates as we will not issue notification of inset days seperatley.

Please Note: Some of these dates are provisional and may be subject to change by the schools. As a general rule, if the school we operate from is closed then our setting will not be operating.



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## Terms and conditions

Please familiarise yourself with the club Terms and conditions which have been updated.

They can be found on our website - [www.creativekidz.org.uk/registrationandbookings/](http://www.creativekidz.org.uk/registrationandbookings/)

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## Absence reporting

Although we do understand that parents and guardians are busy. It is extremely important that if your child cannot attend the booked sessions for any reason, that you notify both Creative Kidz and your child's school in order to prevent us chasing up their whereabouts and implementing the missing child procedure unnecessarily.

We will expect your child unless otherwise notified, and if they do not arrive when expected we have no option other than to assume they are Missing!

If we cannot reach parents or the designated emergency contact to establish where the child is, then the missing child procedure will come into force. Ultimately this could mean that we have to contact the police to report your child as missing!

Please do not underestimate the seriousness of this. Not only does chasing up the whereabouts of children cause great concern, it also uses valuable time at the beginning of every session, time which should be spent focusing on the children in attendance. Sadly this is a task that we undertake on a daily basis. Although we do understand that nine times out of ten, the children have gone to a friend's house for tea or maybe been collected from school by parents, we do not want to risk getting complacent!

It is for this reason and in order to deter this from happening, we have decided to introduce a "Three strikes" policy.

From today's date, if a child is absent without prior notification, the supervisor at each setting will inform management who will keep a record of each incident. If this occurs three times we will have no choice other than to suspend your sessions for 1 week.

This is not action that we wish to take, we have included a section on absence reporting on our booking confirmation and we issue regular reminders but we still find ourselves chasing up at the end of every day and it cannot continue!

The club phones are not manned out of our hours of operation but you can text or leave a voicemail message which will be collected upon arrival. You can also email absence reports or notify us in advance and we can make a note in the diary.

If you need to leave a voicemail message please request a call/text back to ensure that we have received your message, please do not assume that the message has been received until you have been informed that it has.

Please make sure that your contact details are always kept up to date. If you need to make changes, please drop us a line at [admin@creativekidz.org.uk](mailto:admin@creativekidz.org.uk)

Please do not assume that if school personnel are notified of absences, that a message will be passed to Creative Kidz, as we are a totally separate organisation.

We don't require absence reports for breakfast club bookings as your child is brought in by parents/guardians, therefore we won't need to follow them up if they don't arrive. If you wish to let us know that your child will be absent from breakfast club as a matter of courtesy then this will be much appreciated.

### Locations

**Bishops Waltham Infant School:** 07882296425 [bishopswaltham@creativekidz.org.uk](mailto:bishopswaltham@creativekidz.org.uk)

**Bursledon C of E Infant School:** 07456844484 [bursledon@creativekidz.org.uk](mailto:bursledon@creativekidz.org.uk)

**Hamble Primary School:** 07709066299 [hamble@creativekidz.org.uk](mailto:hamble@creativekidz.org.uk)

**Netley Abbey Junior School:** 07584252919 [netley@creativekidz.org.uk](mailto:netley@creativekidz.org.uk)

**St Johns the Baptist Primary School:** 07980697700 [stjohns@creativekidz.org.uk](mailto:stjohns@creativekidz.org.uk)

Swanmore C of E Primary School: 07826214608 [swanmore@creativekidz.org.uk](mailto:swanmore@creativekidz.org.uk)

Do not contact the Creative Kidz office to report absence as we may not be able to pass on the message to your child's setting in time.

Thank you for your co-operation.

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## Payment methods



It seems that the introduction of additional payment methods - credit and debit card payments, has been welcomed.

In addition to online banking transfers you can now make a payment by clicking on the "PAY NOW" button on the bottom of your emailed invoice, alternatively you can contact the office to pay over the telephone 02380455699

(a surcharge will apply to credit and debit card payments during the checkout process to cover processing of the transaction)

This is a very secure and reliable method of accepting payments and we hope that this will make it easier for you as customers. If you have any questions or queries please refer to the online support page or contact the office.

A great deal of customers are choosing to pay using this method, feedback is positive and we are pleased that it has made things easier for you.

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## Breakfast time

If your child attend breakfast club, please bear in mind that we are not able to access the food preparation/kitchen areas beyond 08:30 therefore please arrive in plenty of time, and by 08:20 at the latest if your child wishes to have some breakfast.

Please note - on Mondays at our Swanmore setting we have to leave the music room by 08:30, so we will not be able to serve breakfast beyond 08:15.



## Snack provision

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For quite some time the children have been telling us during club council meetings, that they would like a more varied snack provision. We have taken their comments into consideration and decided to upgrade the menu.

We currently offer the following:

**Breakfast club** -A variety of cereals, fresh fruit, Toast or Crumpets, a variety of spreads(

Marmite, Jam, Honey, Paste, Butter, Lemon curd) Milk, Fruit Juice or Water.

**After school** -A fresh fruit /vegetable platter, Toast/sandwich or Crackers, a variety of spreads( Marmite, Jam, Honey, Paste, Butter, Lemon curd), Milk or Water.

**From January, we shall be introducing several more options.**

#### **Breakfast club**

A variety of cereals will be on offer daily, but we shall also be introducing the following alternatives on weekly rotation-

Toast, Crumpets, Muffins, Brioche, fresh fruit, a variety of spreads - Marmite, Jam, Honey, Paste, Butter, Lemon curd. Milk, Fruit Juice or Water.

#### **After School club**

Crackers, a fruit/vegetable platter, Milk or Water will be on offered on a daily,basis but we shall also be introducing the following alternatives on weekly rotation-

Toast, Tortilla wraps, Bread rolls, Crumpets, Muffins, Pitta Bread, Breadsticks, a variety of spreads - Marmite, Jam, Honey, Houmus, Paste, Butter, Lemon curd.

Menu's will be planned in advance and viewable on babysdays. They will also be displayed within your child's setting.

As always, although we provide the option of food this is not included in the cost of our service therefore we cannot refund or reduce fees if this is not an option your child wishes to take. Although available and offered daily, snacks are not compulsory, they are a choice.

**After school club**- Children are offered a healthy snack during after school club each day, this may vary each day. It is not intended to replace a meal it is simply to see your child through until tea/dinner-time therefore please do not expect your child to be "full up" when they are collected.

**Lunch boxes** -Some parents, choose to provide their child with a second lunch box to eat whilst at after school club. This is not a problem although we do ask that the food contained should not need to be refrigerated as this is not something we are able to offer due to limited space. The children bringing this option must consume the food at the designated snack time in order to be fair to all children not to disrupt the daily routine.

**Allergies** - We have children enrolled at Creative Kidz who have severe

allergic reactions when coming into contact with many things such as peanuts, peanut products, dairy, milk, egg and shell-fish. The implication of such a reaction (Anaphylaxis), for these children, is serious and could be ***fatal***. A reaction can occur if the food is ingested or comes in contact with the skin. At the setting's we take all reasonable precaution and request that you assist us in making sure that this doesn't happen, we, therefore, are unable to permit food containing the following products to be brought into our settings: ***nuts of any kind including peanuts and peanut products, egg and shell-fish.***

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## Car parking reminder

We have been asked to remind parents/guardians not to use staff car parks!

Each of our settings have alternative parking nearby.

Thank you for your co-operation.



## Price increase



Our goal at Creative Kidz is to ensure that families will always have the best out of school childcare options available. We focus on meeting and exceeding the needs of our customers and strive to provide the highest level of quality and customer service. We have avoided raising our prices as long as possible, in fact we have not raised prices since 2013, but

unfortunately an increase in running costs has resulted in a price increase for breakfast and after school club sessions. The price rise will be effective from January 2016.

Please click [here](#) to view our updated opening times and fee schedule.

## Late collection

We do understand that sometimes this is unavoidable but please make sure that you have a contingency plan in place as late collection is causing many issues for staff. We have noticed that the emergency contact for many of our customers

is someone who lives quite some distance from the settings.

Can we therefore recommend that you offer us an alternative contact who could collect your child in an emergency situation.

If you find yourself running late, please call or text your child's setting as soon as possible to give them as much notice as possible.



Please consider the following:

- Many members of our team use public transport to travel to and from work and sometimes this is limited after 6pm.
- Many members of staff have children of their own to get home to.

In addition to this, the relationship we have with site managers at each of our settings is vital to operation and if we are late out of the building, they have to stay on later in order to lock up. They are not paid for this and are not happy to do so, therefore please take this into consideration.

Parents will be expected to sign a "late collection log" if they arrive after 6pm and Late collection fees will apply.

Late collection fee will increase to £15 per 10 minutes after 6pm, time will be taken from the club laptop.

## Ad hoc (Occasional) bookings

We often receive requests for ad hoc (occasional) sessions and we will always do our best to accommodate these, although please give us as much notice of your requirement as possible. We have recently received bookings for sessions required on the same day within a 24 hour period. Please give us at least 48 hrs to process bookings if possible.

Please also note, the office is not open during weekends and therefore if you send a booking form after 12pm on Friday afternoon this will not be acted upon until Monday morning.

## Reminder-Payment references

We would like to ask all parents and carers to be careful when making payments to add an appropriate reference.

Following a suggestion from one of our customers. When making a payment can



we request that instead of using your invoice number as a reference, that you enter your unique **account reference**. This is shown on the top right hand side of each invoice.

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## Communication via Babysdays

As you know, some time ago now we introduced Babysdays software to Creative Kidz. This enables us to streamline and reduce some of the administration tasks which as an Ofsted registered childcare provision we are obligated to complete.

One of the options available to us is the "Communicate" section. This has proven to be extremely useful as it enables us to send quick messages, letters and emails at the touch of a button, this is similar to the "Parentmail" programme that many school use.

It has been mentioned to us that when a message or email arrives, although it is sent via our usual office email address- [admin@creativekidz.org.uk](mailto:admin@creativekidz.org.uk), the contact through some email providers may be shown as *babysdays*.

Therefore please be aware that if you receive an email from Babysdays, this is most likely from us at Creative Kidz!

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## Online booking

At the beginning of term, we introduced an online booking system. This has certainly made the bookings process more effective than using paper copies, and therefore the time taken to process bookings has decreased accordingly.

If you wish to make a booking, follow [this](#) link to our new look website, where you can complete and submit a booking form and we will contact you regarding availability of your chosen sessions.

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**Thank you for taking the time to read our newsletter.**

**Feedback is gratefully received.**



**Legal Information**

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If you do not want to receive the newsletter any longer, you can unsubscribe [here](#) .