

## Stepping Stones parent guidelines

Welcome to you all, we hope that the time your children spend with Stepping Stones will be an enjoyable one. In order to assist me please can you read the following.

**Absences**, my biggest bugbear. **TEXT ME ASAP on 07748 531278** (in fact please ensure my number is stored on your phone) if your child is going to be absent from school for **any** reason. If they are off sick, you have collected them when ill at school, they are on a playdate or they are off for any reason then please let me know. The school doesn't let us know and considerable time can be wasted trying to track down a child that has gone home already and I have a duty of care to safeguard your child.

**Tea** - We aim to feed them at 4.15pm each day, if you would like to pick them up before tea then please can you let me know as soon as possible.

**Payment** is due on the 1st of each month. If you are paying by Childcare Vouchers these can take 3-4 working days so please bear this in mind when setting up the payment. All payments are in advance and calculated over 12 months and payment **MUST** be received by the 1st. Late payment will result in a £25 fee and may result in our service being withdrawn.

As with any childcare days cannot be swapped for days not used.

If you need additional days then this may be possible but subject to availability.

**Collection and Parking** Collection is at designated time which is agreed in advance. Your child will be brought down to the main gate at their allocated time with all their belongings. If you do need to collect earlier or later then please just text me so that your child is not brought out unnecessarily, especially when the weather gets worse. When parking please do not block any driveways or block the school gates.

**Lateness - We finish at 6PM** not 6:05

If you arrive after 6pm the gate will be closed and you will be asked to sign the late book. You will then be invoiced separately at the rate £15 per 15 minutes. Persistent lateness will result in your contract being terminated.

If you know you are going to be late then you will need to make arrangements for someone else to collect your child and you also need to let me know. Try using the Waze app every day so you know how long the journey will take you and pre-empt any problems. You will also need to have a backup in place by speaking to a friend or relative that you can rely on to collect your child, maybe even another Stepping Stones parent.

Thank you for your understanding. Sharon