

# Welcome...

Here you will find information and answers to any questions you may have. If you can't find exactly what you are looking for, please contact us at [kidzklub@broxbourne.gov.uk](mailto:kidzklub@broxbourne.gov.uk) and we will be happy to help you.

## FAQ

**Q: *Are you Ofsted registered?***

A: Yes, we are on the Early Years Register and both the Voluntary and Compulsory Childcare Registers.

**Q: *When does Kidz Klub operate?***

A: Kidz Klub is open every school holiday. Please [visit our webpage](http://www.broxbourne.gov.uk/kidzklub) at [www.broxbourne.gov.uk/kidzklub](http://www.broxbourne.gov.uk/kidzklub) for dates.

**Q: *Who can attend Kidz Klub?***

A: Children born before 31 August 2016 (up to their thirteenth birthday).

**Q: *What are the session times?***

A: A full day is from 8.30am-5pm.

**Q: *How much do the sessions cost?***

A: See our website for details.

**Q: *Who are the Kidz Klub team?***

A: Carefully selected and highly qualified members of staff. All Kidz Klub workers have an Enhanced DBS check, and Pediatric First Aid and Child Protection training. The Kidz Klub team comprises Nursery Nurses, Qualified Teachers, Student Teachers, Qualified Play Workers, Qualified Sports Coaches, Professional Footballers and Lifeguards, to name a few. Each of these experienced individuals help to create an enjoyable and stimulating environment. Whilst we love to have fun and go on adventures, the safety and welfare of the children is our main priority.

**Q: *What are the ratios of staff to children?***

A: For those aged 4½ to 5 years (reception children) the ratio is 1:8, 5-7 years is 1:8, and 8-12 years is 1:10. Reception children will have a Key Person. We try our best to place the child with the same person each time they attend, meaning there's always a familiar and friendly face close by. Each Key Person will liaise with parents and schools if necessary. This will ensure that all children attending have the best time possible whilst supporting their individual needs.

***Q: Where can I see Kidz Klub policies and procedures?***

A: All policy and procedure documents are available on site. These include policies on illness, staff code of conduct, managing behaviour, British values and safer recruitment. Just ask a member of staff who can provide these for you..

***Q: Can children bring a mobile phone or tablet?***

A: Unfortunately, due to safeguarding, we can't allow children to bring cameras into Kidz Klub. If children want to take a photo of their work or something they have done, a camera is available on site for staff use and we can arrange for you to get a copy.

Due to internet safety, internet compatible equipment is not allowed onsite.

Furthermore, Kidz Klub is deliberately designed to provide children with activities and entertainment aside from than electronic devices.

***Q: Do you provide lunch and snacks?***

A: Unfortunately, no snacks or lunches are provided.

Children shouldn't bring money in as there is nowhere to spend it during the day. Packed lunches can be brought in. It's a long day and the children burn lots of calories. Please ensure they have plenty of food and healthy snacks for the day and lots to drink. Fresh water is available throughout the day, so please bring a refillable bottle so this can be topped up and kept with the children at all times. Unfortunately, we don't have the facilities to store lunch boxes in a fridge, please bear this in mind when preparing packed lunches. We recommend an ice block is stored in each lunchbox to keep the food at a cold temperature. Kidz Klub is a **NUT FREE ZONE**. This includes peanut bars, Nutella, Snickers and anything else with nuts in. We do have children attending with severe nut allergies.

***Q: Do I have to bring in my child's inhaler even if he/she hasn't used it in months?***

A: If your child has an inhaler, then please bring it in. At Kidz Klub children are running around all day and can get short of breath. If your child has medicine prescribed by your doctor such as an inhaler or EpiPen then this should always be brought in. Staff will look after medication and administer it should it be needed.

***Q: What do I do if my child is sick and can't come in?***

A: We have a cancellation policy that can be found on our website.

**Q: Will my child get dirty or wet due to activities?**

A: Possibly. We therefore advise parents to dress children appropriately in old/unwanted clothing and it is also recommended to bring a change of clothes. We have messy and water-based activities at Kidz Klub and wouldn't want new clothes to get ruined. Please bring hats and sun cream for hot days. Please ensure your child's clothing is labelled. Kidz Klub cannot accept responsibility for lost belongings

**Q: How do I book?**

A: You can [book online](#) via the Fit&Well App if your children have attended Kidz Klub before. If they haven't attended previously please email [kidzklub@broxbourne.gov.uk](mailto:kidzklub@broxbourne.gov.uk) If you are paying by childcare vouchers contact The John Warner Sports Centre on 01992 445375.

**Q: Where can I see what activities are on?**

A: Before each holiday the timetables will be on the Kidz Klub website

**Q: Do you accept Childcare Vouchers?**

A: Yes we do. When paying on your childcare voucher scheme's website, reference your child's name in full and the relevant Kidz Klub reference code found below. Please then wait 48 hours before calling The John Warner Sports Centre to book a session.

**Accepted childcare vouchers with the Kidz Klub reference code:**

**EDENRED**

URN P20906888,

**COMPUTERSHARE**

URN 0020718079

**SODEXO**

URN 833851POSTCODE EN11 0QG

**BUSY BEES**

URN EY544609

**RG**

URN 17513214853

**HM GOVERNMENT TAX FREE VOUCHERS**

KIDZ KLUB, EN11 0QG

When payment has been made please email confirmation to [kidzklub@broxbourne.gov.uk](mailto:kidzklub@broxbourne.gov.uk) to notify payment transfer has been made.

**GEMELLI**

URN KI2943

**CARE 4**

URN62280137

**VOUCHER SOLUTIONS**

For parents paying with electronic childcare vouchers, provide them with OUR name; Broxbourne Council, Kidz Klub and ask them to reference the payment to the CHILD'S FULL NAME.