



Let's get you started!

Parent Information Guide – Holiday Camps

feefo
Independent Customer Feedback

★★★★★
4.8/5 from parents

**BUY
WOMEN
BUILT**

We're so excited to be welcoming your child to our
fun-packed, 5* rated Holiday Camp very soon!

Standard Hours : 9:30am - 4pm | Extended Hours: 8am - 5:30pm

What to Bring Checklist:

- A packed lunch (inc. cutlery if needed) *
- A snack or two for break times
- A named, refillable water bottle
- Sun cream and hat for warm weather
- A warm coat and suitable shoes

We're Nut Free!

Our Holiday Camps are 'nut-free' meaning that we ask all grown ups to ensure that their child does not bring any food in that contains nuts. Please find a handy [link here](#) for full guidance.

At the time of booking, allergy details should be provided for your child. Please speak to our Head Office Team if your child has had, or is at risk of anaphylaxis and requires an epi-pen

Things your Children Won't Need:

✗ **Cash, cameras, mobile phones or other devices, valuable watches and jewellery.**

*Please ensure that packed lunches and snacks are stored in an insulated container with a frozen pack if needed. We are not able to provide refrigeration for food, nor are we able to reheat anything.

Tip: Juice boxes are great, but send a resealable bottle too!

Keeping in Touch..

Throughout your booking with us, there'll be various ways to communicate with us!

Daily 6pm Newsletters

Find out what your child has been up to alongside a link to our Online Gallery (photo consent required)*

Daily Diary

An informal guide on how your child has done with us that day, completed by their Key Person.

Holiday Camp

If you want to see how your child is doing or need to speak to the Holiday Camp Manager regarding anything, please call our individual numbers listed on **page 4**.

Head Office

There is always someone at the end of the phone at our Head Office to assist you.

**We ask that you check your Online Portal for your photo consent permissions before your booking begins*



Named Contacts and Collections:

Every child must be signed in/out by a Named Contact - either their:

- Primary Parent/Guardian
- Secondary Parent/Guardian
- Additional Named Contact

You can authorise **additional Named Contacts** at any point. e.g. If the parents of a friend also attending the Holiday Camp will pick them up for a play date. To authorise anyone, simply email us or update Named Contacts on your Online Portal.

If you are to pick up your child any earlier than the designated times (eg 4pm or 5:30pm), we ask that your Holiday Camp team are made aware of this 6 hours prior.

Unauthorised Collection

If an unauthorised adult arrives to collect your child they will not be permitted to leave until we have made contact with one of the above **Named Contacts**. No individual under the age of 16 is permitted to drop off or pick up your child.

Absences

If your child is unable to attend for any reason we ask that you inform our Head Office as soon as possible. If your child does not arrive our staff will be in touch to check that all is okay.

Lost Property

The Strings Club cannot be held responsible nor can they compensate if items get damaged or go missing. We endeavour to return lost property where possible but in order to do this we ask that belongings are clearly named.





Additional Support

Some children require additional support and in line with the Equality Act 2010, we can make reasonable adjustments to provide a stimulating and inclusive environment for most children, regardless of their specific needs.

- We collect personal information about children at the point of booking or prompt parents to provide this if booking online. Data is used solely for the child's care and is stored safely
- To meet the needs of all children, we require parents and guardians to be honest and transparent regarding any additional support a child may require at the point of booking. This is especially important when a child requires a higher level of supervision than we offer in our standard ratios and where their behaviour has the potential to detract from the welfare of other children
- Failure to provide information requested within 14 days (or the Friday before the first day of booking, if the booking is made less than 14 days prior to camp) may result in the cancellation of the child's place(s)
- For children with a high level of additional needs, attendance is considered on an individual basis. We expect children that require 1:1 care at home or at school to be accompanied by their regular carer.
- Additional Support is considered on an individual basis and is reviewed by our Head Office team prior to booking confirmation

Our Head Office staff do check additional support info on the Friday before and if we have any questions, we will get in touch via phone.



Your Feedback Counts

We'd love to hear about your experiences with us!

Here are a few easy ways to leave us a review or feedback:

- Leave us a quick review on Google
- Look out for an email from Feefo
- Drop us an email with your feedback
- Chat to our friendly team at your next session



Medication:

If a child attending a Holiday Camp requires medication of any kind a **Named Contact** must complete a **Permission to Administer Medicine form** prior to arrival at the Holiday Camp.

Please print this form if you can and bring it with you. If you do not have a printer, simply complete and email it to us at **info@thestringsclub.org**

Our designated First Aiders will be responsible for administering medication or for witnessing self-administration by the child. They will record any administration of medication on a corresponding **Record of Medication Given** form to be countersigned by the **Named Contact** upon collection of the child.

A separate form is required for each medication prescribed and the **Named Contact** is required to inform the designated First Aider should there be any change to dosage or frequency of the medication.

The designated First Aider can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist and all medicines must be in the original container as dispensed by the pharmacy.

If children carry their own medication (e.g. asthma inhalers), the designated First Aider will offer to keep the medication safe until it is required.

Under no circumstances will members of staff administer medication against the will of a child.

Policies & Procedures

Your child's welfare is our number one priority and we do everything possible to ensure your child is safe and secure at all times. Our policies ensure that you can have full confidence that we offer a fair, inclusive, and safe environment for your child. Copies of all Policies & Procedures will be available at our Holiday Camp reception. Otherwise, you can request a full copy by emailing us at **info@thestringsclub.org**

FAQS

Have a specific question? Give us a quick call or find answers to our most asked questions **[here](#)**.



Starts at 3:30pm* Please arrive promptly by 3:25pm

We round off the week with a Grand Concert - the perfect opportunity to see what your child has achieved and what fun they've had with their new friends!

Children will also receive a certificate.



Our Contact Information

Head Office: info@thestringsclub.org | 0121 296 9204

Holiday Camp Opening Hours: Monday - Friday | 8am - 6pm

Balham	Trinity St Mary's CE School, SW12 8DR	07510 975 003
Blackheath	All Saints' School, SE3 0TX	07871 328 763
Bow	Chisenhale School, E3 5QY	07709 742 102
Brockley	Prendergast School, SE4 1LE	07759 381 740
	Ivydale School, SE15 3BU	
Crouch End	Coleridge School, N8 8DN	07511 873 260
	Coldfall School, N10 1HS	
Dulwich	James Allen Girl's School, SE22 8TE	07934 952 728/
	James Allen Girl's School, Pre-Prep Building, SE21 7AL	'07895445187*
Fulham	Fulham School, SW6 1JU	07736 758 297
Greenwich	James Wolfe School, SE10 9LA	07762 131 963
	James Wolfe School, SE10 8RZ	
Hackney Dalston	Holy Trinity Primary School, E8 3DY	07534475455
Hackney Wick	Gainsborough Primary School, E9 5ND	07534475451
Hampstead	Holy Trinity Primary School, NW3 5SQ	07841 319 399
	Heathside School, NW3 1DN	
	Hampstead Parochial School, NW3 6TX	
Harborne	St Peters Primary, B17 0BE	07563 101 618/
	St Peters Church, B17 0BB	07756 506863*
Islington	Priory School Edgbaston, B15 2UR	
Leamington Spa	Drayton Park School, N5 1PJ	07514 878 133
Richmond	The Kingsley Preparatory School, CV32 5RD	07516 075565
Streatham	King's House School (Seniors), TW10 6ES	07849 310 783
Walthamstow	Goldfinch School, SW16 6DS	07955 469191
	Edinburgh School, E17 8QR	07565 719 766/
		07724 030 132*

**Strum Stars*