



HOLIDAY CAMP CIC

Parent Handbook



Whizkid Wonderland Holiday Camp is thrilled to announce that we are now Ofsted registered! Ofsted Registration No. 2823263



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1. Welcome Message

Dear Parents/ Guardians,

Welcome to WhizKid Wonderland Holiday Camp! We are delighted to partner with you to provide an exciting, safe, and enriching holiday experience for your child. At WhizKid Wonderland, we celebrate each child's uniqueness and aim to create an environment that fosters growth, creativity, and fun.

This handbook contains essential information about our camp's policies, procedures, and expectations. Please read it carefully to ensure a seamless and enjoyable experience for you and your child.

Thank you for trusting us with your child's care and adventure. We look forward to an amazing time together!

Warm regards,

Lucy Grant-Sackey

Camp Manager & Designated Safeguarding Lead (DSL)

2. About WhizKid Wonderland Holiday Camp

At WhizKid Wonderland, we provide a safe and inclusive environment for children with special educational needs (SEN) aged 5–16. Our camp offers engaging activities that inspire creativity, social interaction, and personal development while prioritising the safety and well-being of every child.

WhizKid Wonderland follows the Play-work Principles, giving children the freedom to choose their activities and resources. There is always a variety of options available, including arts & crafts, toys, messy play, sensory activities and cookery. Children can also enjoy interactive play stations such as outdoor exploration and group games. We offer creative outlets like music and dance. Additionally, children can explore more choices from our equipment library, including adaptive sports and life skills stations. The possibilities are endless!

Our camp is committed to being inclusive and accessible to children and families from all parts of our local community. Admissions are managed by the Camp Manager, and a



waiting list system is used when necessary. The waiting list operates on a first-come, first-served basis, with priority given to siblings attending on the same days.

To ensure we provide the best possible care, we require a completed registration form, EHCP, behavioural plan (if applicable), and a pupil profile from their school. This helps us understand your child's needs and how we can support them effectively. All information is treated confidentially and securely stored.

3. Our Mission and Values

Mission Statement:

At WhizKid Wonderland Holiday Camp, our mission is to create an environment where every child feels valued, included, and inspired to achieve their fullest potential. By embracing diversity, prioritising safety, and empowering children to grow in confidence and independence, we aim to leave a lasting positive impact on their lives and the wider community.

Core Values:

- **Safety:** Protecting and caring for every child as our top priority.
- **Inclusivity:** Celebrating diversity and ensuring equal opportunities for all.
- **Empowerment:** Helping children build resilience, confidence, and independence.

4. Key Information for Parents

4.1 Camp Dates and Hours

Whizkid Wonderland Holiday camp operates during the half term only.

- **Camp Hours:** 9:00 AM to 3:00 PM
- **Drop-Off:** Begins at 9:00 AM
- **Pick-Up:** Starts at 2:30 PM
(All children must be picked up by 3:00 PM)
- **Staff Briefings:** Staff arrive at 8:45 AM and debrief at 3:10 PM.

We kindly ask parents to arrive on time to pick up their children, as our staff carefully prepare the children for home time, and timely pickups help ensure a smooth and positive experience. Arriving late may cause unnecessary distress to your child, which we want to avoid. Please note that a late collection fee of £30 will apply for every 30 minutes beyond the scheduled pick-up time. We



greatly appreciate your understanding and cooperation in helping us create a calm and supportive environment for all children.

4.2 Location and Contact Details

- **Camp Address:** Hyde School, Hyde Crescent, London NW9 7EY
- **Contact Number:** 07852363368
- **Email:** halftermbreaks@gmail.com

4.3 Arrangements for dealing with complaints and concerns

If you have any questions, comments, or concerns about your child, please don't hesitate to speak with the Manager or any staff member. Any verbal concerns will be raised at the next staff meeting for discussion and follow-up. For written complaints, we will acknowledge receipt within five working days and provide a full written response within 28 days. A copy of our Complaints Policy is available upon request.

4.4 Registration and Payment Policies

- All registrations must be completed online or through our office.
- Payments are due at the time of registration to secure your child's place.
- Refunds are only available for cancellations made at least 7 days before the camp start date.
- If your child is unable to attend a booked session, we kindly ask that you notify us in advance. If we do not receive notice, the session will be treated as a 'missed session.' In cases of illness or emergency where prior notice is not possible, please contact us as soon as you are able. Our contact details can be found at the end of this handbook.
- Please note that all booked sessions must be paid for, including missed sessions.
- While we are unable to offer session swaps, additional sessions can often be booked if needed. Please speak with the Manager to check availability.



4.5 medication

Please inform the Manager if your child is taking any prescribed medication. If your child requires medication during their time at camp, we kindly ask you to complete a parent consent form to authorise its administration. Please note that we are unable to administer any medication without receiving the completed form. EpiPens and rescue seizure medications are exceptions, as these are life-saving medications and will be administered if needed.

4.6 Payment of Fees

Effective from April 2025, our fee structure is as follows:

- £120 per day
- £75 per day for low income families

We are pleased to offer a 10% discount for siblings.

Online banking

Whizkid Wonderland Holiday Camp

Account number: 21262381

Sort Code: 52-10-33

Your child's name as the reference

The session fee per child applies to all children and is payable for all booked sessions.

Please note that we do not charge for bank holidays.

We kindly ask that payments be made upon receipt of the invoice. If payments are not received before the start of camp, this may unfortunately result in the loss of your child's place.

If you are experiencing any difficulties with payments, please do not hesitate to speak with the Manager in confidence. We are here to support you and will do our best to assist.



5. Daily Camp Procedures

5.1 Drop-Off and Pick-Up Guidelines

- Children must be dropped off and picked up by an authorised adult listed on their registration form.
- A signature is required at both drop-off and pick-up times for safety and accountability.
- If someone not listed on the form will collect your child, please notify the Camp Manager in advance with written authorisation.

5.2 Daily Schedule

- **9:00 AM:** Child drop-off begins
- **9:30 AM:** Morning activities
- **12:00 PM:** Lunch break
- **1:00 PM:** Afternoon activities
- **2:30 PM:** Child pick-up begins
- **3:00 PM:** Camp closes

5.3 Meals and Snacks

Parents are responsible for providing packed lunches. We offer healthy snacks, including fresh fruits and vegetables, and encourage children to develop independence by preparing their own snacks and tidying up afterward. Using fresh ingredients, we adhere to statutory guidelines to ensure quality.

Fresh drinking water is always accessible, and we accommodate individual dietary needs and parental preferences whenever possible. We understand the importance of providing children with nutritious food in a relaxed and welcoming environment. While children have the choice of whether to eat, we kindly ask that food is enjoyed while seated at the tables.

6. Health and Safety

6.1 First Aid and Medical Emergencies

- A qualified first-aider is always present during camp hours.
- Any injuries or incidents will be reported to parents and documented in our records.



- Please ensure all medical information and emergency contacts are up to date.

6.2 Illness

We kindly ask that children who are unwell do not attend the camp. If your child becomes unwell while at the camp, we will contact you and ask you to make arrangements for their collection. Additionally, please inform the Manager if your child contracts any infectious illness. To help prevent the spread of illness, if your child has had sickness or diarrhoea, we request that they remain at home for 48 hours after recovery.

6.3 Supervision Ratios and Grouping

- **1:1** for children with high support needs.
- **1:3** for children with moderate support needs.
- **1:5** for children with low support needs.
- Children are grouped by age and needs to ensure appropriate care and engagement.

6.3 Physical Environment Safety

- Daily safety inspections are conducted to ensure the premises and equipment are safe and suitable for activities.

7. Safeguarding and Inclusion

7.1 Our Commitment to Safeguarding

- The safety and well-being of your child is our top priorities.
- Our staff is fully trained in safeguarding policies and procedures, and all have enhanced DBS clearance.

7.2 Supporting Children with SEN

- We use tailored communication methods such as Makaton and visual aids.
- Activities are designed to be inclusive and adaptive to individual needs.



8. Behaviour Management Policy

We understand that challenging behaviours often reflect unmet needs or difficulties in communication. Our approach includes:

- Positive reinforcement to encourage appropriate behaviour.
- Clear communication of expectations and boundaries.
- Escalation to the Camp Manager if issues persist.
- No physical discipline or shouting is permitted under any circumstances.

At WhizKid Wonderland, the safety and well-being of both children and adults is our top priority. If a child becomes extremely distressed and poses a risk to themselves or others, we may need to contact the parent immediately to arrange for their child to be picked up. We always aim to manage such situations with care, ensuring the best outcome for everyone involved.

9. Data protection

We collect personal information from you to ensure the best care for your child while they are with us. This information is securely stored as a paper copy and entered into our database. It is always kept confidential, and we will only share it if necessary for child protection purposes or with your explicit permission. Additionally, we take photographs and videos of the children within our setting to feature on our website and social media page. A photographic and film consent form must be completed for your child to be included in this. For more details, please refer to our data protection policy.

10. Emergency Procedures

10.1 Fire Drills and Evacuations

- Evacuation routes are clearly posted in all areas of the camp.
- Regular fire drills ensure all children and staff are prepared in case of an emergency.



10.2 Emergency Contact Information

- **Camp Manager (Lucy Grant-Sackey):** 07852363368
- **Emergency Services:** 999
- **Barnet Council MASH:** 020 8359 4066
- **Ofsted:** 0300 123 1231

11. Frequently Asked Questions (FAQs)

- **Q: What should my child bring to camp?**
A: Please provide a nut free packed lunch, snacks, a refillable water bottle, weather appropriate clothing, spare clothes and any necessary medications with clear instructions.
- **Q: What if my child has specific dietary or medical needs?**
A: Please inform us during registration. We will work with you to ensure your child's needs are met safely and effectively.
- **Q: What happens if I am late for pick-up?**
A: Please contact the Camp Manager immediately. Late pick-ups may incur additional charges.
- **Q: Can I visit the camp during the day?**
A: For safeguarding reasons, we are unable to allow parents to enter the hall where the play-scheme takes place.

If you would like more information about our camp or would like to speak with us in person, please don't hesitate to email us at halftermbreaks@gmail.com

Please follow us on Facebook (Whizkid Wonderland Holiday Camp) and Instagram (whizkid_wonderland) for updates and exciting camp moments!

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