

INFORMATION PARENTS NEED TO KNOW

There are rules for both children and parents/visitors attending the playcentres:

- Always be respectful and kind to others
- Always leave cycles and scooters outside, locked up
- Always respect equipment
- No chewing gum
- No violence or fighting; *there is a zero tolerance policy on all playcentres*
- Please be honest with staff and others, but don't hurt other people's feelings
- Please do not swear
- Please sign in and out every day
- Please walk inside, do not run
- Smile and have a great time
- Staff are always here to help, please approach us with any concerns, issues and injuries. We will be more than happy to deal with them, this is our job
- Visitors must sign in
- We will not tolerate bullying; *there is a zero tolerance policy on all playcentres*

For the parents:

- You must stay with children under the age of 5 at all times both inside the centre and on outside play equipment. **They are your responsibility at all times.** It may not be age appropriate to play on games consoles, pool tables, or for your child under 5 to join in some of the activities.
- Please conduct yourselves appropriately; this includes the nature of your conversations and appropriate dress as children are always around.
- We expect that you respect equipment and staff whilst visiting the centre.

ABANDONED CHILDREN

If staff are aware that a child/ren is to be collected at closing time and the adult fails to collect the child on time, it is our policy to inform social services and/or the police.

These professionals may also be contacted in the event of a child being involved in an accident/emergency and staff being unable to contact parents.

OPEN ACCESS – WHAT IT MEANS

Please read our Open Access information to familiarise yourself with this concept.

OPENING TIMES

In emergencies the playcentre may have to close without warning; please ensure your child knows where to go in the event of a closure. Playworkers are unable to escort children home. Staff may try to contact parents, please ensure that contact numbers and information is kept up to date. Opening times are also subject to change for special activities or trips away from the centre.

NO SCHOOL – NO PLAY

It is our policy not to allow children to access play sessions if they have not been to school that day.

All Peterborough city council buildings are non smoking.