

Frequently Asked Questions

Who can pick up my child?

The person who dropped off must be the person who collects. When arriving we require your child's registration form and details on where you are going to be. You will sign your child in and also sign them out. For larger events we operate a security band system, whereby the parent wears a security band with a unique number on it. When collecting, we will cut the band off and check the security number against the details held on the child.

My child has allergies/special needs. When will I be able to brief the team?

Our terms and conditions state that we must be informed of any children with a special need at least 72 hours prior to the event so that we can speak to you in advance and ensure we are fully prepared for the day.

How do I know the activities will be fun for my child?

We ensure that the programme delivery is varied and age specific to avoid boredom. Children can participate in group activities or can 'free play' with a number of toys and activities.

How do I know my child(ren) will be in safe hands?

Our staff are fully vetted, which means they all have a police and a minimum of 2 references. At least 50% of the staff are fully qualified with a childcare qualification and the remaining staff either have experience or are from a child's entertainment background.

What sort of activities will you do on the day?

Our programme includes both structured and free play activities.

How many staff will look after my child?

For babies under 2 years we have 1 carer to 3 babies, children 2-3 years we have 1 carer to 4 children and for children over 3 years we have 1 carer to 8 children.

What happens if my child is injured/ can staff provide first aid?

Yes, a first aider is on duty at all times. If your child is injured you will be informed about the incident and asked to sign an accident form.

Is there anything I need to bring? (or do I just drop off my child)

If your child is still in nappies then we ask that you bring plenty to last for the duration, along with baby milk already made up. Some crèches we operate include food and others don't, we will inform you beforehand if you need to provide food for your child.

Do I need to bring any money?

No, while your child is in our care they will not require any money.

If my child gets upset how will I know?

If we cannot settle your child within 20 minutes then we will come and get you to assist in settling your child. If they will not settle then you're welcome to stay or take the child with you.

Do you accompany the children to the toilet?

Yes, all children are escorted to the toilet and if facilities are shared we ensure that other adults are not using the facilities at the same time as us.

Is there an area for my baby to sleep?

We have travel cots available for younger children and if the crèche is going on into the evening we make a dark area available or arrange for babysitters to take children back to their rooms where appropriate.

What happens in the event of a fire?

We will evacuate all of the children in accordance with the venue's evacuation procedures. Parents may escort us to the evacuation point or meet us there. We will either re-enter the building or sign children out from the evacuation point if the building is deemed unsafe.

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