

Giggles and More Ltd

Parent Welcome Pack

Welcome to Giggles and More Ltd! We are delighted to provide high-quality, in-home childcare services tailored to meet the needs of your family. This welcome pack includes key information about our service, policies, and expectations to ensure a safe and positive experience for both you and your child.

1. Our Services

Giggles and More Ltd offers in-home childcare delivered by trained, professional, and caring staff. We work closely with parents to provide a warm, nurturing environment within your own home.

2. Payment Policy

To ensure smooth and fair service for all families, we require payments to be made in advance of any booking.

- The in-home childcare service will only be provided after payment has been received.
- Once a booking is made, an invoice will be issued with full payment details.
- Payment must be received in full to validate the booking.
- No payment = No service.
- Late payments are not accepted.

****Refunds and Cancellations:****

- Refunds are only given in line with our 48-hour cancellation policy.
- If a cancellation is made within 24 hours of the booking, a minimum 3-hour booking charge will be deducted from the refund.
- No-shows or same-day cancellations are non-refundable beyond the 3-hour minimum charge.

3. Safeguarding and Child Protection

The safety and wellbeing of children is our highest priority. All staff are trained in child protection and follow strict safeguarding procedures.

4. Health and Safety

We carry out safety checks and follow procedures to ensure your child's environment is safe, clean, and secure. This includes infection control, fire safety awareness, and risk assessments.

5. Daily Premises Risk Assessment

To ensure the safety of every child in our care, staff at **Giggles and More Ltd** carry out a **daily risk assessment** of the premises before each session begins. This includes checking for:

- Hazards in the environment (loose wires, sharp objects, unsafe furniture)
- Cleanliness and hygiene standards
- Safe access to exits and emergency routes
- Functioning safety equipment (fire alarms, first aid kit, etc.)
- Secure and child-friendly layout of the space, both indoors and outdoors if applicable

Any risks identified are either removed or addressed immediately before care begins. This process helps us maintain a **safe, clean, and welcoming environment** for your child at all times.

6. Social Media Policy

To protect the privacy and wellbeing of the children in our care:

- Staff are not allowed to post any photos or videos of children on their personal social media accounts.
- Staff must not post any inappropriate, offensive, or unprofessional content on personal accounts.
- Confidentiality is strictly maintained at all times.

7. Communication

We believe in open and respectful communication with parents. You will receive regular updates and can contact us at any time via our email or telephone to discuss your child's care. We can also book a face-to-face or a teams call, whichever suits you.

8. Staff Safety and Late Session Transport

At **Giggles and More Ltd**, we are committed to the safety and wellbeing of our staff as well as the families we serve. When childcare sessions end late in the evening or at night, it is important that our staff can travel home safely.

To support this, we request a **small contribution toward taxi fare** when a session finishes late. This ensures that our staff member can get home securely and without risk. **Giggles and More Ltd also contributes to this cost** as part of our commitment to staff welfare.

You will be notified in advance if a contribution is needed for your booking. We appreciate your understanding and support in keeping our team safe.

9. Child Welfare and Safe Handover

At Giggles and More Ltd, we take the care and welfare of children extremely seriously. Our staff are trained in prioritizing the safety and wellbeing of every child in our care.

At the end of each session, children will be handed over to their parents or carer. However, if a parent arrives in a drunken state, under the influence of drugs, or is otherwise physically unfit to safely take care of the child, our staff are required to act in the best interest of the child. In such situations, children will not be handed over.

Parents are required to provide the contact details of at least one other responsible family member or friend who may be contacted to collect the child in case of an emergency or concern about the parent's condition.

If no alternate carer is available, our staff may need to involve social services. In any situation that staff believe to be unsafe, they will remove themselves and the child/children from the home and contact the police.

We will complete a care and welfare form for the relevant authorities and the incident will be logged in our incident report.

10. Complaints Policy

At Giggles and More Ltd, we value open communication and take all concerns seriously. If you have any worries or are unhappy with any part of our service, we encourage you to speak to us directly as soon as possible. We are committed to listening, addressing your concerns, and resolving any issues fairly and promptly.



If the matter cannot be resolved informally, you may submit a formal complaint in writing. Full details of our complaints procedure, including how to escalate an unresolved concern, can be seen our complaints policy, available upon request. We welcome feedback and always aim to improve the quality of our care and service.

11. Agreement and Acknowledgement

By signing below, you confirm that you have read and understood the information in this welcome pack and agree to the policies and procedures outlined and provided.

Parent/Carer Name (Printed): _____

Signature: _____ Date: _____