

**Policy:**

The Luxury Crèche Co. is dedicated to providing a safe, enjoyable, and engaging childcare experience for children during weddings and events. This policy outlines the guidelines and expectations for parents, guardians, and staff to ensure the well-being and happiness of all children in our care.

**Child Check-In and Check-Out:**

If the Crèche is held in a separate room to the wedding parents must sign their child into the creche using our sign in book and sign them out upon collection.

Parents/Guardians must provide accurate contact information and any necessary medical details during the initial check-in process.

Only authorized individuals, as designated by the parents/guardians, are allowed to drop off and pick up children.

**Staffing and Qualifications:**

The Luxury Crèche Co. employs experienced and qualified childcare professionals. DBS checks are conducted for all staff members to ensure the safety of the children.

All staff will have a minimum of 2 recommendations from previous employers.

ALL staff have first aid training with a minimum of one member of staff being paediatric first aid trained.

**Child Safety and Well-being:**

Adequate supervision will be maintained at all times, ensuring a safe and secure environment for all children at The Luxury Crèche Co. This includes only authorised people to have access to the creche room.

Age-appropriate activities, toys, games, and entertainment will be provided, bespoke to the clients wishes.

Toys and play equipment are certified safe and risk assessed.

A designated quiet area will be available for naps and rest time for younger children.

The Luxury Crèche Co. provide a water station for children to access freely during their stay with disposable cups.

If a child is unsettled staff will approach this with sensitivity and try to settle them through comfort and distraction however if this does not help the child feel more settled we will contact the parent to resettle the child.

**Clothing and personal property:**

All clothing entering the creche is required to be labelled (coats, cardigans jumpers etc) if the clothing is not labelled The Luxury Crèche Co. do not take any responsibility for items going missing.

The Luxury Crèche Co. will provide a designated area for bags and belongings.

Children who require care and toileting needs will be required to supply spare clothes, nappies, wipes, and any creams that they may need. This also includes bottles.

Please bring a water bottle, any snacks the children may need and comforters/blankets for nap times.

### **Health and Hygiene:**

Children and staff are required to practice regular handwashing to maintain hygiene standards.

Sick children will not be admitted into the creche to prevent the spread of illnesses. If a child becomes unwell whilst in the care of the The Luxury Crèche Co. Team, we will immediately contact the parents to collect the child.

Allergies and dietary restrictions provided by parents/guardians will be strictly adhered to.

Toys and equipment are cleaned prior to each event. We have a strict no food rule on any of The Luxury Crèche Co. equipment. We supply a snack station mat should children require to eat their snacks from home. This is to ensure there is no cross contamination and sticky substances on the equipment.

### **Intimate care**

Intimate care can be defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas which most people carry out themselves but some individuals are unable to do so because of their young age, physical difficulties or other special needs.

It also includes supervision of children involved in intimate self-care. Examples of intimate care covered by this policy include helping with toileting, changing nappies and washing children who have soiled themselves. All staff responsible for the intimate care of children will undertake their duties in a sensitive and professional manner; children will be afforded dignity and respect when receiving support with intimate care.

- Every child has the right to be safe.
- Every child has the right to personal privacy.
- Every child has the right to be valued as an individual.
- Every child has the right to be treated with dignity and respect.
- Every child has the right to express their views on their own intimate care and to have such views taken into account.
- Every child has the right to have the levels of intimate care that are as consistent as possible.

Nappy changing - Staff members must wear a fresh pair of disposable gloves each time they change a nappy. Staff members must wear a disposable apron for changing a child that has soiled. Staff members must wash their hands after every nappy change using soap and water. Nappies will be tied into a nappy sack and disposed of correctly using venue's waste bins provided.

### **Alcohol, smoking and vaping:**

Under no circumstances will we tolerate alcohol, smoking or vaping in the creche area.

It is our duty to ensure that the safety of our staff and children are our top priority. With this in mind we require 2 contact details of a member of your wedding/ event party who can be assigned responsible for the children. This is a precaution in the unlikely event that we are unable to hand over a child due to a parent/ carer who is intoxicated and unsafe for the handover.

If a parent or carer appears to be clearly under the influence of drugs (prescription or illegal) or alcohol and it is apparent that she/he is unable to safely take care of the child, the team at The Luxury Crèche Co. must not release the child from his/her care and do the following ;

1. Contact the designated people on the identity form that was given to provide permission to collect the child.
2. In the case of not being able to contact the designated people, TLC Team are to contact the Police.

**Ofsted advise that the Nannies duty and responsibility is to prevent the child from being harmed. The Nanny must ensure the child's safeguarding and must not release the child from his/her care. This is not the same as removing the child from their parents which must not be done.**

#### **Harassment:**

Harassment of our staff is not tolerated; venue management will be informed and if necessary, the police will be called.

#### **Communication:**

Parents/Guardians will be informed of their child's activities and any important updates upon collection.

Staff will inform parents of the care routines completed for their child. (nappy changes/ milk feeds etc)

Emergency contact must be accessible for staff members (ensuring you can be reached via mobile phone in the event of an emergency.)

#### **Behaviour Expectations:**

Children are expected to respect staff, other children, and the creche property.

Staff will handle disciplinary matters with patience, understanding, and a focus on positive reinforcement.

Parents and guardians are expected to treat staff with respect, in the event that this is not adhered to childcare will be immediately suspended for the individual.

Mobile phones and devices are strictly not allowed to be used by children attending the crèche. If the children have them they need to be turned off and put away in their bag. This is to protect the privacy of other children.

The cost of any damaged equipment caused by adults whether intentionally, accidentally and / or whilst under the influence of alcohol will be chargeable to the person who booked the creche.

#### **Emergency Procedures:**

Clear emergency procedures, including evacuation plans will be confirmed with the venue following our risk assessment visit. This information will be sent to the customer prior to the wedding/event from The Luxury Crèche Co..  
In the event of an emergency, parents/guardians will be notified immediately via their contact details provided. Overstaffing also enable us to be able to personally retrieve parents from the event if required.

**Creche location:**

The Luxury Crèche Co. are happy to accommodate the clients event providing a bespoke play environment in a separate room or within the event.

Separate room: staff are in sole charge of the children. Parents are to sign children in on arrival and sign them out if they leave the creche. Parents are welcomed to come and check on their children but reminded that this can sometimes unsettle them due to the new environment. The Luxury Crèche Co. are happy for the parents to communicate via text message or What's App to check in with staff as an alternative. All care needs for the children including nappy changes and feeding can be met and carried out by staff members.

Creche within the event: If the creche area is required within the event and not in a separate room it is essential that parents and carers are aware that they are responsible for the care of their children. Staff are there to supervise the safety on play equipment and host the crafting table. Staff are not required to carry out care needs of the children or feeding. This policy is in place so that the children are aware of their primary carer, and it does not cause confusion and upset for the children with parents and carers being present.

**Room size**

We ask that you check the designated room for the children for the following indoor space requirements as set by Ofsted.

Children up to 2 years old : 3.5m<sup>2</sup> per child

Children under 2 to 3 years old : 2.5m<sup>2</sup> per child

Children aged 3 to 7 years : 2.3m<sup>2</sup> per child

**Food**

The Luxury Crèche Co. does not provide any food therefore cannot take responsibility of the food provided. It is advised that you inform the food caterers of any allergies/ intolerances that children may have.

If there are any concerns The Luxury Crèche Co. recommend that this is to be discussed with the venue/ food suppliers.

If you are supplying food for young children or snacks these need to be kept in a suitable container and labelled accordingly.

**Fees and Cancellation:**

Details regarding fees, payment methods, and cancellation policies will be communicated to the client during the initial booking meeting. Clients will receive this information verbally and written.

**GDPR**

The Luxury Crèche Co. have a duty to ensure we are fair, transparent and have reasonable reason to hold your data. As per GDPR please only give us the information you are happy for us to hold. Your personal information will be stored on locked devices and can only be accessed by the company directors Jessica Alsford and Jade Alsford. At any time you wish, we will delete your data.

Legitimate Interest -We will need to give staff the following information to allow them to do their job effectively and to provide the high-quality service we always have;

\*Your Name

\*Your telephone number

\*Your child/ren's name

\*Your child/ren's age

\*Any relevant information ie. food allergies / medication

We do use photos taken at our own Creche's however this will only be used with permission from parents and the child prior to the event. If the child does not want their picture taken, we will respect their right to choose.

Photos are used to as part of the premium package to show the Bride and Groom and will be accessed on our social media platforms which we will always as for consent prior to sharing on our socials.

We can delete these at any time should you wish.

### **Conclusion:**

By registering and booking The Luxury Creche Co for your wedding/event parents/guardians agree to comply with the policies outlined in this document. Our primary goal is to provide a safe, nurturing, and enjoyable environment for all children attending the wedding or event.

### **The Luxury Creche co.**

Contact Information:

Phone: 07830424121 | 07543093500

Email: [hello@theluxurycrecheco.co.uk](mailto:hello@theluxurycrecheco.co.uk)

Website: [www.theluxurycrecheco.co.uk](http://www.theluxurycrecheco.co.uk)

Date of Policy: November 2023