

Centre Rules

Everyone using the Centre must abide by the rules to ensure the safety and well being of all other users. This means being aware of all policies and procedures, particularly Health and Safety. These are on display and copies are available from the Office.

- **Children's safety** Parents are responsible for their own children at all times, except when there is an organised activity arranged by staff for the children/adults and **must not be left unattended** at any time, anywhere in the Centre premises, including those in prams or buggies. Parents **must inform** a member of staff if they are leaving their child in the room.
- **Confidentiality and respect between families** Families are expected to keep information about other Centre users confidential and not discuss or gossip about other families. Where there is a problem or concern this should only be discussed with a **member of staff**.
- **Illness** No-one should come to the Centre when they are unwell, **adult** or **child**.
- **Smoking** There is a **no-smoking rule** in all areas of the Centre including Smarteez Neighbourhood Nursery, the outside areas and garden.
- **Edibles** Drinks, sweets and food should not be brought onto the premises for consumption. **Cups are not to be left on the floor.**
- **Pre-school collection of children** Children should be collected from the Nursery pre-school by a parent unless the staff are notified in advance of any other arrangement. It is also important that they are **collected on time** at the end of sessions.
- **Language** Everyone using the Centre should be aware that the use of **bad and offensive language** is not permitted at any time.
- **Smacking** The Centre operates a no-smacking policy and as a result no child should be smacked while in the Centre or its grounds.
- **School children** School age children are not allowed to attend the Centre when they should be in school.
- **Carers** Only parents/carers, blood relatives or a registered childminder/nanny may bring children to the Centre.
- **Use of telephone** The Centre telephone may only be used in an **emergency** or with staff permission.