

Treetops Frequently Asked Questions

- How do I book my child's sessions?
Please complete the form to book your child's sessions in advance:
<https://forms.office.com/e/x00RQtHYJZ>
- Can I make ad-hoc bookings?
Yes, we offer ad-hoc bookings subject to availability. Please contact us by email treetops@claygate.surrey.sch.uk giving at least 24h notice.
- How much notice do I need to give if I want to cancel my child's place?
You need to give us 6 weeks' notice in writing if you want to cancel your child's sessions.
- What is the staff to child ratio please?
For children between two to three years of age, it is one adult to five children (in line with the change in childcare ratios from September 2023).
For children aged three and above, it is one adult to eight children.
- What qualifications do your staff hold?
All our staff have an Enhanced DBS, hold either a Level 2 or 3 in Childcare, and hold a current Food Hygiene certificate. We will provide additional training to staff throughout the year.
- Do you provide food at treetops?
Yes, we provide water, milk, and a variety of different snacks before and after school, please see the food menus on our school website.
- My child has a food allergy, is this catered for?
We are a nut and sesame free school. We also offer alternative food for children who are gluten or dairy intolerant. If your child cannot eat certain food whether it be due to an allergy, intolerance, religious or dietary reasons please let us know so that we can accommodate your child's individual needs.
- What activities are on offer for my child?
We provide a wide range of educational and physical activities for your child to take part in, such as arts & crafts, board games, sensory play, imaginative play, sports play, and more. We also offer Mini-Woodies sessions and outdoor activities.
- Is a register taken daily?
When dropping your child at Treetops you will be asked to sign them in. We will drop them to their classes at the start of the school day.

For afterschool care, we will collect your child from their classes at the end of the school day and you will sign them out when collecting at the end of your child's Treetops session.

- What if my child is ill or has an accident at Treetops?
Our staff hold a Paediatric First Aid qualification.

A member of staff will administer appropriate first aid, complete an accident form and, depending on the severity of the accident will call you.

If your child is ill whilst at Treetops we will keep them comfortable and calm and isolated from the other children. If your child is suffering from vomiting and or diarrhoea then they are not able to return for 2 full days after their last bout of illness, in line with our school policy.

- What if my child is absent from Treetops?
Please email us at treetops@claygate.surrey.sch.uk.
- Can I send someone to collect my child on my behalf?
Yes, please contact treetops@claygate.surrey.sch.uk to inform of the change in collection procedures.