

Frequently asked questions

These are questions we are often asked. If you can't find the answer you are looking for then please get in touch, we are always happy to help.

When can my child start Playgroup?

We can welcome children to our Playgroup as they approach their 2.5yr birthday, (subject to availability) and can remain with us until they start full time school.

What sessions to you run?

Our Playgroup sessions run every weekday during term with various sessions options available between 8.45am and 2.45pm. Our sessions times are 8.45am-10.45am for our 2½ year olds and offer additional sessions once a child turns 3 years old, they are 8.45am-1pm and 8.45am-2.45pm. The number of sessions your child attends will primarily depend on personal choice and availability, although we recommend a minimum of two sessions per week. We also have two sessions available to link with Ysgol Deganwy's nursery class, these are 9.00am-1pm and 11am-2.45pm, these are our Playgroup Plus sessions. Our terms reflect those of Ysgol Deganwy, these can be found on [School Holiday Dates - Conwy County Borough Council](#)

How much does a session cost?

For the 8.45am-10.45am session we charge £13.20, £25.60 for 8.45am-1pm and £37.20 for the 8.45am-2.45pm session. Playgroup Plus sessions are charged at £25.60. These are subject to change.

We are registered with the Welsh Governments' 30 Hour Childcare scheme which is available when a child turns 3 years old, subject to eligibility. 3 Year funding is available for children who turn 3 before January and Easter and covers the full cost towards each session booked. For more information visit [Childcare Offer for Wales - Conwy County Borough Council](#) and [Early Years Education Funding for 3 Year Olds - Conwy County Borough Council](#) We are also registered with the Tax free childcare scheme, for every £8 you pay into your account the Government pays in an additional £2. Visit [Get Tax-Free Childcare: step by step - GOV.UK \(www.gov.uk\)](#)

We are a registered Flying Start setting, contact Conwy Family Information Service on 01492577850 or email plant.children@conwy.gov.uk to apply. This funding is available to all children living in Conwy county regardless of work status/income, it is available to use for our morning Playgroup sessions only.

It is parental/carers responsibility to apply for all means of funding.

How do I pay my fees?

Fees are payable in **advance** by bank transfer to: Deganwy Playgroup, account number 81652710, sort code 403007. Please use your child's name as reference. Unpaid fees may result in a child's place being withdrawn. We are a charity who relies on the timely payment of your child's fees to operate successfully. You will not receive a receipt or invoice unless requested. Fees are still chargeable if your child is off due to sickness, or you are taking them on holiday during term time but not if we are closed due to teacher's training days or for adverse weather conditions for example.

Two weeks' paid notice of cancelled sessions or termination of contract is required.

Can I visit with my child before registering?

Yes, you are more than welcome to visit before your child starts. Just let us know when to expect you by calling or emailing.

Am I able to book additional sessions?

All sessions are subject to availability. If your requested session is not available, you may go on a waiting list and will be contacted if that session becomes available.

Are all the staff qualified and DBS checked?

Yes, all staff are qualified, and DBS checked.

Does my child need to be toilet trained?

No, your child does not need to be toilet trained and if he or she is still in nappies please make sure the staff are aware and leave a couple of nappies, and wipes, in your child's bag which will be kept on their peg. To reduce the number of changes required please ensure your child is wearing a fresh nappy on arrival at Playgroup. If your child is toilet training, we again ask that you inform staff and keep some spare clothes in their bag. We will do our best to continue supporting your child any way necessary during their toilet training period.

What foods are offered as snacks?

We offer a healthy snack during our morning session including carbohydrates, protein and fruit or vegetable and a choice of milk or water. Typical examples might be bread sticks and hummus with carrot sticks, cheese, crackers and grapes. If your child has an intolerance, allergy, or dietary preference we will discuss this with you and will take measures to ensure they are not brought into contact with the allergen, they will be offered a suitable alternative.

What can I put in their lunch boxes if they stay for lunch?

The only restrictions regarding their lunch boxes is that there are no sweets, nuts or fizzy drinks and when providing grapes or cherry tomatoes, they are cut in half or quarters lengthways.

How can I tell if my child is progressing?

Every time you collect your child a staff member will give you a brief summary of what your child has been doing that session. Should you wish to discuss anything in more detail staff would be very happy to arrange a mutually convenient time for both parties.

What is your adult to child ratios?

Our ratio for 2 year olds is 1 adult to 4 children. Our ratio for 3-year-olds is 1 adult to 8 children. We generally over staff but never under staff.

What should my child wear to Playgroup?

Please don't put your child in their best clothes. We ask that your child wear clothes that you won't mind getting dirty or covered in paint or mud.

In the winter we ask for thick coats, hats and gloves and in the summer a sun hat. Could all children please have a spare set of clothes in their bags.

Please label your child's clothes as this will prevent loss and confusion.

On occasion your child may need a change of clothes which we can provide but, please ensure that these items are returned, washed.

When do the children go outside?

We do what is known as free flow and go outside in our garden every session come rain, sun or snow. So, coats, hats and wellies are needed in the winter. In the summer if it is extremely hot, we will limit the children's exposure to the sun. As well as providing a hat we ask that you put sun cream on your child before they come in.

If my child is injured, will I be told?

Yes. Although we do our best to prevent accidents from happening within Playgroup, sometimes a child will suffer a bump, fall or an accident.

Any injury, however minor will be recorded in our Accident Book, and you are asked to sign on collection. This shows exactly what happened, when and what treatment was given to your child. We will contact you by calling or texting to inform you of any incident/injury.

Who can collect my child from Playgroup?

We will not release any child into the care of any person that has not been authorised by you. Please, can you let us know at the start of the session who, in your absence, will be collecting your child at the end of that session.

We cannot allow anyone under the age of 16 to collect your child.

In the unlikely event of a child not being collected, staff will contact the main contacts from the registration document. If we have no success, we will then call the emergency contacts as indicated. For this reason, it is vital to inform us if any of your Emergency Contact Details change.

What is the committee?

The committee are a fantastic group of parents/carers past and present and community members that have given up their free time to help do many things, without their help, Playgroup would not even be here. If you would like more information on joining the committee, please speak to one of our team.

Who do I contact if I need to discuss any issues?

For any queries regarding applications, sessions, fees and general enquiries email jo@deganwyplaygroup.co.uk Her office days are Monday, Wednesday and Thursday.

Email Lisa@deganwyplaygroup.co.uk for queries regarding child development, welfare and other child related concerns/queries.

Our telephone number is 07891717320, please give ring or text if your child will be absent, late or if there are any issues, we need to be aware of.

You can also contact us through messenger on our Facebook page.

