Brislington Village Pre-School

Opening Hours

Monday, Tuesday, Thursday, and Friday
8am – 4.30pm
Wednesday 8am-12pm

Ofsted Good Provider

At Pre-school emphasis is placed on the development of every child's self-esteem and independence

Located in the leafy suburb of Brislington, a stone throws away from the Bath Road, which has easy links into Bristol city centre and surrounding area. We offer childcare to all areas of Bristol, BANES, and South Gloucestershire. Brislington Village Preschool offers unique, flexible, and high-quality childcare and education to children aged 18 months – 5 years.

Each child is seen as unique and their learning is based on their own likes and interests.
Each highly qualified and experienced staff member caters for the child's needs into their everyday experiences at preschool.

Why choose

Brislington Village Preschool

- **Large spacious playrooms, offering unique opportunities daily**
- **Amazing outdoor spaces, 2 gardens**
- **Long term experienced staff**
- **Online learning journal, so you can see the fun adventures your child gets up too**
- **Flexibility on sessions so they suit your family's needs.**

THE BRISLINGTON VILLAGE PRE-SCHOOL LTD

OUR ADDRESS:

St Luke's Church Hall
Church Parade
Bristol
BS4 4LS

Telephone number: 07780 330203

Please make sure you always have our number to hand in case of an emergency or you need to pass on information to us.

You can also get in contact via email at: brislingtonvillagepreschool@gmail.com

Find us on google: https://www.brislingtonvillagepreschool.co.uk

Term Dates 2026-2027

Term 1 – 7 September- 23 October
Term 2 – 2 November – 18 December
Term 3 – 5 January – 12 February
Term 4 – 22 February – 25 March
Term 5 – 13 April – 28 May
Term 6 – 7 June – 22 July

INSET DAYS – 19 October, 4 January, 12 April, 4 May & 23 July

All subject to change

About the team

Brislington Village Preschool has been owned and managed by Nicola Aldridge since September 2015. We have a team of dedicated, highly qualified, and experienced individuals who work hard to provide the best care for each individual child. Brislington Village Preschool was rated as "GOOD" by Ofsted in 2024.

Owner, Company Director, and SENCO office based – **Nicola Aldridge**

Setting Manager and Deputy Safeguarding Lead– **Christine Laing**

Room Manager, Designated Safeguarding Lead, & Fire Warden – **Sara Pearce**

SENCO TEAM – **Nicola Aldridge (Office) and Melanie Malley (Room)**

Health and Safety Officer, Fire Warden, Office Manager – **April Blackmore**

Early Years SEN Educator & Deputy Manager - **Melanie Malley**

Early Years Educator in Toddlers– **Kayleigh Pring**

Early Years Educator in Preschool–**Michelle Gay**

Early Years Educator in Toddlers -**Clair Milford**

Early Years Educator in Toddlers – **Rabbia Darr**

Early Years Educator in Toddlers - **Ava Knight**

Apprentice **– Olivia Morgan**

Apprentice – **Maja Ogrodnik**

Lunchtime Assistant – **Maisie Cliff**

Students will often be seen at our setting as we offer work placements for them to aid their childcare course they are working towards. Each student will be always supervised.

MEET THE TEAM

NICOLA

CHRISSY

SARA

MELANIE

CLAIR

KAYLEIGH

MICHELLE

RABBIA

AVA

APRIL

OLIVIA

MAJA

MAISIE

Fee Guide
Updated April 2026

Our Fees reflect our ongoing journey to provide the best care and learning opportunities to all and the continuous improvements to our facilities, resources, and staff to benefit the children in our care. Some are compulsory and some are voluntary

	Children aged 18 months – 5 years
One hour fee paying	£8.80 per hour
Breakfast Club Food (for those children starting at 8am) if starting at 8.30am there is no breakfast option	£1.65 per day attended
Afterschool Club Tea – compulsory for children staying after 3pm	£2.20 per day attended
Voluntary Consumable Charge – this covers wet wipes, tissues, suncream for all and nappy disposal, nappy sacks if in nappies.	£0.40 per hour if in nappies £0.30 per hour not in nappies
Voluntary Morning Snack Charge (if you wish to provide your own snack, it must be fruit or vegetable due to allergies, if none is provided the charge will be added to your invoice.	£0.55 per attended day
Deposit – this reserves your hours once booked and will be credited to your first invoice	£50

Universal 15 hours childcare entitlement is available to all 3- and 4-year-olds. 2-year-old and under childcare entitlement is available subject to eligibility. Extended 30 hours free childcare entitlement is available for most working parents.

Toddler Family

Toddlers love to explore the world around them and experiencing new things.

Showing creativity and imagination in everything they do.

When your child joins our Toddler Family, they will be learning in an environment that is catered to their every need and is perfect for the age group. The resources provided are age appropriate, fun and encourage new opportunities to expand their learning and development. This is within the room and garden area.

We focus on the child's interest and likes and this is the focus point of their learning. Your child's key person will support and help your child understand, learn, and grow while at the setting. They will look at the three prime areas which are, personal social and emotional development, communication and language, and physical development.

Your toddler's natural curiosity, imagination and passion will be continuously encouraged through activities and adventures within the setting and while taking part in outdoor learning. Physical play is a huge part of your child's day to help them reach their full potential and growth. No matter the weather we are also exploring our outside environments and have wellies and weather suits on hand if needed, we also have a child friendly surface outside.

The children in Toddler Family are cared for at a staff to child ratio of 1 staff member to every 4 children. This will allow your children physical, emotional, and social needs to always be met.

Preschool Room

Children learn and develop best when they are happy, creative, and having fun. Therefore, we use the child's interest as a spark to inspire and develop their learning.

When your child moves into our main hall, they will be learning in an environment that encourages children to thrive and enjoy every moment. We place emphasis on the importance of learning independent skills and preparing the children for school life.

Children will explore their literacy and mathematics skills, as well as, learning how to cook, gardening, woodwork, dancing, and lots more opportunities. This will then lead to them becoming confident and independent learners. Fun physical play and outdoor adventures take places daily in our two outdoor areas to benefit their physical and emotional wellbeing. Once they are in their last year with us, the emphasis is on more independence and being school ready, being happy and confident learner.

Our highly qualified and experienced preschool team work on a 1 team member to 8 children ratio. Groups of this size allow your child to flourish, make strong relationships and work alongside others. This is a critical point in their life where every learning aspect is seen as important.

Your child's learning and development will have the EYFS (Early Years Foundation Stage) implemented throughout. This will allow us to make sure they are ready for the next step of their education journey. We will also be there to support parents as we know this can be an emotional time.

Preschool Room

During your child's final year, we place emphasis on the importance of learning independent skills and preparing them for school life.

When your child moves to their last year before school, our focus will be making sure they are ready for school. Each child is unique and can progress at his/her own pace in all areas of development and this is true for children with and without disabilities or learning difficulties.

The children are encouraged to practice their writing and literacy skills, working alongside their peers, sharing resources, and helping each other. Children explore new ideas, have the courage to try new things, voice their thoughts, understand a sense of self and their place within the group.

The children start with morning registration when they arrive, they then take part in circle time to discuss what resources are available that day. They then have a chance to free flow outside if they wish. There is a rolling snack bar during the session and they self-select this along with milk or water. During the morning, they also choose what resources they play with and then they come together before lunch for circle time where a story is read or they sing.

Children thrive when given large spaces to discover, the different elements available each day brings new discoveries to well used spaces. Our garden offers the children a space to be outside and discover, to feel fresh air on their face, to jump in puddles and observe the changes with the seasons.

OUR ETHOS

At the Brislington Village Pre-School we recognise that children learn through play. We offer a friendly, nurturing, and caring environment where children can feel happy, safe, and secure. We provide an enriched learning environment where children are engaged and motivated to explore their surroundings. We have high expectations of all the children and our child centered approach to learning enables your child to build on their skills and knowledge they already have, to achieve their full potential.

Being your guiding hand

Building relationships

We will be there every step off the way to make sure your child feels safe and secure at our setting. When your child starts, their key person will be there to support them and build a strong bond with them. This person will also be there for you as parents/carers to be a friendly face to provide you with any information you need or wish to discuss.

All key persons will work together to ensure your child's needs and interests are catered for to inspire and aid their learning and development.

The key person will work with you to be as involved as you can in your child's development. Building a partnership and working together will give your little one the best possible start.

Settling in Period

Leaving your child and letting them go can be scary for the both of you, therefore we have a settling in period put in place. On their first day with us we will ask for the child and a familiar adult to spend one hour at the setting. This will allow the key person to build up a bond with the child, they can explore the setting and play knowing a familiar person is there if support is needed.

On the second visit we ask for your child to spend 1 ½ hours at the setting on their own. This is to allow them time to find their feet and build on their confidence.

If all goes well, we would like your child to spend a morning or afternoon session independently. This will then lead to them starting full time.

However, there is no pressure or rush and we will go at a pace which is comfortable to the child's needs and the room leader.

Implementing the Early Years Foundation Stage

As an Ofsted registered preschool, we make sure the Early Years Foundation Stage (EYFS) Framework – Birth to 5, is implemented and followed in everything we do. The EYFS sets the standards for the care, learning and development of children aged 0 – 5 years. This is followed by a variety of settings including schools so when they leave our setting for reception the EYFS will still be implemented.

It may sound like a formal framework; however, it focuses on learning through play and having fun. Our team tailor activities to suit the child's needs and to meet the requirements of the EYFS. Your child's interests and likes will be the inspiration for the activities.

We cover the EYFS 7 stages, these are:

1) Personal, social, and emotional development
2) Communication and language
3) Physical
4) Literacy
5) Mathematics
6) Understanding the world
7) Expressive arts & design

Partnership with Parents/Carers

How you can be involved in your child's learning and development?

It is important that a positive relationship is built between us, the preschool, and you, the parent/carer. This is so that the best possible start to your child's education can be given.

We can work in partnership via:

- Our online journal called Tapestry. This will allow you to see everything you child gets up to as well as share any achievements or fun things they do at home with the team.
- By having regular chats with key person to discuss development and progress at home and in the setting
- Parent meetings throughout the year
- Talking through any assessments such as a 2-year progress check

Tell us about your child

Just before your child starts, we will arrange a home visit, this will last no longer than 30 minutes and it will give your child a chance to meet the staff from their room. It will also give you a chance to go through their specific needs and they will be able to answer any questions you may have.

If your child/children have a nap during the day you can discuss this and explain how they like to sleep i.e., in a bed/pram or with a dummy.

If your child/children use a dummy, please provide us with this and the procedure you would use at home such as length of time used and when they need it most. We will then work with you and the child to try limit the use of a dummy.

If you child is still in nappies or toilet training, please let a member of staff aware of this so we can support you and your child.

Keeping Happy & Healthy

Good nutrition and plenty of exercise are the building blocks for strong growth, healthy development, and lifelong wellbeing for children. This is why we think it is important that children have regular access to outdoor areas for their physical development. As well as going on walks and visit to the local park, and community.

Idea for you to put in your child's pack lunch could be:

- Sandwiches, pasta, rice, or wrap
- Fruit or vegetables (grapes quartered)
- Yoghurt or cheese
- Small biscuit or small amount of crisps

There is a fruit/veggie snack in the morning, for this we ask for a voluntary donation of 55p or you can choose to bring your own, along with milk/water. Afterschool Club tea is after 3pm, and is a more substantial snack and is £2.20 per afternoon session.

When your child starts

Collecting your child

When your child starts you would have completed an application form which contains 3 people who you will allow to collect your child from preschool. For safeguarding reasons, you would then be asked to send us a photo of all the people you have allowed to collect your child. These can be sent via email, WhatsApp, or text. This is so all members of staff know who can collect your child.

If a new person is needed to collect your child you will need to provide us with a picture and name as soon as possible as well as making sure the person has the password you have put in place, so that when asked they can provide to correct information.

It is important to us that we keep every child safe and that a secure procedure is followed.

About Tapestry

Tapestry is the online journal/invoicing system that we use to share information with parents such as what your child has been up too, key event dates.

When you have been set up on Tapestry you will receive an email to set up your account. This will happen within the first few days of your child's start date. Once set up you have full access to your child's learning journal so you can see what they have been getting up to while at the setting. It also gives you the opportunity to share any fun activities you have done while at home with your child's key person. If you have any issues with using the app, setting it up or sharing observation. Please let us know and we can show you what you need to do.

When your child leaves the setting their learning journal will be downloaded and made available for you.

We use Tapestry to invoice you for hours and charges, they are usually sent around the 21st of the month to be paid in 10 days, if you have a preferred date then please message and we can set this up for you.

Our Uniform

We have our own uniform, you can obtain this from https://myclothing.com/collections/the-brislington-village-preschool-ltd-29421/, there are jumpers and t-shirts in a range of sizes. You do not have to purchase uniform; it is entirely up to you.

We understand some children would rather wear their own clothes. This is fine we just advise that it is old clothing and clothes you would not mind getting messy. Please make sure your child is wearing clothing appropriate for the weather situation including the child's footwear.

We recommend that each child brings a spare change of clothes along with a warm coat (when required) and a sun hat in the summer. In addition, during summer the children should come with sunscreen already on please. If you require us to re-apply sun cream a consent form will need to be completed. A named water (no squash or juice) bottle should be provided for the children for them to drink throughout the session. Make sure all items belonging to your child is labelled with their name.

PRICES

Jumpers - £11.00

T-shirts - £7.00

Frequently asked questions

What is the Free Early Education Entitlement?

The number of hours of free childcare you can get depends on the age of your child and your eligibility, you will need to apply through HMRC and you will be given an 11-digit code. If your child is:

- 9 months to 2 years old, you can get 30 hours per week of government funded childcare
- 3 to 4 years old, all get 15 hours the term after they are 3, but as a working parent you may get 30 hours per week of government funded childcare
- More information can be found here https://beststartinlife.gov.uk/

Staff will talk to you about the grant and you will be asked to complete a grant application form each term. To claim the grant, we will need to see the original of your child's birth certificate or passport and take a photocopy for our records. The setting will claim for the grant on your behalf.

You will need to apply for a code in the **term before** you start, i.e. if starting in January you need to apply for code before 31st December. From 1st September 2025 subject to eligibility, working parents will be able to claim up to 30 hours for Under 2's and 2 Year Olds. You must renew your code when prompted, and your are not allowed to start with us if you are in a grace period.

Where do I find information on what is available locally if I have a child with special educational needs or disability?

All the information you may need for services that are available in the local area can be found by accessing the website. https://www.bristol.gov.uk/residents/schools-learning-and-early-years/special-educational-needs-and-disability

This will give you information on organizations that can give advice and support to you and your family, equipment adaptions, social care, and many other areas.

What time do I need to get there?

Doors open at 8.00am for children attending for breakfast, parents/carers and children usually wait outside from 5-10 minutes before-hand. Doors close once all the breakfast club children are in and re-open again at 9.00am. However, if your child will be starting at a different time during the session, please just ring the doorbell located on the right-hand door of the main entrance of the hall and a member of staff will let them in.

Frequently asked questions

What do I do at drop off?

The staff will log your child on entry.

Toddler Room

This varies depending on the time of day but staff will advise you on the home visit. Please pass their water bottle and packed lunch if they are staying for lunch, coats, and bags to the key person on the door. If using breakfast club please drop off at the main door.

Preschool Room

Please take your child to the main entrance where you will be greeted by a key person, please ring the bell if not core hours, your child will be taken in with their water bottle (and packed lunch if they are staying for lunch) they will hang their coat on their peg.

What do I do at collection?

Doors open around 12 noon or 15.00/16.30. Staff will fetch your child and all their belongings and anything they have made and hand them over to you outside the preschool hall/toddler room. A member of staff will sign them out. However, if your child will be finishing at a different time during the session, please just ring the doorbell on the main entrance door and a member of staff will answer and fetch your child with all their belongings. Children finishing after 3pm are currently collected from the red door in the car park (Toddler Room) but this may change during the year, we will advise you.

How can I pay for any charges when should this be paid?

You will be invoiced through Tapestry every month around the 21st and you pay by bank transfer. The invoice will show any funding and detail the extra charges such as breakfast, Afterschool Club Tea, and voluntary charges.

Does my child have to attend every session?

If your child is not able to attend due to illness, please notify us by text/What's App and let us know what is wrong on the morning your child attends, or if your child is ill during a session, we will contact you to ask you to collect them. If your child is going to be absent due to appointment/holidays etc., please just let us know in beforehand. We do not provide care for children, who are unwell, have a temperature, or sickness and diarrhea, or who have an infectious disease. **If a child has been administered with a dose of Calpol on the day they are due at the setting they are unable to attend pre-school on this day. If a child has just been prescribed any new medicine such as antibiotics, then this requires 48 hours to ensure there is no reaction.**

Do you have policies?
The Brislington Village Pre-school has a wide range of policies covering many topics, including safeguarding children, admissions, and parental involvement. The policies are available to view on our website.

PARENT/CARER PARTNERSHIP

Aim

This setting believes parents/carers and staff need to work together in a close partnership to ensure children receive quality care and early learning that suits their individual needs. We recognise the fundamental role parents/carers have in their child's development, and our aim is always to support the role of parents/carers and welcome them into the life of the setting. Two-way sharing of information and a relationship built of trust and understanding are key to this.

Methods

Policies and Records

We will:

- Recognise and support parents/carers as their child's first and most important educators, and to welcome them into the life of the setting.
- Ensure all parents/carers are signed up to (or are supported to access) the setting's online learning journey "Tapestry" app, where parents/carers can log on and see their child's development.
- Ensure all documentation and communication are adapted to a format to suit the needs of individual parent/carers e.g. braille, large print, multi-lingual, electronic communications.
- Ensure that all parents/carers are aware of the setting's policies and procedures, documentation, and consent forms. E.g. via parent pack, website, and newsletter.
- Inform all parents/carers of the systems for registering queries, compliments, complaints, or suggestions; check these systems are understood by parents/carers. All parents/carers have access to the setting's written complaints procedure.
- On request, all parents/carers are entitled to see all records kept about their child. This will be provided in line with our Data Protection/GDPR policy.
- Provide a written contract between the parent/carers and the setting regarding conditions of acceptance of a childcare place and arrangements for payment and funding.
- Respect the individual circumstances of every child, individual or family; there will be no unlawful discrimination on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.
- Clearly share information on fees, payment schedules and any additional charges that may occur as part of the care of children and any subsequent changes we need to implement, in a timely manner.
- Ensure parents/carers are aware of the management structure of the setting and the roles and responsibilities of management and staff.
- Explain to parents/carers the deployment of staff at the setting and, when relevant and practical, involve parents/carers in the decision-making process.
- Encourage parents/carers to participate with fundraising events at the setting.

Communication

We will:

- Maintain regular contact with parents/carers to help the setting to build a secure and beneficial working relationship for their children.
- Inform parents/carers about the setting's activities and events through regularly distributed newsletters, Tapestry, and website.
- Operate a key person system to enable a close working relationship with all parents/carers.
- Support two-way information sharing regarding each child's individual needs both at the setting and at home.
- Inform parents/carers on a regular basis about their child's planning, progress and time at the setting and involve them in the shared record keeping.
- Ensure parents/carers can offer feedback and suggestions concerning the care and early learning of their child. This will be done by questionnaires, email, verbal, and parent sessions.
- Welcome parents/carers into the setting to share with children any skills, and/or experiences they may have e.g. read a story in another language, talking about their job, cooking skills, bringing in a baby sibling or pet etc.
- Explain to the parents/carers how the requirements of the Early Years Foundation Stage (EYFS) are being

delivered in the setting and how parents/carers can access more information.

- Explain to parents/carers the range and type of activities and experiences provided for the children, the daily routines of the setting and how parents/carers can share learning at home.

Communication with parents/carers throughout the preschool is facilitated by the following means: -

- Brislington Village Preschool welcome park
- Brislington Village Preschool newsletter
- An 'open door' policy – parents and carers can talk to staff at any time within the setting hours.
- A meeting with the key worker or Manager can be arranged at short notice.
- Variety of information – flyers and leaflets.
- Our policy documents, available to read or copy on request.
- Brislington Village Preschool Facebook page.
- Our website https://www.brislingtonvillagepreschool.co.uk
- Child's assessment on entry and when they are leaving preschool.
- Two parent sessions to inform parents/carers of their child's progress during the year.

Termination

Brislington Village Preschool Ltd reserves the right to suspend or terminate care of any child without Notice, should it be deemed necessary for the overall safety and well-being of staff and/or other children in our care.

Policy and Procedures

Safeguarding Policy

Our setting considers that the welfare of the child is paramount and it is the duty of all staff and volunteers under HM Government Working together to Safeguard Children 2018 to implement this policy and to ensure that it has appropriate procedures in place to safeguard the wellbeing of children and protect them from all forms of abuse.

Our setting will work with children, parents, and the community to ensure the rights and safety of our children and to give them the best possible start in life.

We will

- Provide a safe learning environment that builds their confidence and self-esteem.
- Provide a positive and preventative curriculum that teaches and supports young children.
- Work in partnership with Mothers, Fathers and Carers.
- Work in an inclusive way that helps every child.
- Work in an integrated way with other agencies that maximizes opportunities.
- Have up to date safeguarding policies, procedures, and guidance.
- Have well trained staff and management.

Equality and Diversity Policy

Our setting is committed to valuing diversity by providing equality of opportunity and anti-discriminatory practice for all children and families.

We aim to:

- provide a secure environment in which all our children can flourish and in which all contributions are valued.
- include and value the contribution of all families to our understanding of equality and diversity.
- provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups, and people with disabilities.
- improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity; and
- make inclusion a thread that runs through all the activities of the setting.

This setting follows the guidelines of:

- Equality Act 2010

Complaint's policy

Our setting believes that children and parent/carers are entitled to expect courtesy and prompt careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'Summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision can discuss this with a member of staff.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the manager.
- The setting stores written complaints from parents confidentially.
- When the investigation into the complaint is completed, the manager meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged and recorded.

Stage 3

- If the parent is not satisfied with the outcome of the investigation the next stage would be for them to contact Ofsted, details of which are on our parent's notice board.
- Details of the outcome will be logged and recorded.

Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of Ofsted are:

Ofsted, National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD
Telephone number: 0300 123 1231.

To read all our policies in full including the ones above please go to our website: https://www.brislingtonvillagepreschool.co.uk or ask a member of staff as we can email them to you or provide a copy for you to look at.

We look forward to seeing you soon

We hope you have found this guide helpful and it has answered any questions you may have about you child joining, but if there is anything we have not covered then just give us a call or email and our team will do the best to answer.

We understand that finding the right setting for your child is your priority and we hope we can be that setting. However, we will not place any pressure on you to decide.

If you would like to come and look around the setting or chat to someone in person then please get in contact and we can book you an appointment or invite you to an open afternoon.

We cannot wait to meet you!

If you want to register your child then we require a completed application form, and once the hours are confirmed we will then require payment of a registration fee, £50 to secure their place and hours. (Please check the hours are available first) BACs 30-94-83 a/c 60970560 The Brislington Village Preschool Ltd.

For Government Funded children we must have the funding form before start date, signed by all the parents living with them.

Our promise to you

We promise you every day your child will learn something

Someday they will bring it home in their hands.

Some days they will bring it home in their heads,

And some days they will bring it home in their hearts.

THE BRISLINGTON VILLAGE PRE-SCHOOL

OUR ADDRESS:

St Luke's Church Hall
Church Parade Bristol
BS4 4LS

Brislington Village
Pre-School

Telephone number: 07780 330203

Please make sure you always have our number to hand in case of an emergency or you need to pass on information to us