



THE WORLD OUTSIDE KINDERGARTEN

CUSTOMER CHARTER

☀️ WHAT YOU CAN EXPECT FROM US

A Nurturing, Welcoming Environment



Your child will be cared for in a kind, safe and joyful space where they are celebrated as unique individuals.

Nature-Led Learning Every Day



Children learn through play, discovery and connection with the natural world – in all seasons and all weathers!

Safety First – For Everyone



We prioritise the safety of children, staff, families, the environment and our neighbours. Regular risk assessments and respectful behaviour help keep our woodland and surrounding areas safe for all.

Caring, Qualified Practitioners



Our team is passionate, experienced, and committed to providing nurturing, high-quality outdoor early years education.

Open and Honest Communication



We keep you informed and value regular, two-way communication with all families.

A Sustainable Ethos



We model and teach environmental care – growing food, recycling, and respecting our woodland home.

☀️ WHAT WE EXPECT FROM YOU

Respect and Positive Partnership



Please follow our Parent Code of Conduct at all times.

We ask all families to help maintain a respectful, kind and safe environment for everyone – children, staff and other parents.

Open and Honest Communication



Keep your contact, emergency and medical details up to date – and let us know about anything at home that might affect your child. Open communication helps us give your child the best support.

Come Prepared and Embrace the Outdoors



Make sure your child is dressed for the weather – waterproofs, warm layers, sunhats and wellies are essential! And please celebrate the muddy boots, messy play and outdoor adventures that are part of our ethos.

Be Punctual and Responsible



Arrive and collect your child on time to support their routine – and please ensure invoices are paid promptly so we can continue to provide high-quality care and education.

SUPPORT

OUR DOOR IS ALWAYS OPEN FOR TEA AND A CHAT...
BUT WE ONLY HAVE BORING BISCUITS,
SO PLEASE FEEL FREE TO BRING JAMMY DODGERS! 🍪

