



## Why choose us?

As parents we know how hard finding that special nursery for your child is. We always recommend that parents visit us to find out all about our Dolphin family and what makes us stand out from the crowd, giving your children a fun, safe and happy place to spend their early years. Here are a few things that we think makes us be the childcare provider of choice in Exmouth.

### **Our staff**

I'm starting with our biggest treasure being our staff, whom of which are all qualified and experienced and project love and passion for their jobs of working with children. This will show in our warm and friendly atmosphere when you visit which creates a homely fantastic setting for your children to play and learn in. We are hands on and enjoy creating fun messy activities with your children as well as providing those one to one cuddles and affection when wanted. The staff share these moments on the Dolphin facebook page as well as other exciting activities or events the children have been involved in.

### **Award winning Customer Service**

This year we won the Best Customer service award at the Exmouth Business Awards. The only award on the night voted for by the public and not judges. We feel this really shows great customer service is at the heart of everything we do.

### **Our food**



Our food is freshly cooked daily on site by our wonderful cook. Each meal is served with fresh vegetables or Salad with a yummy pudding. All children are also provided with a healthy fruit snack included in our hourly charge. Staff all sit alongside the children at meal times to interact and lead by example helping those smaller children when needed. The Pre-school children also self-serve their own lunches giving them a lot of independence.

### **Outside**

In our daily routines we make sure all children get to experience some fresh air. Each room has access to the main garden area and all rooms go out for walks to explore the beach, parks and other outings. We also have open access to smaller play areas for the children which they can choose to use at any time if they want to explore outside.



### **Flexibility**

At the Dolphin we appreciate from time to time you may need extra sessions or to swap your days. This is fine with us as long as we have the space, and staff ratio to cover it. So please feel free to ask.

### **Charges**

We don't charge when we are closed. This may seem obvious but lots of nurseries charge for bank holidays and the week between Christmas and New Year when they are closed- we don't!!

### **Feel part of our family**

People often refer to us as the Dolphin family. We pride ourselves on always giving a warm welcome and making time to give parents a good hand over for what their child has been up to that day. We always have someone available to talk to about any concerns or worries you may have as a parent and work alongside you to get the best outcome for your child.



### **Settling in sessions**

We offer an extremely flexible settling in experience which is tailored to your child's individual needs and led by you as parents as of course you know them best. We invite the family in for a session so that we get to know each other and talk through your needs. This ensures your child has a smooth transition into nursery. The taster sessions the week before their start date are completely free!

### **All about me books**

We use a paper based record system for your child so that each child has their own book of their time with us and their achievements. We include photographs and craft work which becomes a real keepsake and something lovely to share and talk through together. Lots of nurseries are now moving to online systems whilst we see the benefits of having a special book in your hands to treasure forever is something special.



### **Parent's evenings**

We invite parents in twice a year for a parents evening where you get to speak with your child's key worker and find out how they are progressing and gives you time to talk about anything you may want to find out about.



### **CCTV**

All main rooms and the outside area are covered by secure CCTV. This is put in place to safeguard your child and our Dolphin family at all times.

But if all these things aren't enough, we are so confident that you and your family will love the Dolphin, if you aren't satisfied within the first month we will give you a refund.



## What some of our parents have to say

*'Highly recommend the dolphin. My first child went there from 8m-5yrs and now my second child is there (age2) and could not fault at all. All staff are friendly and they plan great activities for the children which always makes learning fun for them. It's like a family there - all staff know all the children and there is always a happy atmosphere. Great communication with parents (monthly newsletter, daily activity sheets and regular parents evenings) as well as great contact on an everyday basis.'*

*'My daughter absolutely loves the Dolphin and every single person who works there. They are so lovely and brilliant with the kids. I know when I'm at work she is happy, having fun and getting the best start in life. Very positive and very welcoming. I can't recommend them highly enough. EXCELLENT!;*

*'Fantastic nursery and pre-school. Daughter attended from two years old until starting school and our son aged two has been going since he was 11 months old. Our children's teachers and keyworkers have been brilliant and all staff are welcoming and very attentive to the children. The nursery has excellent indoor and outdoor facilities with a homely family-run atmosphere, which sets it apart. As a parent you feel like your opinion is listened to and appreciated and communication is very good. The transition from the pre-school to primary school was also excellent and we felt that our daughter was very well prepared for starting foundation.'*

*'I feel so lucky to have found The Dolphin! I was terrified of ever leaving my daughter but she has loved nursery from day one! After a year at Dolphin she truly feels like part of the family and looks forward to pre school everyday where she has made strong friendships with the children. The staff are fantastic and management are always at hand and more than happy to help! My only regret is that I didn't find the nursery sooner so that she could have enjoyed the experience for longer! 😊*

*'I moved my daughter to the dolphin as she was struggling to settle at a larger local preschool. She loves her new school and all the key workers work so hard to make their day full of exciting activities and fun play. I love the "about me book" which she takes home every week documenting what they have been up to! Lovely staff who are super friendly and kind to the children. Highly recommend'*

*'My 2 year old daughter has been going to the dolphin for just over a year now and loves it! The staff are brilliant and do lots of fun activities. I struggle to get my daughter to leave every time I pick her up!'*