

- 1) When you bring your children to the scheme please drop them off at the appropriate area.
Multi-Sports, Football, Badminton, Netball & Trampoline = JEAN BROWN ARENA
Tennis, Squash, Gymnastics = MAIN RECEPTION
Extended Times e.g. Multi-Sports = MAIN BUILDING (NORMAN BOOTH) (BISTRO)
- 2) This year children of all ages must be signed in and out by their parent/guardian. Should you wish your child to make their way to and from the KAP programme please advise us in writing.
- 3) If you wish for someone else to collect your child from the Centre, the coach must be notified in writing that morning.
- 4) Children will be required to be dressed in the appropriate attire which is Sports clothing (i.e. no jewellery, denim or baggy clothing and long hair tied back), and to also wear non-marking trainers.
- 5) Please ensure that all forms are completed in FULL (even small items such as membership status are vital). Before making the booking.
- 6) Children over 8 on *Multi-Sports only, will be attending Fullwell Cross swimming pool on FRIDAY'S, so they will be required to bring their swimming kit. *(Easter & Summer Only)*
- 7) Children under 8 on *Multi-Sports only, will be attending Al's Play Barn on FRIDAYS of each week. *(Easter & Summer Only)*
- 8) It is not always possible to do all of the advertised activities during the week, and outdoor activities will depend upon the weather. (Multi-Sports only)
- 9) In the unlikely event of an accident/incident, this will be reported to you by the group's coach upon collection each day or via an accident slip.
- 10) If your child has any prescribed medicine that needs to be taken, this should be recorded on our forms so that our coaches are aware. Where and if necessary medication will be placed at either Reception, depending on where the children are at that time, or held on by the Coach.
- 11) Children with any infectious diseases/diarrhoea/measles will not be allowed onto the play scheme. If a child has had diarrhoea and/or vomiting, twenty-four hours must have elapsed after this has stopped before they can be re-admitted.
- 12) Children can bring a packed lunch each day (where applicable) or place an order in our café with the Coach in the morning. The parent/ child will need to inform the Coach in the morning if they wish to purchase a lunch, so it is ready for 12:30pm. Our food may contain nuts. Vending machines also available.
- 13) If the weather is hot, please put sun cream onto your children, as we cannot do this. Suitable attire is also required, for example sunhats. Alternatively, could they also bring a raincoat for bad weather. Applicable to all outdoor activities.
- 14) Refunds will not be granted without a doctor's note, The K.A.P. Coordinator must be advised at least 24 hours prior to attending KAP. Depending on the circumstances a credit may be authorised for another time. Please call the Kids Activity Programme Co-ordinator in this case.
- 15) If your children would like to be with their friends, please request this on the enrolment form and we will try our hardest to accommodate you.
- 16) Children are not encouraged to carry mobile phones on the sports scheme. Any phones will be locked secured at Reception and can be accessed at lunchtime and the end of the day to make and receive calls.
- 17) Each child must behave appropriately at all times. Any disrespectful behaviour from any child will be passed on to be dealt with the Head Coach/ Kids Activity Coordinator.
- 18) Any medical or special needs/ behaviourally needs must be discussed with the Kids Activity Coordinator prior to attending the session. The Coordinator and Coach will then assess the child for the day, deciding whether the child can adapt and be comfortable in the surroundings without requiring one to one care from our Coaches & Helpers. This will then determine if we will have the child, attend the other selected days.
- 19) Any dispute between any other children must be raised with the coach and resolved quickly and appropriately, so all children are able to have a fun experience.

- 20) Please do not drop any child off earlier than their activity start time and leave them unattended either in or out of the signing in point. We cannot be responsible for any child until they are signed in for the session. Equally, all children must be picked up on time.
- 21) All fees need to be paid on the day of booking, unless otherwise arranged with Redbridge Sports and Leisure.
- 22) If any parent has any questions, comments, fears, thoughts etc please either speak to the head coach briefly or email me. (email address below)
- 23) The Kids Activity Coordinator has the right to expel any child if they or their parent has acted inappropriately. Please note, any complaint made, may have to be referred to management in relation to the Centre's code of conduct.

CUSTOMER COMPLAINT PROCEDURE

If you wish to complain or offer any suggestions:

- Please speak to the Duty Manager or the Kids Activity Programme Co-Ordinator.
- If you are unable to resolve the problem speak to the Centre Manager.

The Multi-Sport scheme is run in accordance with good practice guidelines supplied by OFSTED to reflect the most recent requirements of the Children's Act 1989.

Any problems which cannot be resolved by the Centre's Management can be referred to: OFSTED, 90 Union Street, Southwark, SE1 0FS. Helpline: 0845 6014771.

For any queries please do not hesitate to contact the Kids Activity Programme Co-ordinator on:
Contact Number: 020 8498 1030 or Email: Rebecca@rslonline.co.uk.

We look forward to seeing you for a fun filled week of sport. Thank you very much.