

General Info

Bookings:

- Full Payment is required at the time of booking to secure space
- When paying by bank transfer please include your child's name as ref
- You can turn up on the day but there is no guarantee of a space and fees will need to be paid in full on the morning
- To book contact Ashleigh before paying to check there is a space available

Covid 19

- As of late 2021 as a club we no longer offer refunds/credits or transfers for covid 19 isolations due to club viability

Holiday club Cancellations:

- All fees are non refundable/non transferable
- If as a club we cancel for any reason we would offer a full refund.

Admissions & Fees Policy

- We operate a bookings only system, Cash payment direct to Ashleigh or by Bank transfer to the club (fees must be paid in full)
- All children **MUST** have a correctly filled out registration form before they attend the holiday club
- As a parent/guardian you **MUST** notify us of any health issues or disabilities before holiday club commences as we can make the relevant adaptations to our activities and setting to cater for your children e.g. extra staffing.
- All Fees **MUST** be paid at the commencement of each day, failure to do so will result in you having to take your children home with you (NO Allowances)
- Children aged 5-14yrs welcome (or 4yrs but must be attending school). As we run a very high speed and active sports club children must be able to cope with this and be potty trained as we are not a childcare setting
- Please be aware that we are strictly a SPORTS CLUB and unfortunately cannot provide a childcare 1:1 type setting, so as a parent/guardian you must be confident that you child will join in and be able to cope with a long day of exercise.
- Please provide your children with a packed lunch each day and suitable clothing for sporting activities. We do like to get outside so please provide a warm/rain coat, sun cream and water bottle considering weather conditions

FEES:

- 9-4pm £23 per child per day(sibling discount £20 per child if attending with at least one sibling)
- A child can be collected at anytime but the daily fee will still be charged and you will need to arrange the collection times with holiday club staff.
- Children need to turn up between 8.50-9.10am so that we can commence our day promptly and lock and secure all gates
- Any late pick ups after 4.15pm will be charged at £5 for every 30 mins after this time



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Arrivals & Departures Procedure

Arrivals:

On arrival our car park can get very busy and other children will be arriving so please drive safely and carefully.

Please walk your child/children up to the main door where we can check registration forms have been filled out and fees paid

Departures:

Please report to the same place you dropped your child off as children will not be allowed to leave the premises unless the allocated adult has signed out on our signing out form. On the consent form you will have written down people who are allowed to collect your children so we will only let the children go with someone who is written on the form. Again please take care when walking or driving through the carpark be aware of other drivers and children.

A child may only walk home on their own if permission has been given to club manager at the start of the day.

Accident/Incident Policy

Accident:

- In the event of an accident or injury we would administer first aid accordingly (2 first aiders are on site, at least 1 will be on site at all times)
- we would then contact the child or member of staffs emergency contact.
- We would then log the accident in our accident book to keep a record. In the event of reoccurrences we would update our risk assessment for that particular activity if it became a cause for concern.
- In the event of serious injury we would dial 999 and contact child/member of staff's emergency contact immediately

Administering Medicines Policy

All medicines given to us by parents/guardians must be labelled with child's name on and a detailed description of how to administer medicine e.g 5ml calpol to be given at what time? We have access to a fridge if medication needs to be kept chilled.

We would expect most children to administer their own inhaler or medicine themselves as most children who have long term conditions e.g. asthma are aware of when and how to use.

An administering medicines form will be filled in with the above information to ensure we follow correct instructions. This will be filed away. Information of this will be only shared with relevant staff and first aiders. This will be accessible for emergency use if needed

Behaviour Policy

- We are a family run sports club so we are caring, happy and fun and we strive to promote a safe environment for all children
- Bad behaviour will not be tolerated and we run a very strict 3 strikes and your out policy so that all children have the opportunity to have a great day
- If a child has received 3 strikes their parent will be informed and told to collect their child immediately. If a child swears or is physically abusive to a member of staff or another child they will be removed immediately from the situation and this will result in immediate expulsion from the holiday club
- Children who have been removed from the holiday club may be allowed back to the holiday club if they have understood their actions and an apology to staff or child will be expected. This will be at the discretion of club leaders Bernie Lock & Ashleigh Lock
- All incidents are recorded in a record book so that we can monitor the situation



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Complaints Procedure

Here at Bounce & Flex we want to work with parents and children to offer the best sports holiday club we can, we want our families and staff to feel happy and able to voice their concerns if they have any. If there should be any complaints they must be made in writing and sent to **Ashleigh Lock, 8 Park road, Street, Ba16 0jn**

- The club manager Ashleigh Lock will discuss the matter informally and hope to resolve the issue with the concerned parent/guardian
- If the complaint is about a member of staff the club manager will discuss the parents concerns with the member of staff and try to reach a resolution. If the complaint is made about the club manager then Bernie lock will step in and try and resolve the situation.

Safeguarding/welfare officer Kerry Broughton [07968 946673](tel:07968946673)
Safeguardbounceandflex@gmail.com

Please contact if you have any concerns

Emergency Evacuation Policy

- In the event of a fire children will report immediately to day leader and be led to our fire evacuation point which is at the training field wire gates at the top of the carpark near the entrance, a head count will then be carried out.
- In case of any missing children the club manager will go back check each area alongside other dedicated staff. Emergency services will be contacted immediately if necessary.
- In case of an intruder on site all children will report immediately to their day leader who will always be in proximity. The children will then be led to a safe area e.g the clubhouse that will become under lock down.
- There is always at least 2 fully qualified adults onsite at all times supervising children so we would become quickly aware of any intruders or incidents



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Equalities Policy

We would like to welcome anyone and everyone to our Holiday club and will make adaptations where possible to our holiday setting and sporting events.

Parents are advised to contact the club manager prior to the start of the holiday club to make arrangements and discuss if we can accommodate a child whether it is wheelchair access or just to be mindful of a child's condition.

We do work on a high ratio of children to staff so one thing we would not be able to accommodate is a one to one situation due to our high attendance and availability of staff.

Missing Children Policy

In the case of a missing child:

- After a head count identifies a child is missing we would then gather all children together to do a formal register
- If a child is still identified as missing all other children will gather together and be told to remain still until child is found
- Available members of staff will split up and search all other areas thoroughly until child is found and returned
- All areas are secured by a high fence and locked so it is very unlikely that a child would escape the premises
- In the unlikely event a child is not found after extensive searching parent will be contacted and informed.

Volunteers Policy and recruitment Procedure

- All volunteers are children that have attended term time or holiday clubs for many years and who do not wish to participate but would like to still be involved within our club
- Suitability is a **MUST** at Bounce & Flex, all volunteers are either experienced or have a special interest in a particular sport so can pass on their knowledge to our pupils under management supervision
- All volunteers **MUST** have an aptitude for work and be understanding, caring and enthusiastic towards children
- All volunteers have been coached by club manager Ashleigh Lock or Bernie Lock so they are more than aware of how we expect them to follow our leadership and our values
- All volunteer and staff records are held in a locked cupboard locked within a cabinet so all is confidential
- Volunteers above the age of 14yrs will be expected to fill out a log book with various activities to aid their learning and experience

Uncollected Child

It is the parent/guardians responsibility to inform Bounce & Flex Holiday Club if they are going to be late picking up their child. For any late collections the parent will be charged accordingly for every 30 mins £5 after 4.15pm. If a child is not collected after club has finished we will:

- Contact the parents
- The parent will be informed of late collection fees £5 per 30mins after 4.15pm
- If there is no response from parent we will try other contact numbers for the child.



**Bounce & Flex
Sports Club**

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Bounce & Flex

Please also read our Safeguarding Policy on our website for important information regarding your children attending Bounce & Flex