



Stantonbury Leisure Kids Club Contact Form

Details of Child / Children

	Child 1	Child 2	Child 3
Full Name			
Date of Birth:			
Gender:			
Age:			
Address (if different from Parent / Guardian):			
Medications			
First Language:			
GP Details			
Additional Info: e.g. access, dietary			

Details of Parent / Guardian

Title:	
Full Name:	
Email Address:	
Home Address:	
Post Code:	
Mobile no.	
Home no.	
Work no.	



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Emergency Contacts / Collections

	1 st Contact Point	2 nd Contact Point
Full Name:		
Address:		
Post Code:		
Mob no.		
Home no.		
Work no.		
Relation to Child:		

Permissions

Does the applicant suffer from any medical conditions (illness or allergy) we should be aware of?	YES	NO
If yes please provide details:		
Do you give permission, if required for a member of staff to take the applicant to hospital?	YES	NO
Do you give permission for the applicant to be photographed, for display and marketing purposes only?	YES	NO
Do you give permission, if required, for the applicant to receive first aid including plasters?	YES	NO
Do you give permission for staff to apply applicants sun cream?	YES	NO
Do you give permission for the applicant to watch television or films that are rated PG or under?	YES	NO

Kids club terms and conditions 2021

Introduction

Kids club aim to work in partnership with parents and carers to create and maintain a safe, caring, stimulating and educational environment for children. All parent/guardians wishing to make use of the service offered by Stantonbury Leisure must strictly adhere to the terms and conditions and sign this document each year as evidence of their acceptance and agreement to the terms, conditions, policies and procedures under which Stantonbury will operate. As we aim to develop an interactive partnership with all users, we would welcome suggestions and discussion on ways to improve the service we offer.

1. Registration Forms

A contact form, which lists the child/children's details and outlines the childcare arrangements, must be completed and signed by a parent/guardian before attending Kids Club. Listed must be names of responsible parties with access to the child/children along with details of person with parental responsibility. Also listed must be the names, addresses and telephone numbers of two emergency contacts that may be called upon in case of an emergency when parents cannot be contacted and they too must be responsible individuals. Responsible parties or individuals must be those over the age of eighteen.



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2. Session Times

Morning Session 0830 to 1330

Lunch 13:00 to 14:00

Afternoon Session 1330 to 1730

Children must be signed in and out by a responsible person over the age of 18 years. Children will be signed out only if there is a responsible party present who is over the age of eighteen. In the event that the child/ren is not collected from the Leisure Centre, staff will make every endeavour to get in touch with the emergency contacts given. Fail to locate one of these contacts will result in ourselves contacting the local safeguarding committee board this may result in the loss of the child/rens places.

3. Emergency Contacts and Access.

Parents/guardians must ensure that emergency contact and persons with access in accordance with the above are familiar with the necessary procedures. In cases of emergency where the parents/guardians cannot be contacted, Stantonbury will get in touch with an emergency contact named. They will then take on responsibility for the children. Persons with access may collect children in accordance with the above. Stantonbury must be notified immediately of any change of details to emergency contacts and/or their telephone number.

4. Fees

Full fees will be payable at the time of booking. Stantonbury reserves the right to increase its fees; it is unlikely that fees will increase more than once annually. Days booked cannot be transferred into another child's name. If using childcare vouchers or there are any further questions, please contact the Leisure Centre on 01908 324466 or email Customerservice@stantonbury-tove.org.uk

5. Medical Health

If your child is ill on the day they are due to attend, please call the Sports Centre to inform us of your absence. Stantonbury will not admit children suffering with any infectious disease or virus, Stantonbury reserve the right not to administer medicine; however, a request to administer prescribed medicine will be considered on an individual basis. Children who have been suffering with an infectious disease or virus will not be re-admitted unless a doctor's letter is presented stating that the child has made full recovery. In the event of your child/children being sick or suffering from diarrhoea – 48 hours clearance is essential before returning. Parents/guardians must sign a form of authority in the event of emergency hospital treatment becoming necessary. Staff shall administrate minor first aid as and when necessary. Stantonbury must be informed in writing of any special dietary requirements or allergic food substances.

5a. Coronavirus

We ask that you comply with the most current Government guidance for covid-19. Inform Stantonbury at the earliest point if the participant starts to show symptoms or feels unwell. If the participant is feeling unwell on the day of the booking, do not bring the participant to Stantonbury Leisure Centre. If the participant tests positive or has to isolate via the track and trace system you must notify Stantonbury Leisure at the earliest point. Refunds will not be issued for self-isolation or positive cases.

6. Lunch & Refreshments

Drinks are provided during the morning and afternoon sessions and extra drinks are provided during the summer period. Parents are advised to provide a small snack or fruit for the children to have during the drink breaks. Food must not be shared with other children. Children are not allowed to use the vending machines. We also ask parents to supply their children a refillable water bottle. Please do not have nut-based products in snacks or lunches.

7. Activities & Sports

Please ensure that your child/children are suitably dressed to take part in sporting activities with appropriate, comfortable footwear. It is advised that children bring hats and sun cream with them during hot weather, Stantonbury will make use of the outdoor facilities when possible.

8. Other details

Any items of clothing or personal equipment that is found will be handed into Reception for collection. We cannot accept any responsibility for any items that are lost or damaged. Any toys or computer games that are brought in are at your own risk; we cannot take responsibility for any personal belongings. We strongly advise children to leave mobile phones and tablets at home. If there are exceptional circumstances where you need to make contact with your child, please discuss this with the staff on the day. Contact number for reception is 01908 324466

9. Complaint procedure

It is hoped that parents/guardians will not have to complain about any aspect of the service we provide, however, should the need arise; there are three stages at which complaints can be considered.

Stage 1 – The Informal Resolution



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Discuss your complaint with the relevant staff member. If you are still dissatisfied you may discuss the matter with the Duty Manager. It is hoped that the matter may be resolved to all parties at this stage.

Stage 2 – Formal Complaint to Management

If unresolved at the Informal Stage, the complaint should be sent in writing to the Leisure Centre Operations Manager leigh.wright@stantonbury-tove.org.uk You will then receive a written request to attend a meeting with management to discuss the matter.

Stage 3 – Formal Complaint to OFSTED

This stage is to be used if the outcome of stage 2 is not satisfactory. A written complaint should be set out and sent to:

*OFSTED
Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA*

10. Violence at Work

Violence against any Stantonbury personnel will not be tolerated and will result in the loss of your child/children's place. A working definition of violence at work is 'any incident where an employee is abused, threatened or assaulted by a member of the public, parent or child cared for by Stantonbury Staff in circumstances arising out of the course of his/her employment. Violence will be deemed to include physical force, verbal abuse with threats, rude gestures, and innuendoes, sexual or racial harassment.

11. Termination

This contract will last for a maximum period of one year expiring 31st December 2022, effective from the child's start date and will be reviewed the first Kids Club that is booked after January, however, during this reserve the absolute right to terminate this agreement with immediate effect, in the event that any of the clauses listed in these terms and conditions are broken.

I / we the parents / guardians for the child / children named above in the contacts details, fully agree to comply with the terms and conditions as stated above.

Name:	
Signature:	
Date:	