

## **Holiday Activities Booking Terms and Conditions**

1. On arrival, all children taking part in Day Camps and Kiddie Kamps must report to the Leaders to be registered. Kiddie Kamp children must be signed in by their parent/carer. Those on Day Camp who are not accompanied in to the hall by their parent/carer remain the responsibility of their parent/carer until they have been signed in.
2. It is the responsibility of the parent/carer to sign their children in and out at the beginning and the end of the day.
3. Additional charges will be made for any children not collected on time.
4. No children will be allowed to leave the Centre and go home on their own, or meet their parent/carer in the car park or café, unless the Leaders have been provided with a letter giving permission specifying clearly the terms under which they can leave, i.e. time of day etc.
5. Leaders will not restrain children and cannot be held responsible for children who choose to leave Day Camp (over 8 year olds) without the knowledge of the Leaders. Registers are taken at least three times a day, parents/carers will be informed of any problems as soon as possible.
6. Lunch boxes are not cold stored and therefore it is advised that they do not include items such as egg, mayonnaise, chicken, ham, cream cheese etc.
7. We would like to request that parents refrain from including foods containing nuts in lunch boxes due to the increasing number and severity of allergies. Please also ensure your Childs 'lunch box' is clearly labelled.
8. All children must be provided with a hat and appropriate sun cream, or suitable clothing to protect them from the sun, so that they may take part in any outdoor activities.
9. Children should always wear footwear which is suitable for physical activity i.e. trainers and socks.
10. Each morning the Day Campers will spend an hour in the pool for a Fun Swim. Those not taking part may be required to sit at the side of the pool. Some areas of the pool hall are available for adults to use during this time. In completing the booking form I confirm that my son/daughter identified on the booking form is capable of swimming a minimum of one width of the pool (17.5m) in water which would be considered out of depth, without the use of swim aids.
11. Mobile Phones, Game Boys and all other electronic toys are banned from Day Camps and Kiddie Kamps.
12. Lockers are provided, but children are responsible for their own valuables.
13. Hertsmere Leisure are unable to administer any medication unless our procedures are followed. Please contact Reception for more information prior to booking.
14. For the well being of all children and staff, Hertsmere Leisure will not accept any child who has suffered from a contagious illness within the past 48 hours. This includes nausea, diarrhoea, thrush, conjunctivitis or head lice.
15. Please ensure you have discussed any known behavioural related conditions i.e. ADHD, Autism thoroughly with the Head Play Leader who will initiate and individual behavioural plan. Please be advised that we are unable to maintain responsibility for any child who is identified as needing one to one care.

16. In the event of unacceptable behaviour i.e. swearing, or abuse of any form to another child or member of staff a child will be spoken to and may be asked to sit out of activities for a period of time and be issued with a warning. All behavioural related incidents will be recorded as part of a behavioural management policy. In the event of persistent unacceptable behaviour the Leaders may deem it necessary to telephone the parent/carer and ask them to collect their child.
17. Hertsmere Leisure reserves the right to exclude or refuse any child from our holiday activities at any time during or prior to the activity if, in our opinion, that child is incompatible with the general well being of the activity or group. Any additional costs will be at the parents/carers expense.
18. Hertsmere Leisure is committed to the happiness and well being of all children in our care. Any instances of bullying will be dealt with as a matter of urgency. We would encourage parents and children to discuss any problems or worries that they/their child may be having with the Leaders as soon as possible so that appropriate action may be discussed and implemented. If we don't know about it – we can't solve the problem!
19. Hertsmere Leisure operates a policy of equal opportunity for everyone in the community. This means that all children in our care will be treated fairly and equally in all respects.
20. Parents should be aware that some activities, e.g. trampolining, roller skating carry a certain element of risk. Hertsmere Leisure is committed to the health and safety of all its customers and endeavours to ensure that any such risk is kept to a minimum. Booking a child onto the camp means you take responsibility to allow them to participate in all activities.
21. All staff are trained and committed to the safety and wellbeing of the children in their care, thus any concerns regarding the children would be referred to the relevant agencies.
22. Hertsmere Leisure have safeguarding children, lost and uncollected children procedures, which will be followed where necessary. Please contact Reception if you require any further information.
23. Parent / carers of all children who are taking part in Day Camp but who have not used the SHOKK Gym before must complete a SHOKK Youth Par Q form at the time of booking.
24. Bookings are not refundable or transferable and children MUST have had their fourth birthday before attending Kiddie Kamps at the Furzefield Centre and their fifth birthday before attending the Playscheme at Bushey Grove or Hertswood.
25. In the event of a personal emergency or if you need to contact your Centre for any reason, please call: Furzefield 01707 850500, Bushey Grove 01923 470140, Hertswood 0208 387 5600.
26. Hertsmere Leisure operates a Customer Comments system (cards available at Reception), which encourages customers to give feedback and inform us of any compliments, suggestions or complaints about any service within the Centre. Alternatively customers may ask to speak to the Duty Manager at Reception.
27. Our Kiddie Kamps are registered with Ofsted who have a complaints procedure. OFSTED, Eastern Regional Centre, 2nd Floor, Field House, Station Approach, Harlow, CM20 2FS, 01279 693522. The Ofsted registration numbers are as follows: Furzefield Centre 130588, Bushey Grove Leisure Centre 130497, Hertswood Centre 130528.