

THE COASTAL CLUB

OUR CAMP POLICIES

OUR CAMP POLICIES



HEALTH & SAFETY POLICY

To ensure the safety of your child, The Coastal Club has extensive Health and Safety policies. These are used in conjunction with the H&S policies of the school.

INDOOR POLICY

Inside the premises and whilst activities staff should ensure that:

- All rooms should be kept as tidy as possible and free from underfoot and overhead hazards.
- All equipment must be in a safe, well-maintained condition and conform to safety standards
- Any unsafe/broken equipment must be removed from use immediately and replaced as necessary.
- Staff and children are not allowed to stand on chairs, stools, tables or side benches etc.
- Children must not have unsupervised access to equipment, cupboards, storerooms etc.
- Containers used for powder and liquids must be labelled appropriately and stored safely.

OUTSIDE – CONTROLLED ENVIRONMENT

When in the playground, sports fields or astro turf pitches staff should ensure that:

- The premises and outside play area are secure and children are not able to leave them unsupervised.
- Children wear suitable clothes and footwear for the physical activities.
- Staff will ensure children are adequately clothed in cold/wet weather.
- Staff will ensure children are adequately clothed to avoid sunburn/sunstroke during hot sunny weather.
- Staff will ensure children don't become dehydrated.

- Staff keep control of the group at all times e.g. using a whistle to make sure that children understand that they must stop whatever they are doing when they hear it.
- Staff never let children over-exert themselves.
- Staff should ensure there is adequate space for the physical activity.
- Staff should ensure that all jewellery is removed and long hair tied back.
- Staffing ratios should be adhered to.

OUTSIDE – UNCONTROLLED ENVIRONMENT

Whilst supervising activities outside of 'controlled areas' (eg activities that include exploring the grounds) staff will ensure that:

- Adequate staff are available for each activity. The rota will indicate the number of staff required for each activity. A minimum of two staff will take a group on any activity.
- Staff will instruct the children that they are not allowed to go out of the sight of a member of staff.
- Staff will ensure that children are wearing suitable clothes and footwear for the physical activities.
- Staff will ensure children are adequately clothed in cold/wet weather.
- Staff will ensure children are adequately clothed to avoid sunburn/sunstroke during hot sunny weather.
- Staff will ensure children don't become dehydrated.
- Staff will keep control of the group at all times e.g. using a whistle to make sure that children understand that they must stop whatever they are doing when they hear it.
- Staff to take named medication that has been provided by parents/carers eg. inhalers, epi-pens

etc whenever they are moving to another area of the school.

PLAYTIME

The group leaders will explain the following Playtime Rules to the children in their group. The play time rules will apply whilst children are undertaking a supervised activity as well as during lunch and break time. The children adhere to the 'Playtime Rules' as set out below.

- Children are not allowed to go outside the gates without the permission of a member of staff.
- Children are not allowed to climb on the gates or fence
- To avoid choking, chewing gum and hard boiled sweets are not allowed. Sweets should not be eaten or chewed during physical activities, nor when children are playing.
- Children are not allowed to climb the trees.

FOOD

Notices will be displayed for parents/carers informing them that a cooking activity will be undertaken. Parents/carers will be asked to inform Group Leaders /Manager if their child has any food allergies. The Manager will discuss individual cases with the parent/ carer wherever possible to assess any potential risks. Manager will check the medical information list supplied to look for sufferers of food allergies.

DAILY CHECKLIST

All areas will be kept safe and clean at all times. Staff

will carry out a daily check and any problems will be noted and reported to Camp Manager for action. At the end of each session, a clearing up procedure is followed to ensure the premises are left safe, clean and tidy.

Outdoors:

- Check for debris, glass/tin cans/needles/syringes/ other/animal waste
- Check play surface for puddles or mud patches
- Check outdoor play equipment is in good working order
- Check if building work/repairs will not affect activities especially cables or machinery
- Check that all gates are securely closed
-

Indoors:

- Check for debris, broken furniture/equipment
- Check cleanliness of area including toilets
- Check adequate supply of toilet paper/soap/paper towels
- Check that dangerous substances are safely stored
- Check that no windows are broken

RISK ASSESSMENT

All activities have a risk assessment

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EMERGENCIES, PROBLEMS AND COMPLAINTS POLICY

Your child's welfare is our number one priority and we do everything possible to ensure their safety and security.

RATIOS

- The staff ratio for children between 3-4 is 1:8
- The staff ratio for children under the age of 6 is 1:8
- The staff ratio for children aged 6-7 is 1:12
- The staff ratio for children aged 8+ is 1:16

These ratios increase further with the addition of the Camp Manager and other staff.

INJURY, ILLNESS & FIRST AID

There will be a qualified Designated First Aider (DFA) on the premises at all times who has been trained in first aid for infants and young children.

- A first aid box is always available which is stocked according to Ofsted requirements.
- DFA has the first aid box which is kept in an accessible place out of the reach of children.
- Recording of all accidents is essential and they will be recorded on our accident/incident forms which are held and reviewed by our Camp Director.
- Staff must report any illness, accidents or emergencies to the DFA
- Parents/guardians will be informed if their child is injured or involved in an accident and asked to read and sign an accident report form
- First Aid is administered only by DFA
- Parents/guardians may be called to collect sick or injured children if necessary
- Rubber gloves will be available for cleaning and medical gloves for First Aid

- Staff to be mindful of the risk of HIV/AIDS infections, particularly in relation to vomit, blood etc.
- Staff must practice good hygiene at all times

COMPLETION OF INCIDENT FORMS (LINK TO INCIDENT FORM)

Incident forms provide us with an accurate record of any incident that occurred. They are useful primarily for two reasons:

1. To be used by Designated First Aider (DFA) to explain to a parent/guardian what happened to their child.
2. To be used by DFA to determine whether any follow up action should be taken as the result of an incident.

Incident forms should be completed following the occurrence of any unusual incident. It is not expected that a form will be completed should a child be stung by nettles or for a minor graze following a fall for example. In these circumstances, if called to administer first aid, DFA will simply keep a list of these events, however, for all other events an incident form must be completed.

- DFA is responsible for completing all incident forms where an injury has occurred.
- After administering first aid, DFA will liaise with the leader in charge of the group to ascertain the circumstances of the incident.
- DFA will write up the event and give a copy of the form to the child or to the Group Leader.
- DFA will attend all incidents with the incident book.

It will be completed before departure from the incident site wherever possible.

- Should there be any doubt as to whether or not an incident form is required the policy is to complete one anyway.
- For any incident that occurs where there was no injury, the leader in charge of the group should refer to the manager and matron/DFA for advice on completion of an incident form

IF THE CHILD NEEDS EMERGENCY TREATMENT AT HOSPITAL

During the booking process, Parents/guardians will sign a form when they register their child to give a member of staff the right to sign medical consent forms on their behalf if a delay in treatment could endanger their child's life. This will only apply if the parent/guardian is delayed in getting to the hospital. If the form has not been signed the decision to proceed with medical treatment without parental/guardian consent lies with the doctor.

IN THE EVENT OF A MEDICAL EMERGENCY

- Staff call the emergency services, with child's registration form in hand to pass on any relevant medical details.
- Staff inform parents/guardians that their child is a casualty and that the emergency services have been called.
- A member of staff remains with the casualty.
- One member of staff will go with the casualty if the parent/guardian cannot get to the provision before ambulance leaves.
- The child's registration form with any consent to

medical treatment forms are taken to the hospital by the escorting member of staff.

- A member of staff remains with the child until the parent/guardian arrives at the hospital.

FIRE EVACUATION PROCEDURES

If you find the fire:

- Raise the alarm and ensure evacuation of children has commenced
- The Manager is responsible for calling the emergency services (999).
- The Manager is responsible for liaising with the main school office
- Tackle the fire if safe to do so. Do not put yourself at any risk
- Check all children, employees and visitors are out of the building
- Close doors on exit
- Assemble at assembly point

If you hear the alarm:

- On hearing the fire alarm the children in each room will be collected together and taken out of the nearest fire exit to the assembly point
- Staff should be aware of the evacuation procedures for each classroom
- One member of staff will collect the registers before going outside. Once outside the children will line up and the register will be taken
- The Manager will liaise with the main school office for further instruction by using a mobile phone, once she has evacuated the building
- Only the manager can decide if and when it is

safe to re-enter the building. This must be done in liaison with the emergency services and main school office

- Where it is not possible to return to the building the children will be taken to the Sports Hall to be kept warm and dry and to await collection by their parents/carers
- The Manager will inform the authorised collectors that the children can be collected from the Sports Hall

FIRE EVACUATION MUSTER POINTS

- All children will be lead out in a calm and safe manner to the Muster Point at the front of the school. Staff will check toilets. A register will be conducted once outside.

LOST CHILD POLICY

There are a limited number of situations where a child could be lost and these are:

1. Where a child deliberately removes his/herself from the provision
2. Where a child inadvertently removes his/herself from the provision
3. Where an unapproved adult takes a child from the provision

Should a child become lost the following action should be taken:

- Alert the Manager who will make enquiries of relevant members of staff as to when the child was last seen and where.

- Remember the safety of the other children, with regard to supervision and security and staffing ratios.
- Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building and immediate vicinity.
- If the child cannot be found within twenty minutes then the parents/carers or emergency contact and the police must be informed.
- Continue to search, opening up the area, keeping in touch with walkie talkies.
- The Play Leader must record the incident in the incident book.
- When the situation has been resolved members of staff should review the reasons for it happening and ensure measures are taken to ensure that it does not happen again. A report must then be given in writing to the Director.

UNCOLLECTED CHILD

There are a number of reasons why a child may remain uncollected. Perhaps a parent is delayed or confused about who is collecting or about the time of collection. Should this occur then the following action will be taken:

- We will attempt to contact you using the child details information
- At least two adults will remain with the child until they are collected
- We will not allow the child to return home alone or with an unauthorised adult unless we have your permission
- Upon collection we will politely ensure that you

understand our procedures

- If this occurs more than once for the same child then they may not be allowed to return to camp.
- If after 30 minutes no one arrives to collect the child and we have been unable to contact anyone by telephone, we will call the local social services department who will make arrangements for a social worker to collect the child

CONTACTING PARENTS OR CARERS

Parents will be contacted under the following circumstances:

- Serious injury such as a broken or suspicion of broken bone
- If the child is unable to participate due to serious illness or a toilet accident
- If a child is seriously upset about being on camp
- A bang to head that may result in concussion
- Any situation resulting in a hospital visit
- Serious behaviour problem
- If the child does not have food or drink

COMPLAINTS PROCEDURE

We aim to provide a high quality, efficient and accessible service to parents/guardians and children. However, from time to time a parent/guardian or child may feel that they have a complaint against some aspect of our business or an individual member of staff. If a parent/guardian has an issue either involving an individual child or the provision as a whole they can do the following:

Stage 1

The parent/guardian should contact the Manager. Should the complaint relate to a member of staff the parent/guardian should approach the Camp Manager. It is anticipated that most issues should be resolved at this stage.

Stage 2

If a comment, suggestion or complaint is received from a customer, either verbally or in writing, and a swift and appropriate resolution cannot be achieved by Manager, we will send a Complaint Acknowledgement Letter to the customer within 24 hours to reassure the customer that the complaint has been received and is being dealt with. If more information is required they will contact the customer. A copy of this policy will be sent to the complainant. We will then fully investigate the matter within two days. If there are any delays, we will advise the complainant of the reasons and respond in writing. A full explanation will be provided for the complainant. Any response that is sent may be copied to the staff members concerned with recommendations for any action to be taken.

Stage 3

If appropriate a meeting may be organised between the complainant, any staff member involved and members of the management. An agreed written record of the discussion will be made.

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BEHAVIOUR MANAGEMENT POLICY



We believe that children will flourish best in an atmosphere of mutual respect and encouragement where everyone knows what is expected of them. Clear boundaries must be set for children's behaviour. Unwanted behaviour will be responded to appropriately according to the child's age and level of understanding. Adults caring for children in the provision are able to manage a wide range of children's behaviour in a way which promotes their welfare and development. In order to establish such an environment staff must ensure that children are made aware of what is acceptable and that which is not, and encourage children to report any incidences that occur without fear of reprisal.

GROUND RULES

Set the ground rules from the start. This may be in the form of discussion or writing them down in a list. Staff should make sure that the children fully understand the rules by asking questions. Any rules should be applied consistently and fairly. Staff should demonstrate a patient, caring and friendly attitude towards children. Always be available to listen to, and value, what children and each other have to say. But remember Staff need to be seen as figures of authority. Consistency is the key to success with children having an understanding of what is an acceptable way to behave.

STAFF RESPONSIBILITIES

- Staff should help children learn about what is right and wrong.
- The more energy and enthusiasm that staff display, the more the children will enjoy the session and

want to come back again

- Always offer praise and positive reinforcement and encourage the children to encourage each other.
- Staff should talk to the children and each other with the courtesy they expect themselves.
- All children must be treated as individuals, but staff are expected to adopt a consistent approach with regard to managing inappropriate behaviour
- An atmosphere of mutual respect should be present.
- Health & Safety rules must be applied, as the children's safety is paramount (see Health and Safety policy)
- Violence and bad language will not be tolerated
- A positive attitude should be shown to ALL individuals – children and staff
- Verbal or physical abuse and threats will not be tolerated
- Achievement and positive behaviour should be rewarded with praise and positive attention; inappropriate behaviour should also be challenged

CHILDREN'S RESPONSIBILITIES

Children and staff must respect all children on camp, treating them as they would wish to be treated.

- Swearing, abusive and hurtful language is not acceptable
- Aggressive behaviour or violence cannot be tolerated.
- Respect for all personal property and the venue facilities.
- Children to respect all staff and follow instructions given by the team.
- One child's behaviour will not be allowed to

endanger the other children by absorbing or distracting the supervising staff.

PARENT RESPONSIBILITIES

- We expect parents to inform us both verbally and during the booking process of any potential behaviour issues that will help us deal with your child. Parents should be aware of the expected behaviour when their child attends camp.
- We expect parents to support action taken by staff to encourage good behaviour.

PROCEDURE FOR DEALING WITH UNACCEPTABLE BEHAVIOUR

Unacceptable behaviour within this context includes any form of racist comments, verbal bullying and swearing. Any unacceptable behaviour by a child will be dealt with by our staff in the following way:

1. An immediate verbal response to the action and a gentle explanation to the child as to why the behaviour was unacceptable.
2. If unacceptable behaviour persists, the child will be withdrawn from the activity/group for five minutes. It will be explained to the child that if the behaviour continues, he/she will miss playtime, and should the behaviour still persist, the child will have to spend lunchtime with the staff. Staff should consider making the Activities Manager aware of the situation if the unacceptable behaviour persists.
3. If necessary a child may be taken to another room to calm down. Staff will not use any form of physical intervention, e.g. holding, unless it is necessary

to prevent personal injury to the child, other children, an adult or serious damage to property. Any incident will be recorded and the parents/guardians informed when collecting the child.

4. Parents/guardians will be informed if we feel that a child's behaviour is particularly worrying. Staff and parents/guardians will work together to promote appropriate behaviour.
5. If a child's behaviour shows no sign of improving the parents/guardians will be contacted, saying that if the child's behaviour does not improve within the next day the child will be asked to leave.

BULLYING

If a child believes they are being bullied then they are encouraged to report this to their Group Leader. Once a member of staff has been informed, they will report the incident to the Camp Manager immediately who will then discuss the matter with the child and with their Leader. If the Camp Manager believes that there is a legitimate complaint, they will then need to discuss the matter with the person being accused of bullying. It is worth bearing in mind that the bully may have problems of their own, resulting in this behaviour that need to be dealt with sensitively and fairly. There may be reasons for bullying but there are no excuses for such behaviour. If we are convinced that bullying has taken place, we will decide what action is appropriate. In a serious case we may need to consider the removal of the bully from the camp.

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EQUAL OPPORTUNITIES POLICY

Our Business recognises that there are inequalities within our society and that many people suffer discrimination on the grounds of sex, race, colour and religion, however we never tolerate discrimination of this nature within our organisation. Education and understanding of other people's needs and backgrounds will be fostered to promote positive behaviour and attitudes.

Discriminating behaviour, attitudes and comments will be challenged, regardless of whether they are from members, staff, parent or carers. We will regularly review our policy and amend it where necessary. We welcome children of all religious beliefs, faiths, cultures and abilities and believe that each child attending the camp is of equal value.

The activities that we run strive to provide equal opportunities for all the children whatever their race, religion, language, culture, gender, health, disability, personality or lifestyle – according to the framework laid down by the following acts:

- Sex Discrimination Act (SDA) 1975
- Race Relations Act (RRA) 1976
- Race Relations (Amendment) Act 2000
- Disability Discrimination Act 1995
- Rehabilitation of Offenders Act 1974
- Equal Pay Act 1970 (amended 1983)

SPECIAL NEEDS

We welcome children with special needs where we can offer appropriate care within our staff ratios.

We are realistic about the limitations of a sports and activity camp environment for children with special needs and attendance is considered on an

individual basis. If there is a need for a higher level of supervision than normally offered and we feel that a child will benefit from our style of camps then either we can consider meeting the supervision requirement with an extra member of staff with the help of funding or we welcome parents or carers to be in attendance. Please contact us to discuss any requirements.

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SAFEGUARDING POLICY



We acknowledge that all children have a right to grow up in an environment that is not abusive. We are aware that child abuse occurs to children of both sexes, at all ages and in all cultures, religions, social classes and to children with and without disabilities. We have a responsibility to our members and to the authorities to report suspected child abuse. Procedures will be followed sensitively but absolutely. Our loyalty in such circumstances remains with the child.

SIGNS OF CHILD ABUSE

When any person has knowledge or suspicion that a child is either being abused, or is at risk of abuse, or that a carer has seriously neglected or failed to protect a child, he/she has a personal duty to report this to the Camp Manager of the camp on site or The local Child Protection Agency. It is essential that staff realise that child abuse is a complex problem and that diagnosis is the responsibility of professionals. However, staff should be watchful for the physical and/or behavioural signs that may indicate child abuse is taking place.

These are:

- Injuries to the child which are not consistent with the normal recreational habits of children, either in body position or type.
- Inconsistent or unreasonable explanation of an injury by a child, parent or carer.
- Inconsistent or inappropriate behaviour such as sexually suggestive remarks or actions, mood swings, uncharacteristically quiet/aggressive, severe tantrums

- Becoming isolated socially
- Overeating/loss of appetite, weight loss/gain
- Inappropriately dressed or ill-kept and/or dirty
- Self inflicting injury
- Open distrust of or discomfort with, parent or carer.
- Delayed social development, poor language and speech
- Excessively nervous behaviour such as rocking or hair twisting
- Exceptionally low self-esteem
- General indicators of abuse though often typical of sexual abuse
- Recurring abdominal pain
- Reluctance to go home
- Flinching when approached or touched
- Recurring headaches

DISCLOSURE

Regardless of how knowledge of abuse arises, the first steps when talking to a child are critical. Often a child will be frightened, confused and feeling vulnerable. The child should be reassured in a calm manner that he/she is safe and has done the right thing by telling someone. Listen carefully to the child without leading their conversation or showing any kind of shock reaction. When a child discloses information that suggests abuse, the following action should be taken.

- As soon as a Play Leader (or Assistant) becomes concerned about what a child is telling them they should explain to the child that, in order to stop the abuse, the Manager has to be involved. The Play Leader should report to The Manager all

information gleaned so far. The Manager should sit in with the Play Leader and the child and allow the child to recount the story freely without any undue interruptions or questioning, but a clear understanding of the account should be ensured.

Immediately afterwards a written report should be compiled by the Play Leader and The Manager and should include:

- The nature of the allegation
- Details of any bruising or other injury
- Times, dates and any other relevant information
- Dates, times and names of those adults involved in the conversation with the child.
- The Manager should immediately inform the Matron and Director who will have responsibility for liaison with the relevant local authorities.

Above all, the respect for the child's privacy must be paramount and the staff involved must not discuss the details with anyone other than those necessary to carry out the procedures outlined above. Staff must not discuss instances of disclosure with anyone else. Protection of the child's identity and privacy is vital.

ALLEGATION OF ABUSE BY A MEMBER OF STAFF

- All allegations of potential abuse by a member of staff will be reported to the Manager.
- The Manager will be responsible for investigating the allegation.
- The parents of the child who has made the allegation will be informed of the allegation by the

Manager.

- The Manager will decide whether the member of staff should be removed from the setting whilst the investigation takes place.
- The Manager will decide, in conjunction with DFA which other organisations should be contacted. Informal or formal advice should be taken from Duty Social Services Officer or Duty Police Officer as appropriate.
- The Manager will produce a written report of the incident which will be shared with the parents of the child and member of staff involved as appropriate.

CRB FOR VOLUNTEERS AND PORTABILITY OF ENHANCED DISCLOSURE

As Managing Director of The Coastal Club Camps it is always my responsibility to ensure all necessary and recommended steps are strictly followed to guarantee the safety of staff and children on our camps. The issue of applying for CRB checks for all staff has been discussed and I have made the following decisions:

Enhanced Disclosures for my volunteer assistants.

All Coastal Club Assistants are volunteers. They are helpers and will not be in charge of groups of children. They will never be left unsupervised with children. Club Assistants will only ever work **ALONGSIDE** Club Leaders, therefore they do not need a CRB disclosure. However all Club Leaders and Managers will carry Enhanced Disclosures.

For further guidance I have contacted relevant

government organisations for advice. In particular clarification on CRB responsibilities for volunteers working with young people and vulnerable adults. Two case studies in particular have served to clarify my decision:

A group for the Bangladeshi community has just got funding for a one-week summer school. Now that the group is doing some work with children, do the trustees need to get CRB checks?

If the summer school is a one-off event, there's no need for a check. Of course, anyone who is involved in running the school who has direct contact with children should have a check.

A volunteer won't have any unsupervised contact with children, and is supported by staff who have been CRB checked. Should he be checked?

If this is an ongoing placement, we would advise that the volunteer does get checked, even though her responsibilities don't include unsupervised contact. If the placement was only temporary – a few days – it would be reasonable to decide that a check would not be necessary. www.vawcvs.org

Given my findings, I have decided that it is reasonable to decide that a CRB check on Club Assistants is unnecessary.

Club Leaders Portability Clause (as below)

The Criminal Records Bureau (CRB) have announced that disclosures will be made transferable (portable) between organisations as

part of the Government's Spending Review. The Criminal Records Bureau will now make it possible for employers to share CRB checks, rather than asking someone to re-apply for each new position which can be costly and time-consuming for organisations. www.safenetwork.org.uk

I have considered the portability of DBS certificates. All staff have up to date North Tyneside Council CRB's. As they are presently teachers within the Council, I feel their DBS certificates are sufficient.

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RISK ASSESSMENT POLICY

NON-SPECIFIC ACTIVITY: RISK ASSESSMENT AND EXISTING CHECKS

Staff must be fully aware of their responsibilities for supervision and understand them and implement them. This will be stressed at the Staff Briefing.

1. Security
2. Safety
3. Health

SECURITY RISKS

- That a child becomes lost
- That an unauthorised person enters the site and takes a child

SECURITY RISK EXISTING CHECKS

- Procedures for supervising the children throughout the day have been drawn up.
- Supervision; Registration and Collection; Health and Safety Policies
- Procedures for collection have been drawn up indicating who is authorised to collect a child
- The school has clearly defined boundaries, secure fences and gates.

SAFETY HAZARDS

- That a child is injured during the structured activities, during playtime or at Registration or Collection
- That a child is injured by misuse of equipment
- That a person is injured in the classroom, sportshall or playgrounds by hazardous materials

- That a person is injured inside the classroom by broken equipment
- That a child is injured in the classroom by existing materials or equipment
- That there is a fire
- That the electrical installations are unsafe

SAFETY HAZARDS EXISTING CHECKS

- Instructions for each of the activities have been drawn up
- Staffing levels and plans are in place for breaktime and start/end-of-day
- Health and Safety policies have been drawn up
- Rules for using all equipment have been drawn up.
- Health and Safety policy ensures that daily checks are made of the playground area for any foreign or hazardous material eg broken glass
- Health and Safety policy ensures that daily checks are made of the indoors for any broken equipments
- There are no hazardous materials stored within the classrooms.
- Children will not have unsupervised access to equipment such as scissors
- Equipment that is not being used for activities will be locked away.
- An 'inventory of conditions' checklist is performed prior to start of activities
- The school has a no smoking policy
- No flammable materials are used for any of the activities
- The school has been inspected by Fire Safety officer and has complied with recommendations
- The school has a clear evacuation policy in the event of a fire

- The school carries out regular maintenance and PAT checks

HEALTH HAZARDS

- That a person is injured in the playground by contaminated materials
- That a child gets sunburn
- That poor hygiene leads to an outbreak of illness (D&V)
- That medication is not taken at the correct time / dose

HEALTH HAZARDS EXISTING CHECKS

- Health and Safety policy ensures that daily checks are made of the playground area for any contaminated material eg dog waste
- The parents are advised to send in sun screen and that the children wear protective clothing.
- Play leaders are asked to remind the children to put on sun bloc, or to help administer the sun bloc if necessary.
- All children and staff must wash their hands before cooking activities.
- Play leaders are advised to remind the children to wash hand after using the toilet
- There is a clear first aid and medication policy that indicates that all medication should be held and administered by the matron

SPECIFIC ACTIVITIES: RISK ASSESSMENT, KEY FACTORS AND RULES

- Kwick Cricket

- Softball
- Uni hoc
- Indoor Football
- Dodge ball
- Adventure Games
- Tug of war

Risk Assessments to complete prior to start of camp

- Playground Games
- Dance and Drama

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BOOKING AND CANCELLATION POLICY

CANCELLATIONS AND REFUND POLICY

If you wish to cancel your booking, for whatever reason, a £10 administration fee will be payable. All cancellations, for whatever reason are subject to the following charges:

- More than 30 days = Full refund less £10 administration fee
- 14 – 29 days = Loss of 50% of the course fee, plus administration fee
- 1 – 13 days = Loss of 75% of the course fee, plus administration fee
- On or after commencement = Loss of 100% of course fee

As an alternative to a charge, payment could be used to offset a booking for the following year. This should be discussed at the time of the cancellation. We recognise that occasionally, some children may not enjoy the course for whatever reason. We rely on the parents to let us know should there be any difficulties so that we can solve them before we offer a refund. We will not consider refunding course fees if we are not given the opportunity to attempt to resolve any issues.

MONEY BACK GUARANTEE

If you're still not sure about joining The Coastal Club Camps this year and you haven't been to us before we have a special promise. Your child can come to camp, meet the FUN staff and try the awesome activities.... and if after the first day they don't love it, let us know and we'll try even harder. Give us a second chance as we have techniques and strategies we can

deploy to ensure your child has a terrific time. If your child still isn't enjoying their time with us and doesn't want to come back after the second day, we'll be really disappointed, but we'll happily refund you all your money back and also a £10 voucher to try again another year!

Terms & Conditions

- *Only applicable to new customers. Not available to existing customers.*
- *Money back guarantee is only available on Week long bookings (Monday – Friday).*
- *Child must return for the second day of the week to be eligible for refund.*

BOOKING TERMS AND CONDITIONS

- Payment must be made on receipt of our Booking Confirmation email to secure your child's place. Your child's place is not secure until the payment is made and The Coastal Club has the right to give your child's place to somebody else if we have not received full payment on booking.
- Uncleared cheques: We will pass on the bank fee that we are charged as well as our own administration fee of £10 to any parent whose cheque is not cleared by their bank.
- Timetable: We reserve the right to alter the advertised timetable but would provide a replacement similar activity to that cancelled.
- Complaints: If you are dissatisfied with any aspect of our course, you must report it at once to the manager of the course so that we are given the opportunity to resolve the problem. Should we not be able to resolve your problem, you should ask for a copy of our complaints policy.



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CLUB**

- Negligence: We accept responsibility for those elements of the course under our direct control. We cannot accept responsibility for the loss of enjoyment due to factors outside of our control such as: bad weather, travel arrangements, strikes, loss or damage to personal property or illness suffered whilst on the course.
- Valuables: We recommend strongly that children do not bring valuables, money or mobile phones onto site. We will not be held responsible for the loss of any valuables.
- Parental Consent: By ticking the Terms and Condition box you give permission for sunscreen to be administered if necessary and for us to take photographs of your child taking part in the activities to be used solely for the purpose of marketing. You also give permission for us to seek medical advice and/or treatment in an emergency and in the event that you cannot be contacted.