



## **CONDITIONS OF MEMBERSHIP WITH GEMS HOLIDAY CLUBS**

- Gems Holiday Clubs accepts no responsibility for loss or damage of personal belongings while on the premises.
- Gems Holiday Clubs accepts no liability for any injuries sustained whilst participating in a class or on the premises.
- Gems Holiday Clubs course manager must be notified of any changes to the information provided on the Class4Kids Booking Form.
- All staff, including cover teachers (who may be brought in at short notice), are qualified, experienced and DBS checked. There is always at least 1 member of staff on site with first aid training.
- Racist, sexist and other offensive language and behaviour is not tolerated at Gems Holiday Clubs and we reserve the right to terminate membership without notice.
- Parents/carers are not permitted to sit in & watch the clubs. (If a child is new or particularly unconfident, parents/carers may be allowed to sit in at the start of the club until the child feel's comfortable)
- **COVID-19:** Parents are expected to follow all government advice. You must complete a health declaration form before attending a club and **read the COVID policy on our website** in full before attending. This will also be emailed to you prior.

### **Collection of Children**

- Children must be collected immediately after the club has finished. Repeated failure to collect and drop off children on time may result in loss of membership. If there is any problem with collection or drop off, please contact the Gems number 07946 176 452
- Only children over the age of 10 may leave unsupervised and only when permission, in writing, has been given.
- If a child is not being collected by their known primary care givers, the office must be informed in advance and names and contact numbers shared. They should fill in a **Collection by Unknown Person form**. If the manager has any concerns regarding the person collecting he/she will contact the main parent or carer for confirmation.
- If a child is not collected on time every attempt will be made to contact all telephone numbers available to Gems Holiday Clubs. If adults responsible for the child are not reachable and there is no adult available, Gems will take the child to the nearest police station or Lewisham social care team.

### **Booking/ Cancellation**

- **Payment is required when booking to secure your place** either through BACS or the Class4Kids system (please note there is a booking fee when paying by card) If payments have not been made within 14 days of booking, then your place may be offered to the next on the waiting list.

(Unfortunately over the last year, we have had numerous numbers of no-shows or late cancellations so are having to change our policy to reduce the extra admin and missed places)

- **CANCELLATIONS:** To get a full refund/credit, we require at least 14 days notice before the date the club begins, so we can, hopefully, fill the club with someone from the waiting list. Cancelling less than 14 days in advance may result in no refund. (We have seen a big increase in parents booking and cancelling last minute which has resulted in us losing places so we are tightening our rules around cancellations)

- If the club is full, please email and you will be placed on a waiting list. If there is a cancellation, the parent at the top of the waiting list will be contacted and offered the place. If there is no response after one day, the next adult on the list will be contacted and the first to make contact will receive the place.

- Emergency contact number: If there are problems for example, the collection of a child, please contact the emergency contact number, which you will be advised of no later than the first day of term.

- **Photographs/Recordings:** Gems Holiday Clubs may take photographs or videos of the students at work. Parents/Guardians are asked for their consent when booking. These images may be used for marketing, website, local newspaper features and flyers. Please understand that these images will be used sensitively and photographers are DBS-checked and will never be shared with any identifying information (full name, age, location etc.). There may be times where we will share first names, but only with the explicit consent of the parents. Please let us know if you do not want you or your child's photograph taken. Please do not share photographs of other children on social media as their Parent/Guardian may not want their child's image online. Please understand in the interests of Data Protection, if one Parent/Guardian does not wish for their child to be photographed/ recorded, we will not be able to allow any parent/guardian to record a show in which your child appears.

- **Clothing:** Children should come to Gems Holiday Clubs in comfortable clothing and footwear so they can dance and move freely. All t-shirts, shoes and bags must be clearly labelled. They will be asked to bring in a costume for their character. You do not need to buy something but instead the children will be asked to bring something in from home. You may enjoy creating something with the children or they may have time during the club to make something.

- Chewing gum and fizzy drinks are strictly forbidden on the premises. Gems have a **no nut policy** including peanut butter spread. No mobile phones should be used during our Camps. Please ask a teacher if you would like them to store a phone safely throughout the club times.

**Medicine.** If a child attending Gems Holiday Clubs requires medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at the Club will not administer any medication without such prior written consent. Ideally children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (eg asthma inhalers), the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name. We can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. If a medicine contains aspirin we can only administer it if it has been prescribed by a doctor