

## Activities

### Additional Information and Frequently Asked Questions (FAQs)

#### Things you need to know

##### Food and Drinks

Some activities may require your child/children to bring their own lunch. This will be clearly stated on the individual activity descriptions.

For **all** activities please send your child/children with **a drink** as there is not always a facility for this at every activity venue.

##### Clothing

The weather during the holidays can be unpredictable. Please ensure that you (if you need to stay) and your child/children come dressed appropriately for the weather on the day and for the activity you are all taking part in.

For outdoor activities it is advisable for children to wear a hat or a cap to protect them from the sun.

##### Sun Cream

For safeguarding reasons, staff are not permitted to apply sun cream to children.

You should ensure that it has been applied to your child/children before they arrive at any activity and make sure they have extra cream with them that they can apply themselves as needed.

##### Consent forms

Certain activities need a separate consent form to be completed for example horse riding. This will be clearly stated on the individual activity descriptions where one is needed. It is your responsibility to make sure these are completed and if they are not your child/children will not be able to take part.

##### Personal Belongings

If a child loses or leaves something during an activity or at a venue staff will take any items back to the office for safe keeping for a few weeks. If you think your child/children have lost something you can [contact the Active Charnwood team](#).

Charnwood Borough Council takes **no** responsibility for items damaged during any activities

##### Collecting Children

Charnwood Borough Council and/or the staff at the activity venues are not responsible for your child/children outside the stated hours of any activity they are attending.

Children that you are taking to any activity are **not to be left unaccompanied** until the activity staff arrive.

You will be asked as part of the booking process if your child/children has/have permission to walk home alone from the session and therefore will not be collected.

##### Professionalism

All Charnwood Borough Council staff are trained in the activities they are running and hold Sports Coaching/leadership qualification (minimum Level 1). Leaders for any activity must have a minimum of 1 years' experience of leading an activity.

All Charnwood Borough Council staff have undergone enhanced Disclosure and Barring checks.

All external activity providers have also been checked by Charnwood Borough Council to ensure they meet the same level of legal and safety requirements as would be expected for providing these types of services.

## FAQ's

### **What types of disabilities are excluded if any?**

All activities on offer are designed to be inclusive, therefore there are no exclusions.

However, you will be asked about this as part of the booking process and it is important you can give us as much information as possible to ensure your child/children enjoy the activity in a safe and comfortable environment to meet their needs.

### **How do you assess if an activity is suitable?**

This is done on case by case basis. If you have any questions you can [contact the Active Charnwood team](#).

### **Can a carer come along? and do they need to pay?**

If your child/children need help with care, then they will need to bring a carer along. There is no charge for the carer.

### **My child needs to take regular medication?**

Staff are not permitted to give medication to children, but they do need to be aware that they have to take medication. If your child/children need to take any medication during the session you or a nominated adult/carers will need to stay for the session.

However, you will be asked about this as part of the booking process and it is important you can give us as much information as possible to ensure your child/children enjoy the activity in a safe and comfortable environment to meet their needs.

### **What if I am late to collect my child?**

At least 2 members of staff will wait with your child/children. At no time will only 1 member of staff be left alone with your child/children. Staff will ring the emergency contact numbers held.

## Policies and Procedures

### **Age**

Children under the age of 7 **must** be accompanied by a parent/carers for the entire duration of any activity.

### **Accidents or Injuries**

There is always at least 1 trained First Aider at every activity.

Staff leading the session have emergency contact details for all the children attending and details of any medical conditions/allergies you have told us about.

If a minor accident happens for example a small graze or cut, first aid will be administered by the relevant trained member of staff and an accident form completed. You will be fully informed about this when you collect your child/children.

If it is a more serious medical emergency an ambulance will be called as well as the person who's been nominated as the emergency contact and a more senior officer from the Council who will come to the venue.

There will be an agreement between the emergency contact and the staff member as to what is happening and the best place to meet for example at the venue or hospital. Staff will accompany the child to hospital if needed.

### **Photos**

Photographs or videos may be taken during our activities which may be released for promotional purposes on ours or our partners' website, Social Media channels, print advertising or through any other mediums. You will be asked about this as part of the booking process. However, this question will be asked again at each activity session.

We will not take any photos of your child/children unless we have consent to do this.

### **Changes in advertised activities**

We will always endeavour to ensure that activity sessions operate as advertised in our promotional and marketing material. However, we do reserve the right to cancel sessions due to circumstances beyond our control.

If we do need to cancel any sessions, you will be given as much notice as possible and a full refund given within 7 working days. [Find out more about our refunds policy here.](#)

### **Data Protection**

The Council will only collect the minimum personal data about you and your child/children that is needed to book an activity and ensure the safety of your child while taking part in an activity.

The Council will not share any of the details provided to anybody else and the data will be retained in line with our retention schedule.

The collection and processing of your information is necessary for the performance of a contract to which the data subject is party or, to take steps at the request of the data subject prior to entering into a contract (Article 6 of the General Data Protection Regulations)(GDPR).

As we also need to collect more sensitive information (special category data) for example medical information, we need to rely on your explicit consent for this processing (Article 9 of the GDPR).

If you are not happy to provide the information requested and/or give consent we will be unable to proceed with the booking.

For more information about how & why we process your personal data, your data protection rights or how to contact our data protection officer, please view our Privacy Notice <https://www.charnwood.gov.uk/pages/privacynotice>