

### Welcome to Xtreme Activate

**Our Aim is to support Children's development and wellbeing by providing a variety of activities encouraging children to be healthy and active.**

Xtreme Activate is OFSTED registered and is available to all children aged from 5 years - 12 years 11 months.

Xtreme Activate is run during school holiday times, not including bank holidays.

A registration form must be completed **BY A PARENT / LEGAL GUARDIAN** before your child attends. Two contact details and at least one emergency number are required of family members or friends who can collect your child if anything happens to you. Identification and a password will be required.

Please notify us of any changes that need to be made to keep our records up to date; phone number, Home address, allergies etc.

#### Booking & Payment Arrangements

##### Xtreme Activate

Times: 10.00am – 4.00pm

##### Xtreme Activate Xtra

Times: 8.30am – 6.00pm

To book a place on Xtreme Activate you will need to either phone 01483 443322 (select option 4) or pay in person at Customer Services.

#### Equipment

Your child will need to bring to Xtreme Activate a jacket/coat for going outside, swimwear (for 9-12 year olds), a packed lunch with drink, any items of clothing needed for ice skating and an additional drink which must be reusable, clearly labeled with your child's name.

#### Cancellation

A request of refund more than 7 days before the start of the course will be subject to a £5.00 administration charge. Customers will not be entitled to a refund of course if cancelled 7 days before the start of the course. Cancellations of courses on medical grounds are subject to a doctor's certificate.

#### Food

We are unable to provide food so please ensure that food is brought in for your child. At Xtreme Activate, we promote healthy living and healthy eating, so we encourage parents to supply their children with a suitably healthy packed lunch. **Also due to Allergies, Children are not allowed to bring any NUT products e.g peanut butter.** Any information on healthy eating can be found on the 'eat well' website ([www.eatwell.gov.uk](http://www.eatwell.gov.uk)). Parents are requested to put any dairy/meat/fish etc in cool bags with an ice pack.

#### Administration Forms and Passwords

At Xtreme Activate we ask **PARENTS/LEGAL GUARDIANS** to fill out an administration form prior to allowing your child to attend during the holiday period. These double-sided forms need to be completed and brought in on the first day your child attends Xtreme Activate. Every child booking onto Xtreme Activate will need to have completed the form.

These forms will be valid for a six-month period. Your child will be able to attend Xtreme Activate without completing another form during those six months. After six months, old forms will need to be reviewed or new forms will need to be completed. If at any point during the six-month period any details change, notification will be needed when rebooking.

For security, the forms include a password, which will need to be given by the person who is collecting your child. The Xtreme Activate Supervisor will keep your password secure. If the password is forgotten, the Supervisor will have to be notified during registration. If there is anyone that you as a parent/guardian, would not allow to collect your child, then the Xtreme Activate Supervisor will also need to be notified when your child is being registered.

### **Fire/Evacuation**

Please see fire evacuation procedure in parent's policy folder or notice board.

### **Health**

We actively promote good hygiene practice and take positive steps to prevent the spread of infection. We will not accept your child if they have had vomiting and/or diarrhoea until they have been clear for 48hrs. All other communicable/infectious diseases will require exclusion until a G.P. or Health Protection Agency (HPA) has advised otherwise. Parents are asked to notify us immediately if your child is suspected of having any communicable/infectious diseases. Please see the Xtreme Activate notice board for further information.

Existing injury: If your child has sustained an injury could you please notify a member of staff on arrival, this will be documented and will enable us to observe any developments.

Non-emergency Injuries: If your child sustains a non-emergency injury while at Xtreme Activate you will be notified. This will be documented, shared and signed by all parties.

Injuries requiring emergency treatment see: Emergency procedure.

Medication will not be administered by Xtreme Activate staff, with the exception of any medical condition that may require emergency administration i.e. asthma, epilepsy, acute allergies. At the time of registration this will be discussed and a consent form completed. If you have administered any medication prior to the session please notify us in case of side effects or reactions.

### **Concerns**

Any concerns you may have regarding your child within Xtreme Activate please do not hesitate to raise them with the Xtreme Activate supervisor A.S.A.P. This will help everyone concerned have a clear understanding of what is expected and achievable.

### **Emergency Contact**

During the day if there is an emergency or you need to contact your child quickly, you can contact the Supervisor directly on 07715815024.

### **Lateness**

If you are running late and are not able to pick up your child up by the end of their session please contact the Supervisor on 07715815024.

If at 15 minutes past the time the child/s should be collected a Late Fee of £5 per child for every 5 minutes will be charged to the parent/ guardian.

If a parent is consistently late collecting within the 15 minute time frame the Supervisors will speak to the parent/ guardian and a Late Fee will be charged.

If at 15 minutes past the child/s collection time the parent/guardian has not contacted to inform the Supervisor they are running late, the procedure for uncollected child will start.

## **Complaints**

Any complaints or concerns you have should be discussed with the Xtreme Activate Supervisor on shift or the Activity Coordinator, who will try and resolve them.

Complaints or concerns will be investigated and you will be notified of the outcome in writing. If you are still not happy with the outcome you can contact OFSTED at:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2 WD  
0300 123 1231

## **Safeguarding Children**

We will follow the procedures set out in the Local Authority Child Protection Document. See: Safeguarding Children policy.

## **Behaviour**

Children benefit most when you manage their behaviour in a positive and consistent way. By positively promoting good behaviour, praising, sharing and valuing co-operation we hope to ensure that children will develop as responsible members of society. See: Behaviour Policy

## **Parents as Partners**

Xtreme Activate staff will work with parents as partners in providing quality care for their children. Exchanging information on a daily basis will help everyone concerned to provide a happy and secure environment and offer continuity of care for the individual child.

## **Equal opportunities**

Each child will be valued and respected in their own right. Every child will be offered equal opportunity through play, to support their learning and development.

## **Inclusion**

Here at Xtreme Activate, inclusion is one of our top priorities. If your child has any additional needs that may require more assistance from our coaches, we will need to know at least two weeks in advance of your child attending Xtreme Activate.

Please also note that due to Staff ratio levels and the activities we run, places for children needing any additional support may be limited.

## **Confidentiality**

Information that is shared with Xtreme Activate staff will remain confidential. In the case of any safeguarding issues, the information will be shared with a relevant professional.