



UCS Active – Kids Active Policy

Thank you for your interest in our Kids Active Programme.

Below are the terms and conditions of booking, which are in addition to the standard UCS Active Terms and Conditions of Membership and Club Rules, and our Cancellation & Safeguarding policies.

Terms and Conditions of Booking

- 1- By booking onto a Kids Active programme, you agree to these terms and conditions and cancellation policies and further agree to abide by the Club Rules and Standard Terms and Conditions of Membership.
- 2- All participants on the Kids Active Programme must hold a valid and live membership with UCS Active for the duration of their attendance on the programme.
 - a. If the membership is cancelled during the course, the participant will only be allowed to attend until the cancellation date. Once cancelled, the participant will no longer be able to attend the course.
 - b. If a participant's membership is cancelled during the course, no refund of membership fees or Kids Active fees will be given.
- 3- Your child will be offered a place on a Kids Active course as soon as possible, however priority will be given to participants currently on the courses (see Priority Booking below).
- 4- Your child's place is only confirmed once payment has been received and UCS Active reserves the right to withdraw the offer of a place if payment is not made.
- 5- All payments cover the entire duration of the course with the following exception:
 - a. When you are joining a course in mid-term, when the course fee will be calculated on a pro-rata basis (£.... per week, x remaining weeks of course).
- 6- All payments are **non-refundable**.
- 7- For details of how cancelled sessions are managed, please see the Cancellation and Coach Illness/Absence sections below.

- 8- Where participants are under 8 years old, parents/guardians **must remain on site and close to the area where the activity is taking place, i.e.:**

KA Tennis	War Memorial Seating Area
MMA/Ballet	Seats outside the Studio – 1st Floor
KA Basketball/Football	Sports Hall Benches
Swimming Pool	Gallery Area

- Where parents of children under the age of 8 wish to use the gym or studio classes when the Kids Active activity is taking place, they must inform the coach and check at reception if the Club has the right details to contact them if needed.
- Where participants are 8 years or older, parents/guardians must communicate with the coaches to inform them whether they'd like to remain on site (in the same areas described in the table above) or leave the premises. Where the parents/guardians decide to leave the premises, they must also inform reception and leave the best contact details the Club should use in case of any emergency. It is the parents'/guardians' responsibility to keep the Club up to date with their contact details.

Priority Booking

If you were on the class/course that just finished, you get a month in which your space is guaranteed for the next course.

- 1- To guarantee your space for the next course, you can make payment within the month that's stated.
- 2- Any time after this month, the waiting list then becomes available for the members to book.
- 3- Then it will be based on first come first serve, there will be no guarantee space from your previous course if you have not signed up within the priority.

The Management team of UCS Active will endeavour to run all classes at the advertised times and days, however there may be instances where sessions may have to be cancelled. These include, but are not limited to, where facilities are required for School use, where conditions are hazardous due to inclement weather conditions, or where tutors/coaches are sick and cover cannot be provided. Where cancellations are made, they will be made in accordance with the following policy:

1. Cancellations Due to Inclement Weather – Tennis

- a. Where poor weather conditions make the facilities hazardous, sessions will be cancelled for the safety of all participants.
- b. The decision to cancel sessions will be made by UCS Active Management, and will be communicated to participants and tutors as soon as reasonably possible.
- c. Ideally this will be more than an hour before the session, however where weather conditions change rapidly, this may not be possible.
- d. Where there are multiple sessions running back to back that may be affected, the decision to cancel one session does not mean that all the sessions will be cancelled. Each session will be reviewed on its own merits, based on the ongoing weather forecast, ground conditions and any other safety considerations deemed necessary.
- e. If, during the running of a session, the weather conditions worsen, the tutors/coaches should contact the UCS Active Duty Manager, who will then attend the area and make a decision on whether to suspend or cancel the session. Later sessions will then be reviewed in line with sections 2(a) & 2(b) above.
- f. If a session is cancelled due to the weather or Coach/Tutor absence, the session will be rescheduled for the planned rain date during that term. If more than one session is cancelled, UCS Active Management reserve the right to extend the term accordingly, to ensure that all sessions can be completed. If the term cannot be completed, all sessions lost to weather will be credited to the next term. Except in exceptional circumstances, and as agreed by Senior Management, refunds will not be given if participants cannot make the extended dates of the term.

2. Coach/Tutor Illness/Absence

- a. Where a Coach/Tutor is sick or otherwise unable to deliver a session, UCS Active Management will use their best endeavours to ensure that a cover Coach/Tutor is assigned to the class.
- b. Where reasonably practicable, all Coaches & Tutors are asked to advise UCS Active Management of their inability to attend a session as soon as possible, and no later than 48 hours before the start of a session, or in the case of sudden illness, by 9am on the day of the session.
- c. In extreme circumstances, where it isn't possible to find a replacement coach/tutor, the session will be cancelled and rearranged as per section 1(f) above.

3. Cancellations at the request of University College School

- a. All participants, members, tutors and coaches are reminded that UCS Active is affiliated to University College School and as such the School reserves the right to close the facilities for use for school reasons at any time.
- b. In practice, this is a very rare occurrence and any school use is usually well planned in advance, and alternative arrangements are made.
- c. However, if such an incident should arise, the session shall be rearranged as per section 1(d) above.

4. Priority Booking

- 4- If you were on the class/course that just finished, you get a month in which your space is guaranteed for the next course.
- 5- To guarantee your space for the next course, you can make payment within the month that's stated.
- 6- Any time after this month, the waiting list then becomes available for the members to book.
- 7- Then it will be based on first come first serve, there will be no guarantee space from your previous course if you have not signed up within the priority.

5. Data protection

- a) **To manage the kid's active programme, UCS Active may need to process personal data about you and your child.**
- b) **We will only request personal data that is essential for the effective administration of the Kids Active programme, and will use and store the data in line with the UCS Active GDPR Policy.**
- c) **A full version of the GDPR Policy, including the types of data we process, is available to view at https://www.ucsactive.org.uk/downloads/ucs_club_rules.pdf**

UCS Active Safeguarding (Child Protection) Policy

UCS Active is committed to building a 'culture of safety' in which the children in our care protected from abuse, harm and radicalisation.

UCS Active will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The child protection procedures comply with all relevant legislation and with guidance issued by Camden Safeguarding Children Board (CSCB).

UCS Active have a Designated Safeguarding lead on Site Monday- Friday and is contactable by our duty managers during club operational hours.

The DSL coordinates child protection issues and liaises with external agencies where relevant.

Child abuse and neglect

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

- Emotional abuse is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- Physical abuse can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- Neglect is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation and/or
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

If abuse is suspected or disclosed

When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action

- record the incident as soon as possible

If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the Duty manager logging form. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that HSoA is obliged to and the incident will be logged accordingly.

Peer-on-peer abuse

Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting
- One of the children is significantly more dominant than the other (eg much older)
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy. If peer-on-peer abuse is suspected or disclosed, we will follow the same procedures as set out above for responding to child abuse.