



DERBY CITY COUNCIL

# Activity booking information, terms and conditions

## **What to wear and what to bring**

For all the activities children need to wear something that is easy to move about in. We strongly advise that your child does not wear any jewellery. If they do wear jewellery they will need to make sure it is covered up when they are taking part in their activity. If the activity involves swimming, your child will need to bring swimming kit and a towel. We will tell you when you book if you need to bring anything else.

## **Children with disabilities**

We are running several activities just for children with disabilities. However, many of our other activities are accessible to all children. Please let us know if your child has a disability or any needs when you book, so that we can make sure that they can take part.

## **Sickness**

Children will not be accepted at the start of the activity if they are unwell. If they become ill during the activity, we will contact you to make arrangements for your child to be collected as soon as possible.

## **Image recording equipment policy**

Children are not allowed to use cameras, video recorders or mobile phones during any activity. Children's mobile phones will need to be switched off at all times during the activity. If a child needs to use their mobile phone it will be supervised by a member of staff.

## **Personal belongings**

Please label all belongings as the staff running the activity will not accept liability for any losses. Small lockers for valuable personal items are available at Moorways Sports Centre, Queen's Leisure Centre and Moorways Swimming Pool. A £1 coin is required at Moorways Sports Centre and Queen's and a 50p coin at Moorways Swimming Pool which are refundable. We do not have any facility to store valuables at our park activities. We strongly recommend that your child does not bring any valuable items with them to the activities.

## **Child protection**

We are responsible for the care and protection of your child whilst on the activity. If an emergency occurs you will be contacted immediately. With minor incidents we will send a note with your child giving details. If your child arrives at the centre with an injury, then it is expected that you will tell us about it. If the activity team feels that a child is at immediate risk, Rosehill Children's Social Care team will be notified. If the activity team feels that a child is not at immediate risk the departmental child protection officer will be notified.

## **Medication**

Please ensure that your child brings any essential medication with them and tells their activity coach if and when they need to take it. Activity staff cannot give medication to children.

## **Weather**

If your child's activity takes place outdoors we strongly recommend that they bring some warm clothing, a hat and sun cream. Please label the sun cream with your child's name.

## **Behaviour of children**

Children will be expected to take part in all activities they are booked on to. If your child misbehaves we will ask you to collect them and our exclusion policy may apply. You can get a copy of our exclusion policy from activity staff. We would consult with you before excluding your child from any activity.

## **Programmed activities**

We may occasionally have to alter the published programme of activities due to unforeseen circumstances. Advanced notice will be given, when possible, of any alterations.

## **Cancellation and refund policy**

If for any reason your child cannot attend a pre-booked activity please contact the sports centre where the activity is taking place as soon as possible or for park activities telephone 01332 641234..

Requests for a refund must be made in writing, enclosing your receipt, to Jess Wickham - XXXXXXXXXXXXX at Celtic House, 5th Floor, Friary Street, Derby. DE1 1QX. No refunds will be given unless your child's place is re-sold to another customer.

Activities will only take place if a minimum number of children are booked onto an activity. If the b-active team cancels the activity for any reason, any payment you have made for the activity will be refunded in full.

## **Child drop off and collection**

All children must be dropped off and collected at the advertised start and finish times of the activity.

Should another nominated person be collecting your child at the end of the activity you must inform the activity staff when you drop your child off. Proof of identification will also be required from the nominated person collecting your child.

## **Our coaching and supervisory staff**

Our activities are supervised and run by enthusiastic, skilled and qualified staff who have all been Criminal Record Bureau checked, have received child protection awareness and procedures training.

## **Your feedback and comments**

You will be given a feedback form to complete so you can let us know what you and your child think about the activity. We would be very grateful if you could take the time to fill in the feedback form and return it to us as your comments help us to improve and develop future activities.

You can also make a comment, suggestion or complaint by:

- asking to speak to the sports centre operations manager
- filling in a Have Your Say form available from the centre reception
- emailing: [admin.sports@derby.gov.uk](mailto:admin.sports@derby.gov.uk)

## **Photography**

To help with the production of future promotional material Derby City Council may arrange to photograph activities taking place. If you book in person you will be asked to complete a photograph consent form.

If you book over the telephone the reception staff will ask you if you give photographic consent. If you book by post please send your completed photo consent form together with your booking form. The photo consent form is available to download on [www.bactivederby.com](http://www.bactivederby.com).