



DERBY CITY COUNCIL

b-active Xperience

Parents/Carers Information

**Venue: Moorways Sports Complex, Moor Lane, Allenton,
Derby DE24 9HY
Telephone: 01332 363686 Minicom 01332 294526**

The venue to bring and collect your child will be Moorways Sports Centre.

Hours of operation

This activity scheme will run from 9am to 3pm each day.

Breakfast Club

The Breakfast Club will run from 8am to 9am and is only for children booked on the activity scheme. The Breakfast Club must be booked at the same time you book the activity scheme. Children must arrive at the Breakfast Club no later than 8.15am. Children will get toast, cereal and a drink at the centre café as part of the Breakfast Club.

Food and drink

Having fun and being active will make your child hungry and thirsty. Breaks will take place as part of the activity. Please provide your child with a packed lunch or give them some money for lunch in the centre cafe. Packed lunches and drinks must be labelled with your child's name and ice packs should be put into lunch boxes. Yoghurts and other dairy products should be given to a member of the activity scheme staff to put in the main fridge.

Prices

All prices are for each day for each child attending the activity scheme.

Standard: £11.75

Junior Passport to Leisure: £10.60

Junior Recreation Passport to Leisure: £9.40

Breakfast Club: £2.80 a day

Sickness

Children will not be accepted at the beginning of the day if they are unwell. If they become ill during the day, arrangements must be made for the child to be collected as soon as possible by the parent or carer. Children will not be accepted onto the activity scheme for five days once diagnosed with Chicken Pox. If children are well enough after five days, they can return onto the scheme.

Age of admittance

The activity scheme is for children from eight to 15 years of age.

Image recording equipment policy

Children are not allowed to use cameras, video recorders and mobile phones during the activity scheme sessions. Children's mobile phones will need to be switched off at all times during the activity scheme sessions. 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 Moorways Sports Complex will not accept liability for any losses. Lockers are available at the centre. A £1 coin is required which is refundable.

Child protection

We are responsible for the care and protection of your child whilst on the activity scheme. 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. Childhood injuries are a normal part of growing up and it is important that you and the activity scheme supervisor communicate openly. If the duty manager feels a child is at immediate risk, Rosehill Children's Social Care team will be notified. If the duty manager 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 scheme staff cannot give medication to children.

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 reception. We would consult with you before excluding your child from the activity scheme.

Weather

Some of our activities take place outdoors so we strongly recommend that your child brings some warm clothing, a hat and sun cream. Please label the sun cream with your child's name. Children will only be kept outside for short periods at a time. Drinking water is available at the centre.

Early Years procedure

Derby City Council have an Early Years procedure. Copies of this procedure are available at the centre.

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

We may need to close the centre or part of it for repair and maintenance or if it is damaged and is unfit or unsafe to use. In these circumstances we will refund a proportionate amount to reflect your losses when we need to close any facility for longer than a week.

If for any reason your child cannot attend the activity scheme please contact Moorways Sports Complex as soon as possible. Requests for a refund must be made in writing to the Centre Manager enclosing your receipt. 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 Moorways Sports Complex cancels the activity for any reason, any payment you have made for the activity scheme 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. Parents/carers are requested to sign their child in and out of the activity scheme each day they attend.

If you wish your child to go home on their own please ensure that you have given your permission on the activity scheme booking form. Should another nominated person be collecting your child at the end of the scheme, you must inform the activity scheme staff at the time of registration. Proof of identification will also be required from the person collecting your child. We strongly advise that you agree a password with your child which is also given to the nominated person collecting your child.

If emergency alterations need to be made please telephone the sports centre on 01332 363686 and inform the activity scheme supervisor.

Our coaching and supervisory staff

The activity scheme is supervised and run by enthusiastic, skilled and qualified staff who have all been Criminal Record Bureau checked and 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 scheme. 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 make a comment, suggestion or complaint by:

- asking to speak to the duty manager
- filling in a Have Your Say form available from reception

Photography

To help with the production of future promotional material Derby City Council may arrange to photograph activities taking place as part of activity scheme. Please complete the photograph consent form together with the activity scheme booking form.

Further information

If you require any further information about the b-active Xperience activity scheme at Moorways Sports Complex please contact the centre by telephone 01332 363686, Minicom 01332 294526 or email: moorways.sports@derby.gov.uk

Moorways Sports Complex b-active Xperience activity scheme Agreement

We will do our very best to:

- treat your child fairly, care for them and ensure their happiness and safety
- provide a safe and secure environment for them to be active
- provide a varied and interesting timetable of activities
- ensure that your child is not bullied or treated unfairly by other children on the scheme
- keep you informed about any issues that affect your child
- only release your child to a 'named person'.

b-active Xperience activity scheme Co-ordinator.